

17 December 2021

Dear Resident,

We are in receipt of your representation and thank you for giving us the opportunity to address your concerns. Our client wants to continue to be a great neighbour and play an active role in making Broadstairs a great place to live, work and have fun.

Having carefully read your objections to the extension of licensable hours to one hour each day, we understand that you have concerns regarding the lack of regulation and policing of the premises. We would like to assure you that our client takes the responsibilities that come with a premises licence very seriously.

We understand that the previous ownership of the premises was a completely different situation, with irresponsible management and a bad reputation to match. Since taking over the management of the premises in June this year, our client continually strives to operate their business to ensure the safety of local residents, and protect their neighbours, within their control, from any public nuisance. Our client knew it was important that the clientele changed, and management do everything they can to ensure all patrons feel safe and secure within the premises.

Our client has implemented a Dispersal Policy, which we attach herewith, to which all staff members adhere. This includes the provision of taxi information, with dedicated phone within the premises for arranging taxis, planned.

I refer to your representations against this application, and address the concerns:

- Anti-social behaviour in the area around the Dolphin Pub, Alexandra Road and Albion Street Car Park, including drug taking, lewd acts, public urination, screaming and shouting.

The management of the premises operate a zero tolerance drug policy and the appropriate measures are followed to ensure no drugs are taken on to or used within the premises.

There are adequate toilet facilities in the premises, and there is no reason why patrons would choose to leave the bar to urinate on surrounding buildings. Other problems within the area should be addressed with the local authorities. The owners of the premises ensure constant checks within the premises for any illegal or antisocial behaviour, and employ four SIA trained security staff from 8pm to closing, on Friday and Saturday nights. Our client is also security trained, and with his brother, the staff and the security team, ensures the whole premises are run safely, professionally and legally for the enjoyment by all patrons, without compromising the quality of neighbours' peaceful enjoyment of their lives or properties.

It is testament to our client that the police have not raised any objections to this application due to the way it has been run by the current management team since June, and have indeed supported the granting of the Temporary Event Notices for the extension of hours that were granted during November, where no antisocial behaviour issues were reported from these premises.

- Family woken up by drug takers, rowdy drunken behaviour, hammering on front doors. Drinkers in the rear garden are very loud.

Problems outside of the premises should be addressed with the local authorities.

The garden area is the designated smoking area of the premises and regularly monitored every evening. Our client does not want to restrict smokers from the garden area as this would encourage them to congregate at the front of the premises, where there are residential properties.

The garden is continually manned by security staff from 8pm to closing, on Friday and Saturday nights to ensure there is no trouble, and its patrons feel safe. Since our clients have taken over the management of the premises, there are now two closed doors to the garden area, with a corridor between them, containing any noise from inside the premises. The premises also benefit from a new sound system, aiming the music to the dancefloor, and the music within the premises is at a volume that bar staff can easily do their job.

- Our children are woken by screaming crowds, drug takers outside their windows

Problems outside of the premises should be addressed with the local authorities.

If a group of customers are found to be loitering near the premises after closing, staff will politely ask them to move on as quickly as possible – as per the Dispersal Policy. This holds the bar accountable for preventing anyone gathering directly outside the premises.

The purpose of the Licensing Act 2003 is to regulate licensable activities, in this case, the sale of alcohol, and uphold the four licensing objectives.

Issues caused by other venues or outside the direct control of this premises should not be used to prejudice against our client's premises.

We hope this letter has alleviated some of your concerns and reassure you that these premises follow Thanet Council's licensing policy and upholds the licensing objectives.

If you find the above acceptable, and you are willing to withdraw your representation to the application, it can be done by notifying the licensing authority at licensing@thanet.gov.uk.

Kind regards,

Fiona Smith
Licensing Agent
Knight Training (UK) Ltd

Dispersal Policy

Premises Name:	THE DOLPHIN LOUNGE BAR
Address:	53-55 ALBION STREET, BROADSTAIRS CT10 1NE

This premises adheres to policy of respecting our neighbours and local residents, maintaining close relations and understanding any potential impact our operations may have. The premises manager is expected to deal appropriately with any complaints received and staff members support this in a reasonable manner.

This premises is committed to supporting and promoting safe conduct and responsible retailing, following the four licensable objectives and in line with the conditions of the Premises Licence.

With this in mind, all staff members are aware of and instructed to comply with the following, as part of their job role:

- A drinking-up time is implemented, 30 minutes before closing time, which assists with gradual dispersal of our patrons
- Customers are informed of this **before** this time has been reached and advised of:
 - Calling out, at regular intervals, as the time progresses & the terminal hour approaches
 - Staff to encourage customers to begin planning their departure
 - Make customers aware that they will need to finish their drinks
- Adequate signage is present asking our customers to leave quietly
- Come their time to leave, staff direct customers towards the main entrance and remind them politely, where appropriate, of leaving quietly and respecting our neighbours
- If a group of customers are found to be loitering near the building, staff politely ask them to move on as quickly as possible
- To assist departure, staff are required to:
 - Be aware of the local taxi telephone/contact details
 - Provide these, by way of verbal communication and the details kept of premises, when requested
 - Make customers aware of the displayed signage notifying them of the Premises Address when calling for a taxi
 - Remind customers of the above provisions as the terminal hour approaches
- Staff reduce the music levels, to background audible level, towards the end of trading in line with the Licensable Hours allowed
- Staff consider increased lighting, where applicable, to encourage and remind customers of the terminal hour for departure

Where staff are unaware of how to comply with the above provisions or are unsure of how to properly adhere to these, it is **their** responsibility to ask the Designated Premises Supervisor for advice.

Displayed signage is shown to each staff member and they take care to ensure these remain in place. Should they not be, for any reason, this should be reported, to the appropriate person, at the earliest opportunity.

