



COMPLETE  
LICENSING

# SHISH MEZE ABRIDGE

Supporting Bundle

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## **ROBERT SUTHERLAND**

### **CONSULTANT SOLICITOR, COMPLETE LICENSING**

Robert is a highly experienced solicitor specialising in all forms of licensing and gambling issues for operators and landlords. His clients include one of the most prestigious concert venues in the country, well-known nightclubs in the West End, gentlemen's clubs across the country, music festivals including the Secret Garden Party, and sports venues for cricket and football. He has dealt with all aspects of outdoor music festivals including working with safety advisory groups in the planning and setting up of large events such as Gay Pride.

Robert also acts for a number of leading sexual entertainment venue operators, both independent and multi-national brands around the country, and has been actively involved in dealing with local authorities in their determination of sexual entertainment venue policies. Robert is a solicitor advocate and is able to represent clients in the higher courts. During his career he has held roles which have provided him with great insight into and understanding of the court system, including Licensing Justices' Clerk for North and South Westminster for a number of years. Robert is also a Fellow of the Institute of Licensing.



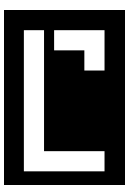
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## **RICHARD BUNCH**

### **CRIME & DISORDER EXPERT, COMPLETE LICENSING**

Richard joined the police in 1990 and retired in 2016. He retired with the Certificate of service signed by the Commissioner, stating his service had been "Exemplary". He was Westminster Police Licensing Sergeant working in City Hall with the Westminster Local Authority Licensing Team, Environmental Health and supervised the Westminster Police Licensing Team. He was responsible for crime, disorder, licensing applications and reviews covering 6,500 varied Westminster Borough Licensed premises.





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## **RICHARD VIVIAN**

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Richard Vivian is founder of Big Sky Acoustics. Established in 2002, Big Sky specialises in entertainment noise control and works closely with licensed premises operators, event organisers and local authorities on the management and control of noise associated with live and pre-recorded music entertainment. The company can provide support for both licensing and planning noise matters including detailed surveys, assessment, noise monitoring and expert witness evidence for applications, appeals, inquiries and hearings.



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## **JIM SOLLARS**

**COMPLIANCE EXPERT, COMPLETE LICENSING**

Jim retired from the Metropolitan Police in 2019, having joined in 1980. During his police service, he worked in a number of uniform and non-uniform roles, including a long spell as the 'village policeman' for Soho and then as office manager for Westminster Police Licensing Team, based in Westminster City Hall.





# 1. APPLICANT'S INTRODUCTION AND SUMMARY

## PREMISES CURRENT POSITION

The premises has operated for many years as a restaurant and bar. The premises licence authorises the sale of alcohol; Monday to Sunday 10 to 01:00 day following;

<b>CURRENT</b>	<b>NEW LICENCE</b>
Provision of late night refreshment; 23:00 to 01:00 day following	SAME
Live music etc – 10 to 00:00	REDUCED NONE
Recorded music – 24 hours	REDUCED MONDAY TO SUNDAY 10:00 to 00:00
Sale of Alcohol 10:00 to 01:00 day following	REDUCED Sunday to Thursday 10:00 to 00:00 Friday and Saturday SAME AS CURRENT
General opening hours 10 to 1am	SAME AS EXISTING
Non standard timings apply for Chinese new year extending music to 1 day following and alcohol sales to 2 day following.	REMOVED  Sundays before Bank Holidays to be as Friday/Saturday hours – SAME HOURS AS CURRENT
New years eve – alcohol extended through to 1am 2 <sup>nd</sup> January, late night refreshment to 5:00 day following and live music extended to 1:00 day following.	SAME AS EXISTING

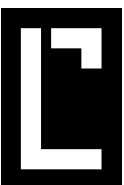
This application is made effectively to enable alcohol to be dispensed on the first floor. Whilst I may argue and believe this application could be dealt with as a variation to the premises licence some may argue that the addition of the first floor to the licence is substantial and as such is not a variation that is permitted by law. To avoid that argument a new licence covering the first floor as well as the ground floor has been applied



for. Following discussions with local residents and the responsible authorities modifications have been made to the application in the form of reduced hours and additional conditions.

The modifications referred to promote the licensing objectives and ensure that the premises continues to operate as a restaurant and bar as it has done for many years within the community of Abridge.

The committee will note these are less than currently permitted under the current licence. The committee will note that the conditions proposed are greater in number and are tighter in control of the premises than under the current licence. Much of what the premises can do already is allowed, If the application is granted the restaurant/bar will be want to dispense the drinks on the first floor as opposed to delivering the drinks from the ground floor. In those circumstances the committee are looking at the difference between the current premises licence and the proposed licence. The question the committee need to consider is whether in the circumstances as they exist, the licensing objectives will be promoted by granting the application as it is now framed with the modified hours and conditions. It is my submission that without hesitation the answer is yes.





COMPLETE  
LICENSING

**SHISH MEZE**

**ABRIDGE**

Compliance Report

# 1. PERSONAL INTRODUCTION

I have been asked to attend Shish Meze in my role as a Crime and Disorder consultant and compliance specialist for Complete Licensing.

The reason for my attendance was to gain first-hand knowledge of the premises and to ensure compliance with the Premises Licence.

I retired from the Metropolitan Police in 2019, having joined in 1980. During my police service, I worked in several uniform and non-uniform roles, including a long spell as the 'village policeman' for Soho and then as office manager for Westminster Police Licensing Team, based in Westminster City Hall. Whilst working in Soho I was frequently called upon to mediate in conflicts between licensed premises and residents.

During my time, based at West End Central, I was commended twice, once for professionalism, initiative and dedication leading to the arrest of prolific burglars and a second for sensitivity and detective ability when uncovering and dealing with vulnerable women, trafficked for prostitution, and closing a brothel.

Whilst managing the Westminster police Licensing Team, I was responsible for dealing with all aspects of licensing, including processing, and dealing with hundreds of licence applications, tens of thousands of TEN notices and many Expedited Reviews, including Amika, South Molton Street; Madam Jo Jo's, Brewer Street; Studio Valbonne, Kingly Street; Avalon, Shaftesbury Avenue; along with other premises in Dean Street and Piccadilly. All of these were closed because of serious crime and disorder, often coupled with management which failed to engage with us. In addition to these late-night bars and nightclubs, which were formally closed, I was responsible for closing the Embassy Club in Old Burlington Street and Jalouse in Hanover Square on the basis of the police cases that I was able to build, as a result of serious crime and disorder. In both cases the Club management realised that Reviews would follow, so they surrendered their licences and closed voluntarily and permanently. I have also worked with well-known night clubs to prevent the need for Review, including Novikov, Berkeley Street; Whisky Mist in the Hilton, Park Lane; and Dystkrkt, in Soho, to name but a few. It is very important from my experience for the police to work with business operators to identify problems and resolve issues in a collaborative approach whenever possible.

