

Statement of licensing policy

November 2004



London Borough of Hammersmith &
Fulham statement of licensing policy

Issued November 2004

This policy has been prepared in accordance with guidance issued under Section 182 of the Licensing Act 2003. If you would like more information, please contact us:

Licensing Section
Environmental Protection Division
5th Floor Town Hall Extension
London Borough of Hammersmith
& Fulham
King Street
Hammersmith
London
W6 9JU

Phone: 020 8753 1081

Fax: 020 8753 3922

Email: licensing@lbhf.gov.uk

Website: www.lbhf.gov.uk

Contents

Section	Page
1 Foreword	7
2 Introduction and purpose	10
3 Fundamental principles	12
4 Cumulative impact	13
5 Licensing hours	14
6 Promotion of other strategies	15
7 Prevention of crime and disorder	16
8 Public safety	18
9 Prevention of nuisance	19
10 Protection of children from harm	21
11 Transition period	23
12 Premises licence	23
13 Planning permission	24
14 Operating schedule	25
15 Consultation	26
16 Applications for personal licences	27
17 Temporary event notices	27
18 Enforcement policy	28
19 Dealing with complaints	28
20 Administration, exercise and delegations of functions	30
21 Glossary	31



1 Foreword

1.1 The council will have regard to this policy when carrying out its functions under the Licensing Act 2003.

1.2 The Licensing Act 2003 gained royal assent on 10 July 2003. It repealed most of the existing legislation relating to liquor, entertainment and night café licensing and replaced it with a totally new licensing regime. Responsibility for liquor licensing is being transferred from the Magistrates Court to local authorities.

1.3 The new law requires the council to publish this statement of licensing policy. This policy will be used as a guide in decision making with regard to licensing matters.

1.4 Although the Licensing Act is essentially deregulatory, relaxing the controls over licensed premises (particularly opening hours), the stated purpose of the legislation is to provide a clear focus on the promotion of four objectives, which must now form the central purpose when licensing functions are carried out. These are:

- The prevention of crime and disorder;
- Public safety;
- The prevention of public nuisance; and
- The protection of children from harm.

1.5 Through this policy the council hopes that local people and visitors to Hammersmith & Fulham will have better opportunities to enjoy their leisure time safely without fear of violence, intimidation or disorder while on, arriving at or leaving licensed premises. In addition, and in response to concerns about the impact of longer trading hours on behaviour and disturbance at night, we have given the protection of local residents, whose lives can be blighted by disturbance and anti-social behaviour associated with the behaviour of some people visiting places of entertainment, a central place in our strategy.

1.6 Our aim is to target premises, which are causing problems within our communities and have a lighter touch for the majority of businesses and community activities, which enhance peoples' lives by providing worthwhile opportunities for the enjoyment of leisure time without having a negative impact. Premises that produce disorder or threaten public safety or generate public nuisance or threaten the well being of our children will be targeted for enforcement action.

1.7 Residents will also have the benefit of the new right to challenge a licensing decision of the Council, by appealing to the Magistrates Court.



- 1.8 Police powers to deal with any disorder have been strengthened and they will have a key role in the prevention of crime and disorder on licensed premises. The council retains its power as local planning authority to control opening times of all new establishments seeking planning permission, where harm would otherwise arise.
- 1.9 An effective licensing policy, alongside other initiatives, can work towards promoting the positive aspects, such as increasing the leisure industry provision for the community and encouraging regeneration of town centres, as well as controlling the negative impacts such as increase in noise, nuisance, anti-social behaviour and crime and disorder.
- 1.10 The Unitary Development Plan (UDP) sets out the council's planning policies for developing land, improving transport and protecting the environment. The council is required to determine planning applications in accordance with the UDP, the London Plan and any other material considerations.
- 1.11 Licensing applications will not be a re-run of the planning application. The granting by the licensing committee of any variation of a licence, which involves a material alteration to a building, would not relieve the applicant of the need to apply for planning permission or building regulation control where appropriate.
- 1.12 Hammersmith & Fulham is a socially diverse area with a cosmopolitan population, sharing the advantages and disadvantages of inner city life, This presents the challenge of securing the safety and amenity of residential communities while facilitating a sustainable entertainment and cultural industry. To date, the council has been successful in seeking to strike this balance, and has a proven track record of treating each application in a fair and considered way.
- 1.13 The majority of the nightlife is situated in the three town centres in the borough: Shepherds Bush, Hammersmith & Fulham. Each has a thriving social and artistic life. Green spaces have been protected and extended throughout the 1990s to improve the local quality of life. The borough is home to a world-renowned research and teaching hospital (forms part of Hammersmith Hospitals NHS Trust) and three major football teams (Chelsea, Fulham and QPR).
- 1.14 The new licensing policy is designed to build upon the work presently carried out by the council to maintain a dynamic, innovative and attractive place to live, work and relax. The council has prepared a number of strategies that contain visions, aims and objectives to promote, improve and protect the borough. Not only has this Licensing Statement been prepared to promote the four licensing objectives under the Licensing Act 2003, the council has had regard to the local strategies which have



been developed for the borough, its residents, businesses, workers and visitors. The council intends to secure the proper integration with local crime prevention, planning, transport, tourism and cultural strategies and council's equality agenda by ensuring our licensing statement is consistent with their aims and objectives.

1.15 The council will seek to implement the policy in a positive and inclusive way for the whole community.

1.16 The council's vision of the improvements it wishes to secure in the local quality of life comes under three broad headings:

- A fair chance to all, including equalities, social inclusion, anti-poverty;
- Convenient services, tailoring flexible, responsive services to local needs;
- A safe, clean and green borough, promoting a safer, healthier sustainable environment with particular emphasis on reducing the fear of crime.

1.17 The council is keen to promote the cultural life of our borough and licensing will be approached with a view to encouraging all forms of licensable activity that are carried out in ways consistent with the licensing objectives.

1.18 The council may seek in its own name premises licences for appropriate public spaces within the borough. This will make it easier

for people to organise suitable cultural events. We will consider any request for permission to use such public spaces for cultural activities having regard to the promotion of the four licensing objectives.

1.19 The new legislation provides the entertainment/leisure industry with greater freedom and flexibility to meet the demands of its customers but also provides some extra powers for the council and we will work with the police, to protect residents from disturbance.