I represented the Metropolitan Police at weekly licensing hearings in front of Westminster Licensing Committee. I have extensive experience in licensing applications, compliance, and Reviews. I worked with premises which caused the Metropolitan Police concern, suggesting action plans or minor variations to promote the licensing objectives. I was responsible for training new staff in Westminster and provided training in licensing across the metropolitan police area. Frequently officers from other licensing teams would come and spend time with me to gain knowledge and experience.



Whilst working in Westminster Police Licensing Team, for several years, I sat on Gold Advisory Groups at both Scotland Yard and at the Mayor's Office at London City Hall, for both Gay Pride and Notting Hill Carnival. I then later acted as licensing advisor to Sector Commanders at both events for multiple years. During the Queens Golden Jubilee, in 2002, I was the Licensing advisor for 'Party at the Palace', at Buckingham Palace, when I advised police commanders on licensing issues.

As a student, I worked as a barman. During a career break from the police, I spent four years working as duty manager in a Bahamian dive resort. Currently, I am a consultant for a group of ice cream franchises, a restaurant, and an hotel. I therefore have hands on experience of the hospitality sector as well as enforcement experience.

## 2. VISITS

On Friday 25th February, I went to Shish Meze in Abridge, Essex. I had been asked to attend to monitor the premises after complaints had been made about noise and anti-social behaviour centred on the premises.

On the far side of a fairly busy A road are a row of houses, there are further houses behind the premises.

I arrived at about 8.30pm. It was a cold, dark, winter night. Outside, to the side of the premises I could see two twenty something women smoking. At the front door we're two doormen who were both wearing SIA badges.

I stood on the far side of the road and watched the premises. I could hear no music or noise from the premises. I watched the doormen stop and inspect ID of people entering the premises. Both doormen appeared at ease and confident in their work and were at ease with the customers.

After about 15 minutes of observation, I went inside the premises. They were set as a restaurant and most tables were full of seated diners. The restaurant was clean and staffed by very smart, clean waiting staff. People seemed to be enjoying a convivial atmosphere.

I introduced myself to the manager, Muammer, who took me to a private dining room on the first floor. We were joined by the two owners of Queensgate Security, who provide the security at the premises. I commented that I felt that the security staff should wear Hi Viz yellow clothing when outside and that they should be wearing body worn video to capture any incidents and encounters they may have. The doormen were then instructed to put their hi viz jackets on and that BWV will be used in future. The premises has a policy of requiring actual ID rather than photos on a phone or photocopies.



Whilst upstairs, we discussed recent noise allegations, which were being investigated. Muammer explained that they had arranged for a sound expert to assess the situation and were also awaiting a noise limiter to be set with agreed noise levels. In the meantime, Muammer agreed that the best approach was to ensure that no music could be heard outside. Muammer explained that he wanted to be able to play background music in the upstairs areas and asked me to go outside so the volume could be set.

I went and stood on the far side of the road, with one of the doormen, who had a radio. Another doorman remained inside. The music was then turned on. Initially, I could clearly hear it and required that it be turned down. The music was turned down so that it couldn't be heard where I was standing on the opposite side of the road, outside of the houses. I noticed that an upstairs window of the premises was partially open, this was closed without delay.

I continued to watch from outside. At about 10.00pm, the next-door bar, Boardelis, started a karaoke party. Each time the front door opened; loud music could be heard escaping, this happened every ten minutes or so as people stepped outside to smoke. The Blue Boar was very quiet with few customers and no noise breakout. At times, the music from inside Shish Meze started to be audible. When this happened, I informed Muammer and the volume was immediately turned down. I was later told that customers had discovered that they could turn the music up with controls on the back of the speakers. The speakers now used can only be used within a range controlled by the limiter. They can only be controlled by the DJ. Even when there was breakout, it wasn't very loud and much quieter than the karaoke.

At 11.30, the front door of the premises was shut, and customers were then leaving via a side door, staffed by doormen. I observed the doormen confiscating bottles of drink or glasses from people as they left, either to smoke or for good. The smokers drinks were put on a shelf that was supervised by staff.

At midnight, the karaoke party ended and a noisy crowd came out. The party was to celebrate a 70 year old birthday and most customers were close to that age. Some of the people from the party were known to the doormen and management and six went upstairs into the upstairs wind down rooms in Shish. At the same time, a group of 8 young people mainly early twenties, attempted to gain entry, they had been drinking elsewhere, but were politely, but firmly refused entry. They walked off towards the Blue Boar.

At about quarter past midnight, a woman in her early twenties, was seen leaving the premises with a car key in her hand. The doormen persuaded her not to drive and arranged for a taxi to take her home.

At 00.30 there were 30 people upstairs, the restaurant downstairs was empty. The music was turned off completely at this time. People then started to leave a few at a time. Most either walking or in taxis.



After the public had left, I mentioned to Muammer that as manager, I expected him to be supervising the dispersal, rather than be upstairs, looking after the customers, even though there was no disorder. He agreed to do so in the future.

On Friday 17th June, I attended Shish Meze to meet with Essex Police Licensing Officers. After the meeting, we walked around the ground and then upstairs. The ground floor was all set to tables as a restaurant. Upstairs was a private dining room with a large round table in the middle of the room. The next room along the corridor is carpeted and set with comfortable chairs around low 'coffee' tables there was a table with music player and speakers. Muammer explained that the music was now played through a limiter that had been installed by an expert, along with a qualified Council representative. The limiter ensures that no nuisance can be caused from music generated in the premises. The police representative noted that the speakers were facing inwards, away from the external wall, on which they are situated. Muammer also pointed out the expensive, high spec secondary glazing which had been installed. Further along the corridor is another carpeted room, again set with comfortable chairs around low coffee tables. In none of the upstairs rooms was there a dance floor of any kind. The atmosphere is more of relaxing lounges, alongside the private dining room. Off the first floor is a balcony used by smokers. The balcony has high sides towards the nearest residents, with views over fields. It is easier to prevent nuisance and disorder if customers are kept within the building and balcony. Access to the smoking balcony is controlled by SIA door staff.

After the walk around, because residents had suggested that there was drug misuse within the premises, I took swabs from every flat surface in every toilet, to which the public have access.