1.20 Deregulation inevitably brings with it a higher degree of self-regulation by licence and certificate holders. This shift means that the primary responsibility for controlling activities on licensed premises firmly rests on the licence holders and managers of such premises. This council, with support from the other enforcement agencies will keep the activities of these licence holders under review. This means that all concerned must work closely together in partnership for the community of which both businesses and residents form a part.

1.21 The act requires the council to review the licensing policy every three years. All reviews will be subject to further consultation with all stakeholders and any revised policy will be published. Issues that arise concerning implementation of the policy will be recorded in an issue log and taken into account during any review.



2 Introduction and purpose

2.1 The Licensing Authority for the London Borough of Hammersmith & Fulham (hereafter referred to as 'the council') makes this Statement of Licensing Policy in accordance with section 5 of the Licensing Act 2003. The policy relates to the following activities that are required to be licensed under the act (known as licensable activities):

- The retail sale of alcohol including licensing of individuals, premises, wholesale of alcohol to members of the public and purchases via the internet or mail order;
- The supply of alcohol to members of club premises;
- The provision of regulated entertainment in the presence of an audience. Regulated entertainment includes film exhibitions, performances of a play, indoor sporting events, boxing or wrestling events, live music performances, playing of recorded music, dance performances, provision of facilities for making music and provision of dance facilities;
- The licensing of activities on a temporary basis (temporary event notices);
- The provision of late night refreshment. Supply of hot food or drink from premises from 23.00 to 05.00 hours.

2.2 The two main types of licence issued under the legislation are personal and premises licences. Club premises certificates can also be issued for qualifying clubs carrying out qualifying club activities. Temporary Event Notices may be issued for licensable activities involving less than 500 people lasting less than 96 hours. References to licences in this document include certificates, temporary event notices or other permissions under the act.

2.3 It has been drawn up in consultation with the following:

- Metropolitan Police;
- London Fire, Emergency and Planning Authority;
- Representatives of holders of premises licences in the borough;
- Representatives of holders of club premises certificates in the borough;
- Representatives of holders of personal licenses in the borough;
- Representatives of residents and businesses in the area, including resident groups, tenants associations and societies;
- The Area Child Protection Committee;
- Health service including PCT, Accident and Emergency and the London Ambulance service;



- British Transport Police;
- Public transport undertakers;
- Neighbouring authorities;
- Licensed Victuallers Association;
- Chamber of Commerce;
- Drug and alcohol action team;
- Crime and Disorder Reduction Partnership;
- Trade unions;
- Other relevant organisations that could be affected by this policy.

2.4 Licensing is about regulating the carrying on of licensable activities on licensed premises, by qualifying clubs and at temporary events within the terms of the 2003 Act. The conditions attached to licences will be focused on matters that are within the control of individual licensees. Accordingly, conditions will centre on the premises and in the vicinity of those premises. What is in the vicinity will depend on the facts of each individual case. But the council will primarily focus on the direct impact of the activities at the licensed premises on members of the public living, working or engaged in normal activity in the area concerned.

2.5 Licensing law is not the primary mechanism for the general control of nuisance and anti-social behaviour caused by people once they are away from the premises and therefore beyond the direct control of the licensee. Nonetheless, licensing is a key aspect of such

control and licensing law is part of a holistic approach to the management of the nighttime economy.

2.6 However, as a matter of policy, the council expects every holder of a licence, certificate or permission to accept and be responsible for minimising the impact of their activities and anti-social behaviour by their patrons within the vicinity of their premises by taking appropriate measures and action consistent with that responsibility.

2.7 Every application made to the council will be considered on its own merits. This policy will be used as a basis in coming to consistent and transparent decisions on licence applications.

2.8 When this policy refers to the licensing authority's approach to the exercise of its decision-making powers, this refers to those cases where its discretion has been engaged by the receipt of relevant representations.

2.9 The council has taken full account of the guidance issued to it by the Secretary of State under section 182 of the Licensing Act (available from www.culture.gov.uk). Where it is necessary to depart from that guidance, the council will give its reasons for doing so.



- 2.10 Additionally in formulating this policy document the council has had regard to the provisions of the European Convention on Human Rights, the Race Relations Act 1976 (amended 2000) and has taken into account the provisions of the Crime and Disorder Act 1998.
- 2.11 The scope of this policy covers all applications made under the Licensing Act 2003. Designated sports grounds, events and exhibition centres are the subject of separate legislation. Consideration of applications for premises licences will be limited to those activities that are licensable under the 2003 Act.
- 2.12 Nothing in this policy will undermine any person from applying for a variety of permissions under the act.
- 2.13 This policy comes into force on 7 February 2005.

3 Fundamental principles

- 3.1 In carrying out its licensing functions, the council will actively seek to promote the four licensing objectives set out in section 4 of the act, these are:
 - The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance;
 - The protection of children from harm.

- 3.2 To achieve these objectives the authority will use its full range of powers and engage all relevant responsibilities including those relating to planning, transport, crime and disorder. Accordingly, the authority will enter appropriate partnership arrangements, working closely with the police, the fire authority, local businesses, community representatives and local people in meeting these objectives.
- 3.3 The council has significant experience and awareness of the requirements of, and issues surrounding, the entertainment/leisure industry, and we will work with our stakeholders to ensure mutual co-existence.
- 3.4 This policy is not intended to duplicate existing legislation and regulatory regimes that already place obligations on employers.
- 3.5 Where relevant representations have been received by the council conditions, attached to licences and certificates will be, tailored to the individual style and characteristics of the premises and events concerned and will relate to the licensing objectives and be restricted to matters within the control of individual licence holders.
- 3.6 Necessary and proportionate conditions, which relate to the licensing objectives will be drawn in particular circumstances from the National Pool of Conditions, issued by the Department of Culture,



Media and Sport. Further information regarding these conditions can be found at www.dcms.gov.uk however this does not preclude the council attaching other conditions if deemed appropriate. Applicants should consider the National Pool of Conditions and incorporate them into their operating schedules, as they consider necessary to promote the licensing objectives. Applicants should also consider the needs of disabled people and, where reasonable, make appropriate provision for them, as outlined in the Disability Discrimination Act 1995.

- 3.7** Licence holders will be required to ensure that they and their premises comply at all times with any conditions attached to a licence.
- 3.8** In making decisions on licensing applications and in imposing conditions, the council will primarily focus on the direct impact of the activities taking place at the licensed premises on members of public living, working or engaged in normal activity in the area concerned relating to the four licensing objectives.
- 3.9** All relevant representations will be considered during the decision making process, unless they are considered to be frivolous, vexatious or repetitious.