The swabs test for the presence of cocaine, heroin, LSD, ketamine, ecstasy, methamphetamine, GHB and Rohypnol. The kits are designed for testing drinks or surfaces. I took a total of 14 different swabs. None showed positive tests. The staff didn't know that I was going to swab surfaces.

In conclusion, I believe that the premises is a well run restaurant. Steps have been taken to control any noise coming from music in the premises with the installation of high quality secondary glazing, speaker location and direction as well as the use of sound limiters to prevent the sounds of music causing a nuisance. Conditions have also been proposed which will allow the authorities to ensure there is no nuisance caused by music outbreak.

I believe that there was a fear that a night club was being planned for the first floor. When I visited with police, the whole of the first floor was carpeted and set out as casual seating or a private dining room. The rooms are small and not conducive to use as a night club.

One of the main times that nuisance could be caused, is at closing. The premises has adopted a written policy to supervise the dispersal of customers at the end of the night to ensure that disorder is minimised. Door Staff wear hi viz clothing and use Body worn video. Customers are encouraged to stay inside whilst awaiting



cabs. Again, conditions have been agreed which will help the authorities to ensure there is no nuisance caused.

I have looked at the crime statistics available on public sources. There is no history of crime at the premises, evident from the published sources. I also made on the spot tests of the flat surfaces of the public toilets, to test for prohibited drugs. There was no sign of drug misuse.

The management have taken steps to prevent nuisance caused by smokers, by dedicating a supervised balcony, rather than the street. However, where the street is used, it is cleaned at the end of the evening.

Outside drinking is prohibited. I saw door staff stopping drinks being taken outside. Again this is backed up with conditions.

A comprehensive list of conditions has been proposed. These conditions promote the licensing objectives, allow the authorities to monitor the premises and give the management a framework by which they have to trade.







**COMPLETE  
LICENSING**

**SHISH MEZE**

**ABRIDGE**

**Crime & Disorder Report**

# 1. PERSONAL INTRODUCTION

I retired from the police service in April 2016 having served in both Sussex and Metropolitan Police Services. On retirement I was issued with a certificate of service detailing that my career had been exemplary.

Throughout my three decades of service, I served in many differing roles in both uniform and detective roles including major crime branches, community policing and on retirement as a substantive sergeant I was responsible for the police licensing team in the City of Westminster.

I qualified as a divisional and major crime branch detective at the National Criminal Investigation Centre in Maidstone, Kent. Following on from this I qualified as an Advanced Interviewer, Family Liaison Officer, Exhibits Officer, and Disclosure Officer. I have also worked on Divisional Drug Squads, Sussex Police Corporate Development Department, Sussex Police Unsolved Crime Investigations, Metropolitan Police City of Westminster Homeless Unit. I am a qualified Key Decision maker on CPS Charging Standards and worked for two years within the country's busiest custody at Charing Cross Police Station fulfilling this role. Following this I was the Crime Operations Manager for the Oxford Street, Regent Street and Bond Street crime team working from West End Central Police Station. Through this period, I was the co-author of Operation Blizzard which is a Policing initiative used through the busy autumn nights and Christmas period in the West End of London. The initiative was designed to support West End Business Improvement Districts (BIDs) responsible for both night – time and day-time economies within this high-profile area of the City of Westminster. Such was its success with its policing to demand methodology and the subsequent success in driving down crime and disorder, the Mayor of London firmly embedded the operation within the Capitals Policing plan.

My final role within the police was the Licensing Sergeant for the City of Westminster working in partnership with the City of Westminster Licensing Authority. I was responsible for over 6,500 licensed premises across Westminster. This gave me a great deal of knowledge in dealing with and advising on Licensing issues, Crime & Disorder within premises, reviews, and problem solving in with a partnership approach.

Finally, my service within Sussex Police gave me the opportunity to work with Licensed Premises in rural towns, villages and bigger coastline towns and cities.

I have been awarded two commendations for bravery, and a merit for my direct involvement in recovering a kidnap victim from the Metropolitan Police.



## 2. BACKGROUND

I have been instructed to complete this crime and disorder report in relation to a premises licence application/variation at venue known as Shish Meze, 18 Market Place, Abridge, Romford, Essex, RM4 1UA. The premises licence has been in place since it was converted in 2005.

Situated within the village of Abridge which is set in the South-West of Essex a rural area of the county. The nearest large town is Chelmsford 16 miles away and the nearest settlements are Loughton, Chigwell, Theydon Bois, and Epping itself. Good road and nearby public transport links allow easy travel into London itself.

Shish Meze has recently been renovated and offers its customers a Turkish inspired drinking and dining experience. The venue offers good quality dining, which looks to attract the more discerning patron. The family have owned and operated the premises for several years developing a well-respected and professionally operated venue.

The venue itself operates over three floors with the current premises license not covering any licensable activity on the upper floor. There are restaurant and bar areas together with a private dining area. The business promotes policies on its website to assist with its operation and details at length its COVID-19 policies.

The current licence has been in place since 2005. The owners are now looking to vary/extend the licence to cover all three floors with the following licensable activities.

- Sale of alcohol – Monday to Sunday 1000 to 0100
- Live Music, Recorded Music, and Dance – Monday to Sunday 1000-0000
- Late Night Refreshment – Monday to Sunday until 0100

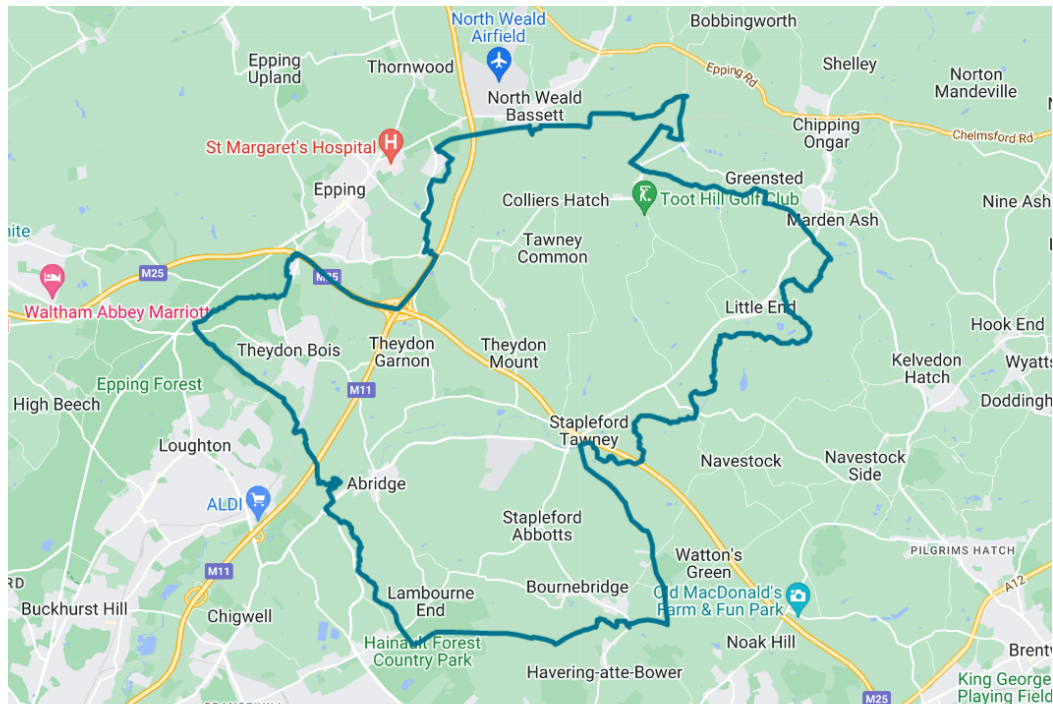
## 3. REPRESENTATIONS

I am aware there have been representations made by Essex Police through their licensing team and several local residents. The residents have based their representations on noise and nuisance and the police with a similar representation which also highlights the potential for crime and disorder in the area. I have researched the crime and disorder figures for the area to give an accurate picture of to the owners, residents, police and the Licensing Committee of the likelihood of the venue failing to meet the licensing objectives.

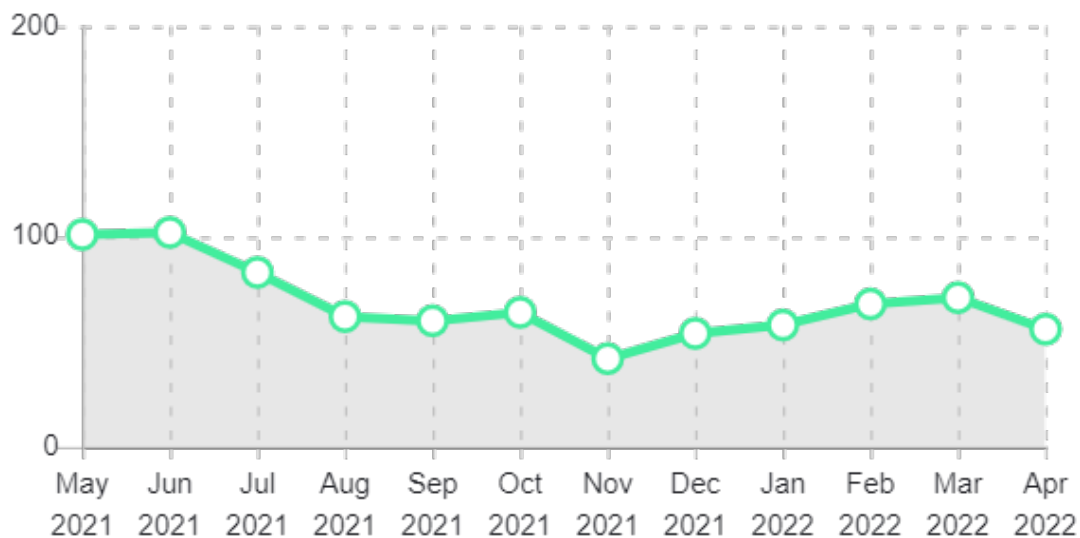


## 4. CRIME & DISORDER ABRIDGE

The Abridge area falls under the responsibility of Essex Police and the Epping South-East Police team. All figures are taken from the Police UK site, and I can only presume they are accurate as they are taken from the recording standards date provided by the Essex Police and their officers.