4 Cumulative impact

- 4.1** In determining an application, where there has been a relevant representation, the authority will, where appropriate, take into account the cumulative effect that the existence of a saturation of premises in one area may have. A saturation of licensed premises can attract customers to the area to such a degree that it has an adverse impact on the surrounding area beyond the control of individual licence holders.
- 4.2** Where the cumulative effect of many licensed premises within an area gives rise to problems of public disorder and nuisance in the surrounding area the council may consider it inappropriate for any further licensed premises to be established in the area or capacities to be increased. In such circumstances, an application for a licence for activities, which would undermine the promotion of any of the Licensing objectives would be refused.
- 4.3** Where there is sufficient evidence that a particular area had reached a point where existing activity is at such levels that if by granting them, they would contribute to the cumulative effect that the council wishes to mitigate, the council might adopt a special policy of refusing certain licence applications.
- 4.4** If such a policy were adopted it would not be absolute and each application would still have to be considered on its own merits.



4.5 The absence of a special policy does not prevent any responsible authority or interested party making representations on a new application for the grant of a licence on the grounds that the premises will give rise to a negative cumulative impact on one or more of the licensing objectives.

4.6 In coming to any decision regarding cumulative impact the council will also have regard to other mechanisms outside of the licensing regime which may also be available to address this issue, these are:

- Planning controls (where development or change of use is involved, or where trading hours are limited by planning conditions)
- Police enforcement of the normal law concerning disorder and anti-social behaviour. prosecution of any personal licence holder or member of staff at such premises who is selling alcohol to people who are drunk.
- Police powers to close down instantly for up to 24 hours any licensed premises or temporary events on grounds of disorder, the likelihood of disorder or excessive noise emanating from the premises.
- The power of the police, other responsible authorities or a local resident or business to seek a review of the licence or certificate in question.

5 Licensing hours

5.1 Where there is a relevant representation, the council will consider each particular case on its merits having regard in particular to the following matters:

- Whether the licensed activities are likely to cause an adverse impact especially on local residents, and, if there is potential to cause adverse impact, what, if any, appropriate measures will be put in place to prevent it;
- Whether there will be a substantial increase in the cumulative adverse impact from these or similar activities, on an adjacent residential area;
- Whether there is a suitable level of public transport accessibility to and from the premises at the appropriate times;
- Whether the activity will be likely to lead to a harmful and unmanageable increase in car parking demand in surrounding residential streets suffering high levels of parking stress or on roads forming part of the Strategic London Road Network or the London Bus Priority Network leading to harm to the licensing objectives of the prevention of crime, disorder and nuisance;
- Whether the premises has an authorised or lawful use under town planning legislation;



- Whether there have been any representations made by the Police, or other relevant agency or representative.

5.2 The licensing authority will closely scrutinise extended hours applications to ensure that the licensing objectives are met. In determining an application the licensing committee might decide that the circumstances are such that a restriction on hours is the only appropriate means to achieve the licensing objectives. If an hours restriction is imposed, the council will normally require that customers should be allowed a maximum of thirty minutes to consume alcohol.

5.3 In determining representations to an application, which incorporates an external area to the premises, the licensing committee might decide that the circumstances are such that a restriction on hours in that area is the only appropriate means to achieve the licensing objectives.

5.4 The council will not normally approve an application for a licence unless the applicant can demonstrate that the premises have the appropriate (in terms of the activity and hours sought) planning permission or lawful use.

5.5 Exceptions may be made where special circumstances can be demonstrated by the applicant why the application should be considered and approved although the planning status of the premises has not been finalised.

5.6 It will be the normal policy of the council to allow shops, stores and supermarkets to provide sales of alcohol for consumption off the premises at any times (in line with permitted planning hours) when the retail outlet is open for shopping unless there are good reasons based on evidence for restricting those hours. Should there be evidence regarding street drinking issues and disorder issues in the vicinity of this type of premises, the council may restrict the hours of sale of alcohol.

6 Promotion of other strategies

6.1 The council will monitor the impact of licensing on the provision of regulated entertainment, and particularly live music and dancing. Only necessary, proportionate and reasonable licensing conditions will be imposed on such events. The council recognises that as part of implementing cultural strategies, account needs to be taken of the need to encourage and promote a broad range of entertainment, particularly live music, dancing street arts and theatre for the wider cultural benefit of the community.

6.2 Arrangements have been made for licensing committees to receive, when appropriate, reports on the needs of the local tourist economy.



6.3 The licensing authority will keep the licensing committee apprised of the employment situation in the area and the need for new investment and employment where appropriate.

6.4 The licensing authority will also report to local transport committees with regard to the need to disperse people from town centres in order to avoid concentrations of people that can produce nuisance and disorder.

6.5 The Race Relations Act 1976 as amended obliges public authorities to have due regard to the need to eliminate unlawful discrimination and to promote equality of opportunity and good relations between persons of different racial groups. The council has a race equality scheme, and will monitor this policy for any adverse impact on the promotion of race equality.

6.6 The council will ensure its various strategies/policies are joined up to achieve the licensing objectives in the interests of clarity for applicants and effective determination. This will include taking into account the following:

- Council enforcement policy;
- Crime and Disorder reduction strategy;
- Community Safety strategy;
- Drugs and Alcohol strategy;
- Equal opportunities policy;
- Cultural and Tourism strategies including promotion of live music and community events;

- Objectives of the Private Security Industry Authority;
- Responsibilities under Anti Social Behaviour Act 2003;
- Home Office Safer Clubbing Guide. See: www.drugs.gov.uk/Reports;
- LACORS/TSI Code of Practice on Test Purchasing.

7 Prevention of crime and disorder

7.1 The council will require the applicant to detail in their operating plan the steps proposed to ensure the deterrence and prevention of crime and disorder, on and in the vicinity of the premises, having regard to their location, character, condition, the nature and extent of the proposed use and the persons likely to resort to the premises.

7.2 The council will require the licence holder to indicate what steps will be put in place to control the excessive consumption of alcohol and drunkenness on relevant premises in order to reduce the risk of anti social behaviour occurring elsewhere after customers have left the premises.