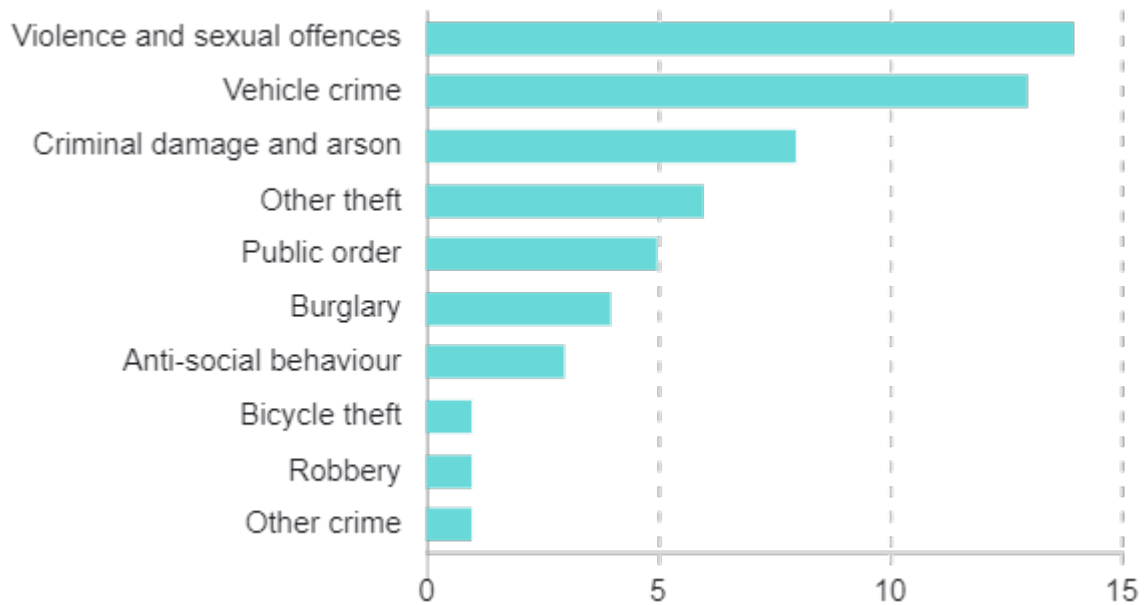


**Epping South-East Police Area**

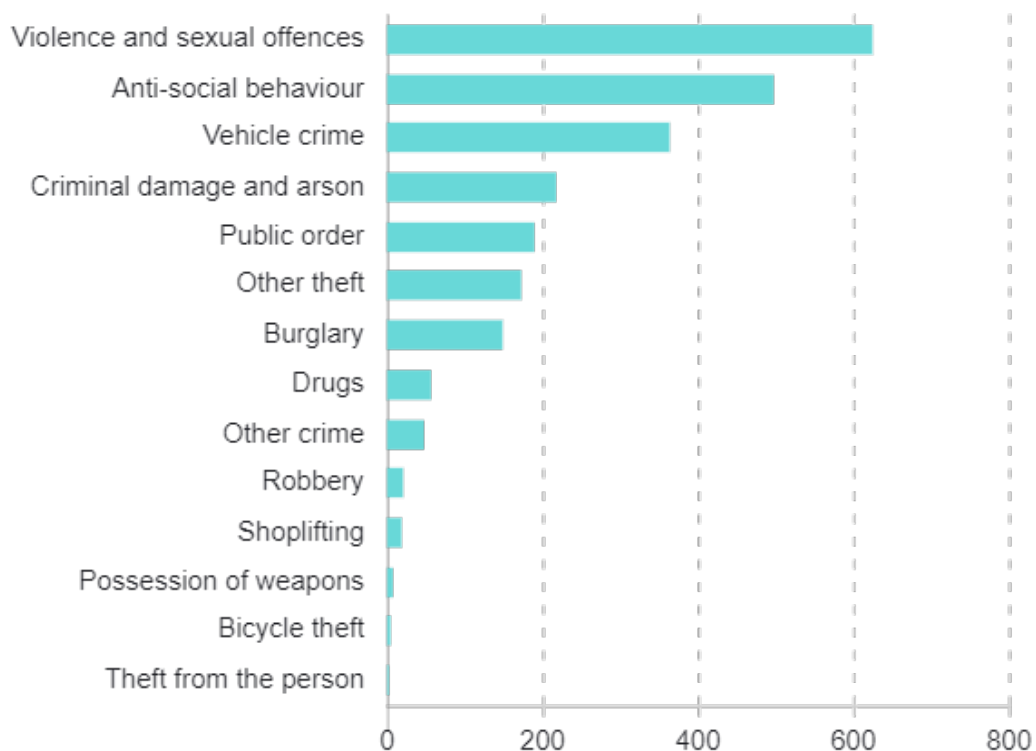


**Recorded Crimes Epping South-East 12 Months to April 2022**

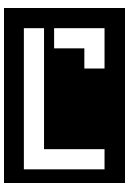


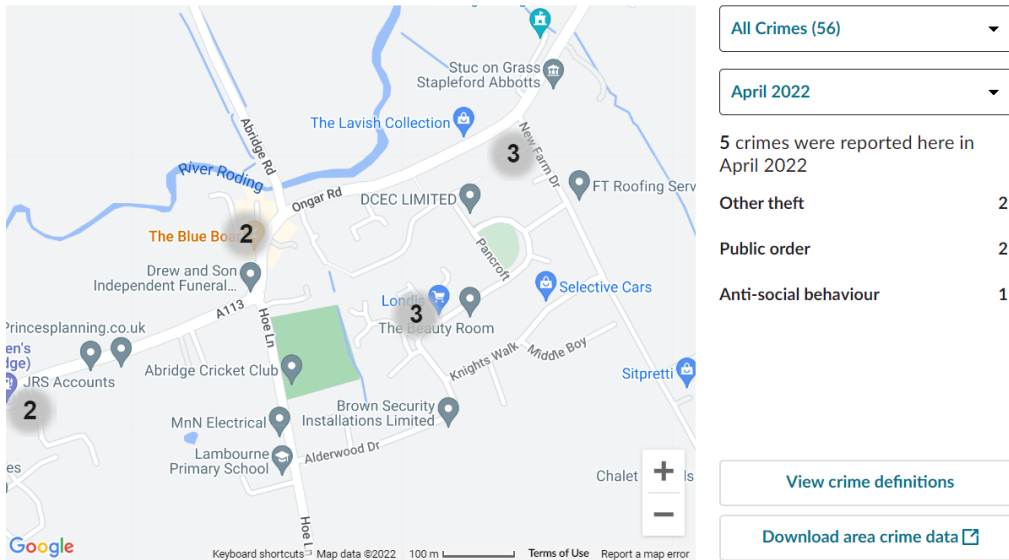


Crime by Type (Last Recorded) April 2022 - Epping South East Police Area



Crime by type previous three years to April 2022 - Epping South Police Area.

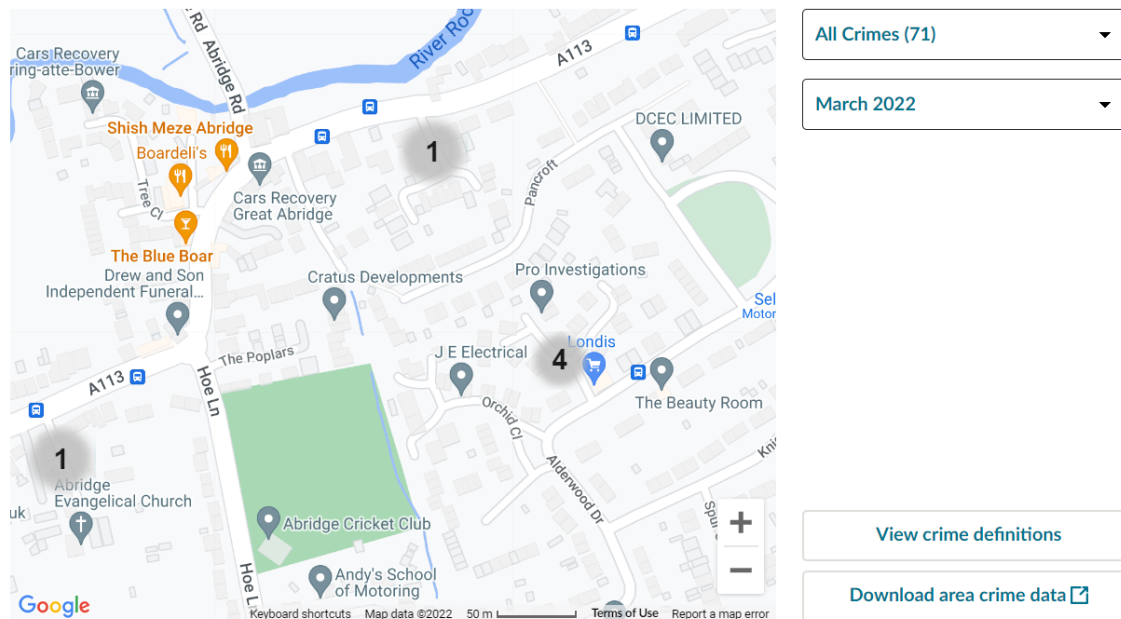




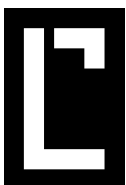
**Crime Hot Spot Map - Abridge April 2022**  
(2 offences Blue Boar PH & 3 offences Londis Store and 5 unrelated offences)