7.3 The council will particularly consider the following matters where they are material to the individual application:

- 1 The physical security features installed in the premises. This may include matters such as the position of cash registers, where



- alcohol is stored in ‘off-licences’, the standard of CCTV that is installed, adequate lighting, metal detection and search facilities or the use of toughened drinking glasses in pubs and clubs and/or the removal of glasses or glass bottles outside of the premises proposed to be admitted;
- 2 Measures employed to promote sensible drinking, responsible serving and procedures for risk assessing promotions such as ‘happy hours’, which may contribute to the impact on crime and disorder, and plans for minimising such risks;
 - 3 The measures employed to prevent the consumption or supply of illegal drugs, including any search procedures and entry policies;
 - 4 Where premises are subject to age-restrictions, the procedures in place to conduct age verification checks;
 - 5 The likelihood of any violence, public order or policing problem if the licence is granted;
 - 6 Whether design of the premises (including the provision of seated areas) has been considered having regard to reducing conflict and minimising opportunities for crime;
 - 7 The measures taken to control admission to the premises, the use of Security Industry Authority registered door supervisors;
 - 8 Any other such measures as may be appropriate, such as participation in a local pub watch scheme or other body designed to ensure effective liaison with the local community, ‘music wind—down policies’, restrictions on ‘happy hours’, and other examples of industry best practice;
 - 9 Past conduct and prior history of complaints proved against the premises;
 - 10 Whether a dispersal policy has been prepared to minimise the potential for disorder as customers leave the premises;
 - 11 Any relevant representations.
- 7.4** Where applicable, applicants must show that they can comply with the Home Office guidance Safer Clubbing in relation to the control of illegal drugs on their premises. They should agree a protocol with the council and the police on the handling of illegal drugs found on their premises.
- 7.5** Conditions will, so far as possible, reflect local crime prevention strategies, and the council will also have regard to the views of the local Crime and Disorder Reduction Partnership.



- 7.6 It is recommended that applicants discuss the crime prevention procedures in their premises with the council and the police before making a formal application. Licences for any form of public entertainment will be subject to conditions to prohibit entertainment (including film exhibitions) which are likely to lead to disorder or stir up hatred or incite violence towards any section of the public on the grounds of colour, race, ethnic or national origin, disability, religious beliefs, sexual orientation or gender.

8 Public safety

- 8.1 The council will require the applicant to detail in their operating plan the steps proposed to ensure the physical safety of people using the relevant premises or place.
- 8.2 Where a relevant representation/s are made in respect of an application involving the supply/consumption of alcohol in sports grounds, such as football stadiums, the council will consider the application very carefully. Conditions may need to be applied as to when and where alcohol can be sold/supplied in order to promote all the licensing objectives with a particular emphasis on the protection of public safety and crime and disorder.
- 8.3 Where relevant representations are made by the police over an application from one of the premises situated in the vicinity of one of the football stadiums in the

borough for a new licence or a variation to an existing licence The council will consider imposing conditions requiring the service of alcohol exclusively in plastic bottles and cups, for four hours before the start and four hours after the end of the sporting event.

- 8.4 Maximum occupancy limits in the premises licence will be specified only where necessary for the promotion of public safety or the prevention of disorder. Where a capacity limit is already specified in a fire certificate, the council will not normally include a limit as a licence condition. However, where the certificate was granted when the future use for a licensable activity was not known, the fire authority may consider it necessary for a new capacity to be attached when the premises are being used for that activity. In such a case, the council will set a capacity in consultation with the London Fire, Emergency and Planning Authority and Building Control division. Where no capacity is set under the fire certificate, the council will consider in liaison with those bodies whether it is necessary to set one. Occupancy limits will normally be set for the following premises:
- 1 Nightclubs.
 - 2 Cinemas.
 - 3 Theatres.
 - 4 Other premises where regulated entertainment is being provided within the meaning of the act.

Please leave quietly

5 Other premises where it is necessary to promote public safety or to prevent disorder.

8.5 The council considers that it would be beneficial that, for every relevant place or premises, that an adequate risk assessment be provided which includes fire safety. This may include the provision of fire-fighting equipment, emergency lighting and an appropriate means of raising the alarm in the event of a fire, which will be agreed in consultation with the fire authority. The risk assessment should consider the needs of all customers, including those that may not be able to see or hear the fire alarms or move easily when evacuating a building.

8.6 The council will consider whether any measures or restrictions are placed on alcohol sales to prevent binge drinking and promote 'sensible drinking'.

8.7 The council will, where appropriate, attach conditions to a licence to ensure public safety, dealing with the following:

- Checks on equipment at specified intervals;
- Standards to be maintained, e.g. temporary electrical installations to comply with British Standards;
- The number of people on the premises to ensure it is appropriate having regard to the activities taking place and reliable ways of counting the number;

- The steps taken to manage the risk from glass, the use of bottle bins, glass collectors and door supervisors to prevent glass being taken off the premises;
- The use of door supervisors to manage the entrance and exit from the premise and, to protect public safety as customers leave the premises;
- The provision of air conditioning and ventilation and the availability of drinking water;
- Measures to protect against overcrowding.

9 The prevention of nuisance

9.1 The council will require the applicant to demonstrate within the operating plan how they intend to prevent nuisance arising, prevent disturbance and protect amenity so far as is appropriate to ensure that the licensing objectives are met. Where there is a relevant representation regarding extended hours, the council will not permit an extension unless it is satisfied that the licensing objectives would be met.

9.2 In considering an application, the council will consider the adequacy of proposed measures to remove or effectively manage the potential for nuisance and anti-social behaviour.



- 9.3** The council will particularly consider the following matters where they are material to the individual application:
- 1 The proximity of residential accommodation;
 - 2 The type of use proposed, including the likely numbers of customers, proposed hours of operation and the frequency of activity;
 - 3 The steps taken or proposed to be taken by the applicant to prevent noise and vibration escaping from the premises, including music, noise from ventilation equipment, and human voices. Such measures may include the installation of soundproofing, air conditioning, acoustic lobbies and sound limitation devices;
 - 4 The steps taken or proposed to be taken by the applicant to prevent disturbance by customers arriving at or leaving the premises. This will usually be of greater importance between 11.00 pm and 7.00 am than at other times of the day;
 - 5 The steps taken or proposed to be taken by the applicant to prevent queuing (either by pedestrian or vehicular traffic). If some queuing is inevitable then queues should be diverted away from neighbouring premises or be otherwise managed to prevent disturbance or obstruction;
 - 6 The steps taken or proposed to be taken by the applicant to ensure staff leave the premises quietly;
 - 7 The arrangements made or proposed for parking by patrons, and the effect of parking by patrons on local residents;
 - 8 The provision for public transport in the locality (including taxis and private hire vehicles) for patrons;
 - 9 The level of likely disturbance from associated vehicular and pedestrian movement to and from the premises;
 - 10 The use of gardens and other open-air areas;
 - 11 The delivery and collection areas and delivery/collection times;
 - 12 The siting of external lighting, including security lighting that is installed inappropriately;
 - 13 The arrangements for refuse disposal, storage and the prevention/tidying of litter (including fly posters and illegal placards);
 - 14 The history of previous nuisance complaints proved against the premises, particularly where statutory notices have been served on the present licensees;
 - 15 The history of the applicant in controlling anti-social behaviour and preventing nuisance;
 - 16 The generation of odour, e.g. from the preparation of food;