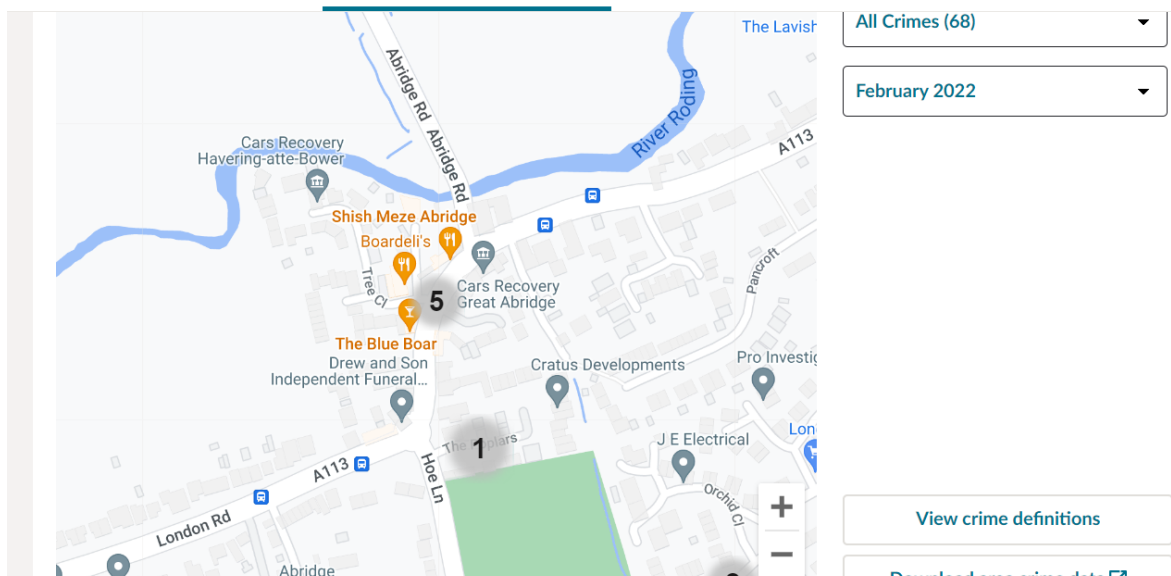
Click on a hotspot to see more details. Alternatively, [view as A-Z list](#).

Edit crime type and time period

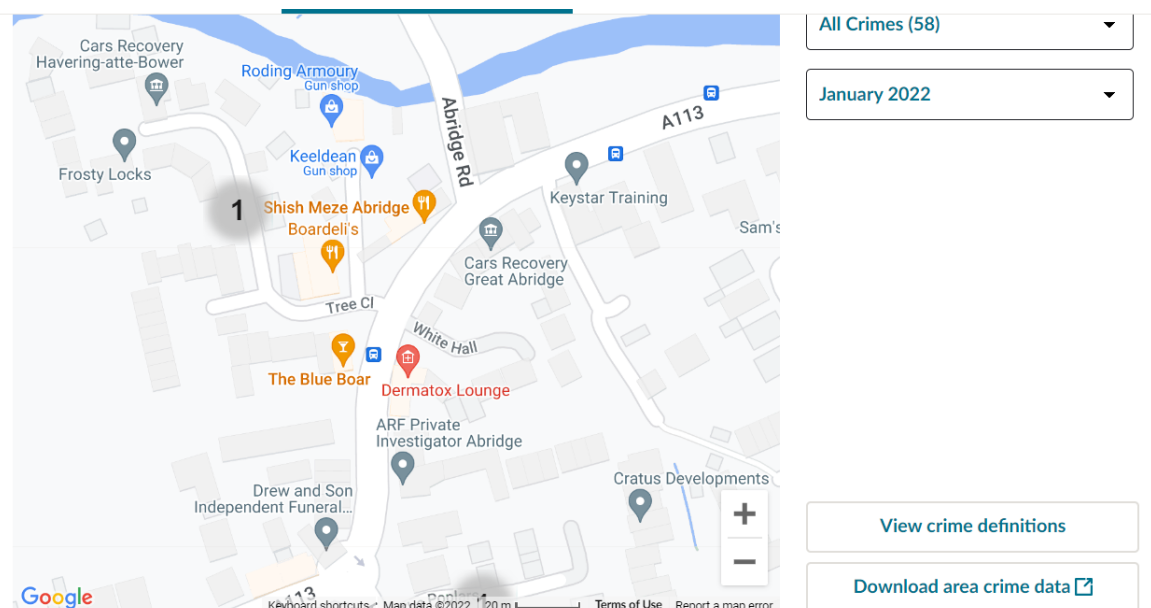


**Crime Hot Spot Abridge March 2022**  
(4 offences Londis Store and 2 other non-related offences)





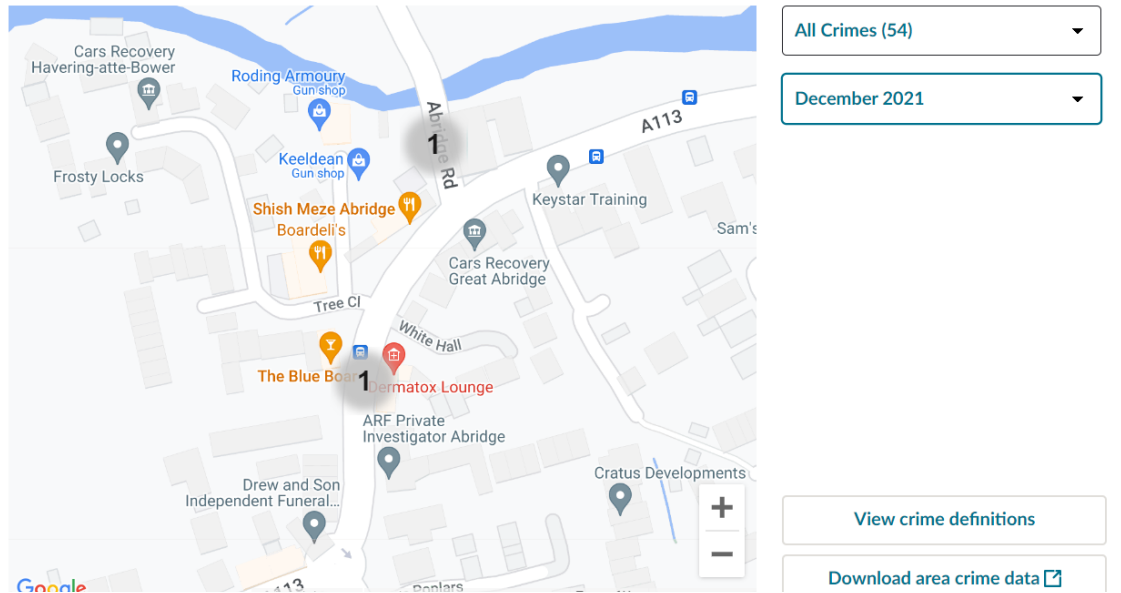
**Crime Hot Spot Abridge February 2022**  
(5 offences Blue Boar and 1 other non-related)



**Crime Hotspots Abridge January 2022**  
(1 offence unrelated)



Click on a hotspot to see more details. Alternatively, [view as A-Z list](#).