- 17 Any other relevant activity likely to give rise to nuisance;
- 18 Any representations made by the Police, or other relevant agency or representative;
- 19 Past conduct and relevant history of complaints;
- 20 Whether a dispersal policy has been prepared to minimise the potential for disturbance as customers leave the premises.

10 Protection of children from harm

10.1 The council will require operating plans to specify the measures and management controls in place to protect children from harm. Where appropriate a written childcare policy which is available and should be included in the induction of staff.

10.2 The legislation recognises the right of licence holders (serving alcohol) to allow accompanied children into their premises at any time. The council will not normally seek to limit their access (above that specified in the act) to any premises unless it is necessary for the prevention of physical, moral or psychological harm. Where this is considered likely, upon consideration of a relevant representation, conditions will be imposed that restrict children from entering all or part of licensed premises:

- 1 At certain times of the day; or
- 2 When certain licensable activities are taking place; or

3 Under certain ages, e.g. 16 or 18; or

4 Unless accompanied by an adult.

10.3 The council will particularly consider if:

- 1 There is entertainment or services of an adult nature commonly provided;
- 2 There have been convictions for serving alcohol to minors or premises with a reputation for under-age drinking;
- 3 There is a known association with drug taking or dealing;
- 4 There is a significant element of gambling on the premises;
- 5 There is a presumption that children under 18 should not be allowed (e.g. to nightclubs, except when under 18 discos are being held);
- 6 There are licensable activities that are likely to appeal to minors/children under 16 taking place during times when children under 16 may be expected to be attending compulsory full-time education;
- 7 There have been representations from police, the area child protection committee or other relevant agency or representative.

10.4 Where there are restrictions (whether imposed by statute or by the council) on the sale or supply of goods or the provision of services or the showing of films or other entertainment to children below a



certain age, then the licensee will be required to demonstrate that they have in place a system for verifying the age of the children intended to be supplied with such goods, services or entertainment. Training should be given to all persons who might be in a position to serve or refuse such children. The training should include a basic understanding of the law, seeking proof of age, verifying the authenticity of proof of age cards and handling and recording refusals.

- 10.5** Conditions may be imposed on licences for premises where children will be present at places of public entertainment to the effect that a sufficient number of adults must be present to control the access and egress (including safe transport home) and to ensure their safety.
- 10.6** The council will expect operating plans to specify the measures and management controls in place to prevent alcohol being served to children, other than in those limited circumstances permitted by the act.
- 10.7** The council commends the Portman Group Code of Practice on the naming, packaging and promotion of alcoholic drinks to ensure that drinks are packaged and promoted in a socially responsible manner and only to those who are 18 years or older. The council recommends that the applicant refer to the Retailer Alert Bulletin by which the Portman Group tells licensed

retailers, which products have been found to be in breach of the code, and should be removed from sale.

- 10.8** The council will expect the operating schedule for premises with film exhibition to include a stipulation that children will be restricted from viewing age-restricted films classified according to the recommendations of the British Board of Film Classification.
- 10.9** In relation to pubs, restaurants and clubs, the council will expect licensees to have due regard to the guidelines issued by the National Association of Cigarette Machine Operators (NAMCO). Cigarette machines should be sited in a position where they are clearly visible to members of staff so that attempted purchases by young people can be challenged.
- 10.10** Nothing in the above interferes with the right of a licence holder to preclude children from their premises. Conditions requiring the admission of children to premises cannot be attached to licences.
- 10.11** The 'Responsible Authority' in relation to the protection of children from harm is the council's children's trust department and in particular the child protection officer.



February 2005

11 The transition period

11.1 Generally, all current holders of justices' licences are entitled to apply for a personal licence without the need to provide evidence of a criminal record check or of a licensing qualification. This is because the licensing justices have already judged such people to be "fit and proper" to sell alcohol by retail under the provisions in the Licensing Act 1964. These preserved rights are subject to the possibility of police intervention in certain circumstances.

11.2 Applications may be made in respect of all existing alcohol, public entertainment, theatre, cinema, and late night refreshment houses to convert these licences, subject to the conditions and restrictions to which they are currently subject, into Premises Licences. The same applies to "registered members clubs" (now "qualifying clubs" in the 2003 Act) who may apply to convert their registration certificates (granted under the Licensing Act 1964) into Club Premises Certificates.

11.3 In the absence of an application for a variation or representations from the Police, these notified details will be converted by the council into a Premises Licence, which would have effect from the day when all new licences and certificates would come into effect. The principle underlying this approach is that all of these licences, certificates or permissions have already been

approved by either the licensing justices, the magistrates' courts or the council's licensing committee.

11.4 Where an application is made for a variation the applicant will be expected to show those additional measures that are required to mitigate risks arising from any additional activity. This will be in the form of an operating schedule, setting out what licensable activities the premises will be used for and any other hours it will be open to customers or members. Application for variation will be subject to the Regulations' requirement to advertise and consult with the relevant authorities and may attract relevant representations.

11.5 During the transition period all premises licences and certificates with the associated variations granted during the transitional period would not come into effect and lay dormant until bought into force on the second appointed day.

12 Premises licences

12.1 An application for a premises licence must be made in the prescribed form to this authority. The application must be accompanied by:

- The required fee;
- An operating schedule;
- A plan of the premises in a prescribed form;

- If the application involves the supply of alcohol, a form of consent from the individual who is to be specified in the licence as the designated premises supervisor. This person will normally have been given day to day responsibility for running the premises by the premises licence holder;
- Copies of the appropriate certificates.

12.2 Officers will determine on a case-by-case basis which applications require an inspection, and will arrange for such inspection.

12.3 Applicants will be informed if the council is not minded to conduct an inspection.

12.4 The council will proactively monitor licensable activity within the borough and carry out a programme of risk based inspections.