### Crime Hotspots Abridge December 2021 (1 offence unrelated)

I have produced five hot spot images from the recorded figures for the Epping South Police area. They show that in the five months 307 offences were committed in the area. 24 recorded crimes were recorded in the Abridge area which amounts to 7.82% of recorded crimes through this period. Most notable are the hot spots around the Londis Store and Blue Boar Public House where it appears the majority of crime and disorder is being committed in the village. There are no hot spot markers in and around the area of the Shish Meze.





## 5. CONCLUSION

The Shish Meze is making this application to ensure the owners and operators of the venue are fully compliant throughout and ensure they meet the licensing objectives. They are looking to expand the business slightly and make sure they are best placed as a business going forward. They have operated for a number of years without issue, and I am sure with the correct support from legal teams and consultants will continue to do so at the highest level.

They look to attract a discerning client. The live music is centred around performers that will support the mood of diners. We are not looking to attract a night club scene to the venue. The venue has recently been renovated to ensure it promotes a professionally run venue attracting the type of clientele you would not associate with crime and disorder.

The crime figures themselves clearly support the fact that Abridge itself has low crime figures. There is nothing to suggest the Shish Meze contributes to those low figures in any way. The venue has never been brought to task by the local authority and police and be made subject of a review.

This being the case and in my expert opinion the Police, Local Residents, Local Authorities, and the Licensing Committee can be very confident in granting this application safe in the knowledge the licensing objectives will be met.





COMPLETE  
LICENSING

**SHISH MEZE**

**ABRIDGE**

Proposed Conditions

# 1. PROPOSED CONDITIONS

1. When regulated entertainment is provided after 2200 on a Thursday, Friday, Saturday, and Sunday SIA door supervisors will be employed at the premises in such numbers as are appropriate based on a risk assessment.
2. Body Worn Video will be in use by all SIA door supervisors.
3. When SIA door supervisors are employed at the premises after 2200 on a Thursday, Friday Saturday and Sunday 1 SIA Door Supervisor is dedicated to patrolling the area (street) outside the venue.
4. No open containers of alcohol are to be removed from the venue. No glassware to be taken outside at any time, save as for off sales.
5. After 2200 all external windows and doors are to be kept closed, except for persons' immediate access and egress.
6. Noise Limiter must be fitted to the musical amplification system set at a level determined by and to the satisfaction of an acoustic consultant who is a member of the Institute of Acoustics so as to ensure that no noise nuisance is caused to local residents or businesses. The operation panel of the noise limiter shall then be secured by a key or password to the satisfaction of the acoustic consultant and access shall only be by persons authorised by the Premises Licence Holder. No alteration or modification to any existing sound system(s) should be affected without prior agreement with an acoustic consultant. No additional sound generating equipment shall be used on the premise without being routed through the sound limiter device.
7. Patrons will be encouraged to wait inside the venue for transport onward.
8. Written dispersal policy shall be in place and implemented at the premises to move customers from the premises and immediate vicinity in such a way as to cause minimum disturbance or nuisance to neighbours. This policy will detail:
  - i. How patrons leaving the premises shall be directed away from the premises;
  - ii. How patrons will be informed of the services of taxi and private hire operators;
  - iii. What staff will be responsible for supervising those leaving the premises and how they will supervise such persons;
  - iv. Any 'wind' down periods;
  - v. Methods to prevent re-entry to the premises.



The dispersal policy must be agreed in writing with EFDC and subject to regular review (minimum 6 monthly intervals.) If no notice of disagreement is received in 14 days, the document is deemed "Agree".

9. No bottles to be placed in external bins after 22:00, for the avoidance of doubt nothing in this condition stops food waste being placed in outside bins.
10. The area outside the venue will be swept clean at the end of the night and for 5 metres on either side.
11. Notices are put up around the premises to remind the customers to leave quietly.
12. All outside areas are to be cleared of customers by 22:00. After this time people can only be outside for smoking.
13. At all times that regulated entertainment is taking place all doors and windows are to remain closed.
14. Supply of alcohol until midnight Sunday – Thursday, except for Bank Holidays
15. Live music to cease at 23:00 Monday – Sunday
16. No speakers to be placed outside the premises.
17. The premises shall have installed and maintain a closed-circuit television surveillance (CCTV) system that at all times complies with the below requirements:
  - i. Equipment must be maintained in good working order;
  - ii. At all times, whilst the premises is open for licensable activities, there are members of staff able to immediately provide viewable copies of recordings to the police or licensing authority staff upon reasonable request, providing the request complies with the Data Protection Act and/or any other primary legislation.
18. An incident log shall be kept at the premises, and made immediately available to police or licensing authority staff upon reasonable request.
19. The log must be completed as soon as is possible and within any case within 4 hours of the occurrence and shall record the following:
  - a) all crimes reported to the venue
  - b) all ejections of patrons
  - c) any complaints received concerning crime and disorder



d) any incidents of disorder

e) all seizures of drugs or offensive weapons

f) any faults in a CCTV system, searching equipment or scanning equipment mandated as a condition of the licence.

20. The incident log shall either be electronic or maintained in a bound document with individually numbered pages and be retained for at least 12 months from the date of the last entry.
21. All customers to have vacated the premises by 01:30, save as for in exceptional circumstances.
22. All staff engaged in the sale or supply of alcohol on the premises shall have received training in relation to the protection of children from harm (including under-age sales), how to recognise drunkenness and the duty not to serve drunk persons. Refresher training shall be carried out at least every six months.

Training records shall be kept on the premises (or otherwise be accessible on the premises) for a minimum of 12 months and made immediately available to police, trading standards or licensing authority staff upon reasonable request.

23. A refusals record shall be maintained at the premises that details all refusals to sell alcohol. Each entry shall, as a minimum, record the date and time of the refusal and the name of the staff member refusing the sale.

All entries must be made as soon as possible and in any event within 4 hours of the refusal and the record must be made immediately available to police, trading standards or licensing authority staff upon reasonable request.