13 Planning permission

13.1 Applications for premises licenses should normally relate to premises with an existing lawful use for the activities proposed.

13.2 The council's Planning Policies are set out in its Unitary Development Plan supplemented by additional guidance on A3 uses (Restaurants, take-aways, public houses etc). Additional policies are set out in the London Plan, which is also part of the statutory development plan for

the borough. For further information contact development control on 020 8753 1084.

13.3 The strength of these policies is that there is an obligation both on the council, as local planning authority, and the decision maker on any appeal, to give considerable weight to them. This helps to ensure consistency in the decision making process.

13.4 In general, planning permissions authorise the development or change of use of land and buildings in the public interest, whereas licences relate to the specific circumstances and proposed licensable activity within a particular premises and the suitability of the operator and may cover only a part of the premises.

13.5 In many cases where an application is made for a new licence or variation, the town planning use will already be authorised by a previous planning permission or because the premises has a long-standing lawful use. Therefore, a new application for planning permission is often not required. However, the existing planning permission might, and if recently granted is very likely to, have conditions restricting the use of the premises in some way: e.g. the hours of operation. In that case, anybody seeking a licence to operate beyond those hours would first need to seek and obtain a revised planning permission or a variation or removal of the relevant planning condition.

13.6 In general, the planning position should be resolved before a licence application is made. The council may refuse to grant a licence if the:

- 1 Activity to be authorised would amount to an unlawful use of the premises;
- 2 Hours being sought exceeded those authorised by any planning permission.

13.7 The council may nonetheless determine a licence application without evidence of a lawful planning use where the applicant satisfactorily demonstrates special reasons justifying such an approach.

14 Operating schedule

14.1 Operating schedules for premises licences are the key to ensuring compliance with the four licensing objectives. In the vast majority of cases, the terms of the operating schedule will translate into the licence conditions that set out how the business will be run.

14.2 The council considers that it would be beneficial if operating schedules include all the following:

- a description of the style and character of the business to be conducted on the premises (for example, a supermarket, or a cinema with 6 screens and a bar, or a restaurant, or a public house with two bars, a dining area and a garden open to customers);

- the licensable activities to be conducted on the premises;
- the times during which it is proposed that the relevant licensable activities are to take place. This should include the time the premises will be open, the time the last customer will be able to enter the premises, the time the last drink will be served and the time all customers will have left the premises. Detail should also be provided on how this will be managed/controlled;
- Any other times when the premises are to be open to the public;
- Where the licence is required only for a limited period, that period;
- Where the licensable activities include the supply of alcohol, the name and address of an individual who must hold a valid personal licence to be specified as the designated premises supervisor and be responsible on a day-to-day basis for conducting business in the premises in a manner consistent with the terms and conditions of the licence, in accordance with the act and in pursuit of the licensing objectives;
- Where the licensable activities include the supply of alcohol, whether the alcohol will be supplied for consumption on or off the premises or both;



- Where the licensable activities include the supply of alcohol what seating and where will they be provided;
- Where the licensable activities include dance to describe the type of dancing in broad terms, such as if dancing will be done by professional or it will be for members of the public, where it will take place on the premises, if the dancing involves striptease or lap dancing;
- Where appropriate, details of the accessibility of the premises for disabled people. The council will apply the ‘Technical Standards for Places of Entertainment’ to new premises providing entertainment and premises that are having refurbishment works carried out. These standards cover access for disabled people, such as adequate access and means of escape, audible and visible means of communication, toilet facilities, etc;
- Whether music and dance venues and performance venues will use equipment or special effects, e.g. moving equipment, vehicles, pyrotechnics, strobe lights, smoke machines, etc;
- The steps which the applicant proposes to take to promote the licensing objectives.

14.3 Prospective holders of new premises licences, and those seeking variations to existing premises licences are advised to

consult with the council and the various responsible authorities at the earliest possible stage in order to reduce the risk of dispute arising.

14.4 The council will seek to impose the minimum conditions necessary to promote the licensing objectives. For those premises, which present the lowest risk to public safety and the other licensing objectives, the council will adopt a light touch approach to regulation.

14.5 Operators of licensed premises will have to comply with planning, environmental health, fire safety, licensing and building control legislation when opening or adapting licensed premises. The council will seek to avoid confusion and duplication by not imposing licence conditions relating to matters that are required or controllable under other legislation, except where they can be exceptionally justified to promote the Licensing Objectives.

14.6 During the course of its inspections, the council may refer to any other agency any circumstance it finds that appears to it to be a contravention of the legislation enforced by that agency.

15 Consultation

15.1 The applicant will be expected to advertise the application in accordance with the Regulations made under the Licensing Act 2003.



- 15.2** The council will carry out a consultation process in accordance with the regulations made under the Licensing Act 2003. In exceptional circumstances the council may consider it appropriate to carry out a more extensive form of public consultation. The council will publicise details of applications received.

16 Applications for personal licences

- 16.1** In order to obtain a personal licence the requirements are that the applicant must:

- Be aged 18 or over;
- Possess a licensing qualification accredited by the Secretary of State;
- Not have forfeited a personal licence within five years of his or her application;
- Produce a Criminal Record Bureau certificate;
- Not have an objection notice from the police about the grant of a personal licence following notification of any unspent relevant offence or foreign offence; or must show that that such an offence should not lead to refusal on crime prevention grounds;
- Pay the appropriate fee to the council.

- 16.2** Applicants with unspent criminal convictions for relevant offences set out in the Licensing Act are strongly

encouraged to first discuss their intended application with the police and the council before making an application.

- 16.3** A personal licence is valid for 10 years. A designated premises supervisor must hold a personal licence.

17 Temporary event notices

- 17.1** The Licensing Act 2003 provides for certain occasions when small scale events (for no more than 500 people at a time and lasting for no more than 96 hours) do not need a licence providing that advance notice is given to the police and the council. The police are the only ones that can object to a Temporary Event Notice if the event is likely to undermine the crime prevention objective.

- 17.2** Where police representation is received (by means of a counter notice) the council will hold a hearing.

- 17.3** The council will consider whether the limitations set down by the act in terms of numbers and duration of events and capacities are being observed.

- 17.4** It is recommended in general that the Council and police be given at least 28 calendar days notice of the events, to allow them to help organisers plan their events safely. The law states that a minimum of ten days notice must be given.



17.5 Organisers of temporary events are strongly advised to contact the council and the Police for advice at the earliest opportunity when planning events, to avoid any unnecessary objections being made that may arise from misunderstandings or confusion as to what is being proposed.

18 Enforcement policy

18.1 The council operates a proactive inspection regime that is based on inspections involving risk assessments. These inspections are linked to the enforcement policy, which targets premises failing to support licensing objectives. Relevant action will be taken after each visit in accordance with this policy.

18.2 Premises that produce disorder or threaten public safety or generate public nuisance or threaten the well being of our children will be targeted for enforcement action.

18.3 The sale of alcohol to minors is a criminal offence and this council will conduct appropriate covert test purchasing exercises in response to complaints and local intelligence. The Licensing Act 2003 permits the use of children under the age of 18 to undertake test purchases.

18.4 The council has a long-established enforcement Policy, based around the principles of consistency, transparency and proportionality set out in the Department of Trade and Industry's Enforcement Concordat and which also takes into account

the Attorney General's Guidelines to Crown Prosecutors for bringing prosecutions.

18.5 A graduated response will be taken where offences against legislation are found or where conditions have been contravened. For instance an isolated administrative offence, such as failing to maintain certain records, may be dealt with purely by way of a written warning whilst more serious offences, such as blocked fire exit routes, which have either been committed over a period of time or which jeopardise public safety may result in a referral for prosecution.

18.6 The council will seek to work with the police in enforcing licensing legislation. We will strive to have a joint enforcement protocol with all the relevant agencies.

18.7 Enforcement will be focussed on premises or persons found to be failing in terms of the licensing objectives.

19 Dealing with complaints

19.1 Where a representation is made to the council, the council will consider whether it is valid. In determining whether a representation is valid the council will first consider if the complaint made is irrelevant, vexatious, frivolous or repetitious.

19.2 Where an interested party (such as a local resident, business or their representative) has made:

- a Valid representations about licensed premises; or



- b A valid application for a licence to be reviewed then the council may initially arrange a mediation meeting to address, clarify and try to resolve the issues of concern.

19.3 This process will not override the right of any interested party to ask that the council consider their valid representations, or for any licence holder to decline to participate in a mediation meeting.

19.4 At any stage, following the grant of a premises licence, a responsible authority, such as the police or the fire authority, or an interested party, such as a resident living in the vicinity of the premises, may ask the council to review the licence because of a matter arising at the premises in connection with any of the four licensing objectives.

19.5 The council will review a licence where it is alleged that the Licensing Objectives are being breached and there is evidence to show this. The council will regard applications for the review of any premises licence, particularly seriously, where they involve evidence of:

- 1 Use of licensed premises for the sale and distribution of drugs and the laundering of the proceeds of drugs crimes;
- 2 Use of licensed premises for the sale and distribution of illegal firearms;
- 3 Evasion of copyright in respect of pirated or unlicensed films and music;

- 4 Underage purchase and consumption of alcohol;
- 5 Use of licensed premises for prostitution or the sale of unlawful pornography;
- 6 Serious risks to children;
- 7 Use of licensed premises for unlawful gaming and gambling;
- 8 Use of licensed premises as a base for organised criminal activity;
- 9 Use of licensed premises for the organisation of racist, homophobic or, sexual abuse or attacks or any discriminatory behaviour;
- 10 Use of licensed premises for the sale of smuggled tobacco or goods;
- 11 The use of licensed premises for the sale of stolen goods;
- 12 Incidents of disorder;
- 13 Instances of public nuisance where there have been disregard to warnings;
- 14 Serious risks to public safety which the management is unable or unwilling to correct;
- 15 Frequently operating outside permitted hours.

19.6 Where the council considers that action under its statutory powers is necessary it may seek to:

- Modify the conditions of the premises licence;
- Exclude a licensable activity from the scope of the licence;

- Remove the designated premises supervisor;
- Suspend the licence for up to three months;
- Issue a warning, formal caution;
- Prosecute;
- Revoke the licence.

19.7 Interested parties (including residents) aggrieved by decisions of the council are entitled to appeal to the magistrates court.

20 Administration, exercise and delegations of functions

20.1 The Licensing Committee will consist of up to fifteen councillors that will sit at least annually to discuss policy, review delegated decisions and administrative matters. The council will review this policy at least every three years. Any changes to the policy will include full consultation of all interested parties.

20.2 A sub-committee of three councillors will determine applications where representations have been received from interested parties/responsible authorities. Ward councillors will not serve on a sub-committee involving an application within their own ward.

20.3 The Licensing Committee will also deal with other licensing matters not associated with the Licensing Act 2003, such as massage and special treatments, street trading or Gambling Act, etc.

20.4 Where a councillor who is a member of a Licensing Committee or a sub-committee has had direct involvement in the affairs of an application before them, in the interests of good governance they will disqualify themselves from any involvement in the decision-making process affecting the premises licence in question.

20.5 Each decision of the Licensing Committee or its sub-committee(s) shall be accompanied with clear reasons for the decision. A summary of the decision will be posted on the council's website as soon as possible after the decision has been confirmed, where it will form part of the statutory licensing register required to be kept by the council.

20.6 The council's authorised officers will deal with licence applications where either no representations have been received, or where representations have been received and the parties agree that a hearing is not necessary.

20.7 Council officers will make the decisions upon whether representations are frivolous or vexatious. Where representations are rejected, the person making that representation will be given written reasons for the decision.

20.8 The Licensing Committee will regularly receive, review, comment upon and consider other relevant policies relating to employment, transport, cultural development and community safety as far as they affect its licensing function.

Glossary

Appointed days

The dates when different provisions of the act come into force. On the first appointed day applications can be made to local authorities for the new licences. On the second appointed day, the old law will cease to have effect, all the new licences will come into force and the responsibilities of the existing magistrates court licensing committees will end.

Appeals

Appeals against decisions of the licensing authority are to the magistrates' court for the area in which the premises are situated. The appeal must be lodged within 21 days of being notified of the council's decision. On appeal a magistrates' court may, dismiss the appeal; substitute its own decision; remit the case to the licensing authority with directions; and make an order for costs.

Designated premises supervisor

The person in the case of premises selling alcohol, who will normally have been given the day to day responsibility for running the premises by the holder of the Premises Licence or will be the Premises Licence holder themselves (who must also be a Personal Licence holder.)

Extended hours application

Any application that seeks to extend the hours of operation of the premises to which it relates. Whilst all applications will be thoroughly scrutinised with a view to the promotion of the licensing objectives, particular care might need to be taken when an extension of hours (beyond

historic opening times) is requested. In such circumstances, there might be greater potential for impact on residential occupiers that might amount to a public nuisance. An hours restriction might be the only method of promoting the licensing objectives, particularly in the light of advice in PPG 24 Planning and Noise which recognises a distinction that noise might have on residential occupants between the hours of 11pm and 7am compared with the rest of the day.

Interested party

Residents and persons involved in businesses in the vicinity of premises where an application or premises licence or a qualifying club certificate has been made, or a body representing such persons.

Late night refreshment premises.

Premises where refreshment is provided at any time between the hours of 11.00pm and 5.00am. This includes the supply of hot food or hot drink to members of the public whether for consumption on or off the premises.

Licensable activities

Those activities under the Licensing Act 2003, which require a licence from the council (London Borough of Hammersmith & Fulham), include the following:

- The sale by retail of alcohol;
- The supply of alcohol by or on behalf of a club to, or to the order of, a member of a club;
- The provision of regulated entertainment;
- The provision of late night refreshment.

Licensing authority

In the Licensing Act 2003 licensing authorities in London are defined as the councils of London boroughs.

Personal licences

A licence which:

- Is granted by a licensing authority to an individual;
- Authorises that individual to supply alcohol, or authorise the supply of alcohol, in accordance with the premises licence.

Regulated entertainment

Includes both entertainment and entertainment facilities, where the following takes place in front of an audience and is provided for the purpose of entertaining that audience:

- A performance of a play;
- An exhibition of a film;
- An indoor sporting event;
- A boxing or wrestling entertainment (indoors and outdoors);
- A performance of live music;
- Any playing of recorded music;
- A performance of dance;
- Entertainment of a similar description to that falling within the performance of live music, the playing of recorded music and the performance of dance.

NB If the music is incidental to the main purpose of the event then this will not require a licence, such as provision of a jukebox. A karaoke machine would constitute regulated entertainment and therefore require a licence, musical instruments made available for members of the public would also constitute an entertainment facility.

Relevant representation

A representation by an interested party or a responsible authority that relates to the likely effect of the grant of the licence on the promotion of at least one of the licensing objectives.

Responsible authorities

These include:

- Chief Officer of Police;
- The Fire Authority;
- The enforcing authority for health and safety at work;
- The Planning authority;
- The local authority responsible for minimising or preventing the risk of pollution or harm to human health;
- The recognised body responsible for the protection of children from harm;
- Trading standards.

Security Industry Authority (SIA.)

An authority that implements the Private Security Industry Act 2001, their key role is managing and issuing of licences for people working in particular areas of the private security business, including door supervisors.

Variation

A variation is a material change to a premises licence and would include an increase in the capacity of the premises, a change in the hours of operation of the premises, and change to the way the premises is to operate in regard to the operating schedule or a request to vary an existing condition attached to the premises licence.

Contact point

For further information about this policy
please contact licensing@lbhf.gov.uk

or

Licensing Section
Environmental Protection Division
5th Floor Town Hall Extension
London Borough of Hammersmith
& Fulham
King Street
Hammersmith
London
W6 9JU

Phone: 020 8753 1081

Fax: 020 8753 3922

Email: licensing@lbhf.gov.uk

Website: www.lbhf.gov.uk

If you would like any part of this document interpreted into your own language, please phone 020 8753 4040.

Russian

Если вы хотите, чтобы
какая-либо часть этого
документа была устно
переведена на ваш язык,
пожалуйста, позвоните по
телефону 020 8753 4040.

Polish

Jeśli chciałbś jakaolwiek
część tego dokumentu
przetłumaczoną na język
ojczysty, to proszę zadzwonić
pod numer 020 8753 4040.

French

Si vous souhaitez qu'une
partie de ce document soit
traduite dans votre langue,
veuillez appeler le
020 8753 4040.

Spanish

Si desea alguna parte de
este documento en su
propio idioma, llame al
020 8753 4040.

Albanian

Nese do deshironi ndonje
pjesje te ketij dokumenti te
perkthyer ne gjuhen tuaj,
telefononi 020 8753 4040.

Amharic

የዚህ ደብዳቤን ማንኛውም
ክፍል በራስዎ ቋንቋ
እንዲተረጎምልዎት ከሌለት
እባክዎን በቁጥር
020 8753 4040 ደደውሉልን።

Portuguese

Se desejar qualquer parte
deste documento
interpretada no seu idioma,
telefone por favor para
020 8753 4040.

Somali

Haddii aad jeclaan laheyd in
qeyb dukumentigan ka mid
ah luqaddaaada ama
afkaaga laguugu turjumo,
fadlan teleefoon u soo dir
020 8753 4040.

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਕਿਸੇ
ਵੀ ਹਿੱਸੇ ਦਾ ਕੀਤਾ ਹੋਇਆ ਅਨੁਵਾਦ
ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ 'ਚ ਚਾਹੀਦਾ ਹੈ,
ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਕਰੋ
020 8753 4040.

Gujarati

જો તમને આ દસ્તાવેજનાં કોઈપણ
ભાગનું કંઈક ભાષાંતર તમારી પોતાની
ભાષામાં જોઈએ છે તો, મહેરબાની
કરી ટેલિફોન કરો
020 8753 4040.

Hindi

यदि आपको इस दस्तावेज के किसी भी
हिस्से का किया हुआ अनुवाद अपनी
भाषा में चाहिये, तो कृपया टैलिफोन करें
020 8753 4040.

Urdu

اگر اس دستاویز کے کسی بھی حصہ کا ترجمہ
آپ کو اپنی زبان میں چاہئے تو براہ مہربانی
ٹیلی فون کریں: 020 8753 4040

Farsi

اگر شما میخواهید هر بخشی از
این سند به زبان شما برایتان ترجمه
شفاهی بشود لطفاً با شماره تلفن
020 8753 4040 تماس بگیرید.

Arabic

إذا كنت ترغب بالحصول على
ترجمة فورية لأي جزء من هذه
الوثيقة، فيرجى الاتصال بـ:
020 8753 4040.

Visit our website:
www.lbhf.gov.uk

Published by Environment
department
December 2004.

Designed and printed by Hammerprint.
Bk.Env StatementLicensingPolicy

**Hammer
& Fulham**
Serving our Community

POSITIVE ABOUT
DISABLED PEOPLE