The refusals record shall be either electronic or maintained in a bound document and retained for at least 12 months from the date of the last entry.

24. The premises shall clearly display signs at the each point of sale and in areas where alcohol is displayed advising customers that a 'Challenge 25' policy is in force.





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# **SHISH MEZE ABRIGE**

Statement of Engin Kom

## 1. WITNESS STATEMENT ENGIN KOM

1. My name is Engin Kom, I have recently been appointed the general manager of Shish Meze, Market Place, Abridge, RM4 1UA. (the Premises).
2. I propose to only deal with the operation of the premises.
3. I have been appointed as general manager of Shish Meze, 18 Market Place, Abridge, RM4 1UA since Mid May.
4. I have degrees in Tourism and Hospitality and also in Hotel Management. In addition, I hold a first aid certificate and have a food safety level 2 certificate.
5. I have worked in the hospitality industry for 35 years. I have been involved in hospitality around the Epping Forest and the Redbridge areas for the past 15 years, including at Chigwell and South Woodford.
6. In all the premises I have managed over that time there have been no issues, reviews or noise abatement notices.
7. The premises will operate as a restaurant and bar and the terms and conditions agreed with the authorities ensure that it will not be able to change without coming back to the licensing authority for approval.
8. We have adopted policies on dispersal and noise management, and I ensure the staff are aware of these.
9. With regards to music at the premises, this is always at a level which is consistent with the operation of a restaurant and lounge bar. The bar enables customers who may be waiting for a table to meet with their other guests before their meal or to have a relaxing drink after their meal without the need to remain seated at their table in the restaurant. It does allow us to cater for more customers.
10. The purpose of the application is to allow the drinks to be dispensed upstairs as opposed to being dispensed/poured downstairs and being delivered upstairs by waiting staff. We believe this will provide a better service for our customers and actually be better for our staff and avoid



having to carry glasses and bottles upstairs whilst the premises is open and operating. All other activities we can do without the new licence.

11. We are seeking to work with local residents, and we have sought to meet a number of the neighbours. On the occasions we have live entertainment or recorded music generally it will be incidental to the operation as a restaurant and bar. A noise limiter has been set, and this will ensure the volume does not reach a level where it can be heard by the neighbours. This has been set in conjunction with the council environmental health officer and the settings cannot be interfered with.
12. It is important to me and my professional reputation that the premises promotes the licensing objectives and to that end I will be at the premises 5 days a week including every Friday and Saturday.
13. I have read through the representations and the latest email from the representative of the residents and I disagree with the points being made. The additional conditions put forward by the representative do not recognise the extent and operation of the current licence, do not recognise the management of the premises and do not recognise that there is no intention to operate a nightclub at the premises. If there are any concerns then I am available at the premises and would be happy to speak with any neighbour about their specific concerns in respect of the operation.
14. It is on this basis I would ask the committee to grant the new licence with the times and conditions agreed with the police and local authority.
15. I will be pleased to answer to the best of my knowledge any questions the committee may have of me.

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







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# SHISH MEZE ABRIDGE

Letter sent to all respondents



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

[REDACTED],

We have been sent a copy of your representation by Epping Forest District Council for Premises Licence Application at Shish Meze.

Thank you for expressing an interest in the application, our client wishes to be a good neighbour and very much welcomes your comments.

I would very much like to speak to you to get your views on how our client can improve their operation.

Would it be possible to meet with you to discuss this? We could meet in person, on the phone, or via zoom.

**Contact details:**

Mobile: [REDACTED]

Email [REDACTED] 

I very much look forward to speaking to you.

Kind regards,

[REDACTED]



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# SHISH MEZE ABRIDGE

## Dispersal Strategy

(with associated Transport Strategy and Noise Management)

Version 1.7

DRAFT – TO BE AGREED WITH OFFICERS

# 1. DISPERSAL STRATEGY

The effective dispersal of customers, especially in the later hours, is key in ensuring we meet our overriding aim of being a courteous and responsible neighbor. We intend to ensure that our guests are dispersed in a controlled fashion so as to avoid congestion or disturbance to the local area.

## HOURS

Peak dispersal times to be:

Sunday to Thursday 2300 to 0000hours.

Friday and Saturday 0000 to 0130 hours.

These hours have been identified following a detailed consideration of the unique nature of Shish Meze's (we are located within Abridge and operates as a bar, not a nightclub).

Approximately 3 members of staff will be deployed in Front of House and Street Management roles during peak dispersal times This policy addresses peak times although appropriate staff will be in place throughout operating hours to address customer needs and promote the Licensing Objectives.

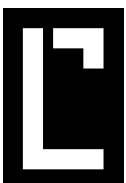
## STAFF

Staff will come and go from the venue throughout the working day depending on their shift pattern. Due to our focus on staff awareness and the fact that they will be arriving/departing at different times, there should be no material disturbance to the local area. To support this, all staff will be briefed on the need to respect our neighbors and keep noise to a minimum when arriving and departing; adherence to this policy is to be a term of employment, giving Shish Meze's management effective control.

## CUSTOMERS

Shish Meze's wants to pride itself on integrating our operation into Abridge without causing noise nuisance or disturbance to our neighbors.

Due to our location, most guests leaving Shish Meze's will make use of their own cars or private hire transport.



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## DISPERSAL PLAN

Our Dispersal Plan has been produced based on the above governing information, to assist in the promotion of the licensing objectives, with particular regard to:

- The Prevention of Crime and Disorder; and
- The Prevention of Public Nuisance; and
- Public Safety.

This plan is subject to change from time to time as it evolves through operational learnings and discussions with local stakeholders.

Shish Meze's management are aware of the potential for neighbourhood noise and disturbance as customers leave at peak dispersal times. Shish Meze's management have implemented this written dispersal plan to move customers from the premises and its immediate vicinity in such a way as prevent disturbance or nuisance to our neighbours. It will be the responsibility of all members of staff to support this policy.

## WINDING-DOWN PERIOD

1. We will operate an effective "wind-down" procedure in order to facilitate orderly dispersal of customers.
2. Members of Front of House staff are positioned on the road outside Shish Meze near the entrance/exit on Market Place. Customers are informed that the premises are about to close and are directed towards the exit.
3. The premises will promote the gradual departure of customers, controlling the flow of customers by carefully managing the cloakroom and lobby areas of the premises.
4. Internal lighting levels will be increased during the last 30 minutes of any event.
5. Music will be played at a lower level gradually reducing until it is at background level.

## DOOR SUPERVISORS TO ASSIST WITH DISPERSAL

6. SIA Licenced Door Supervisors shall be stationed at the entrance on Market Place at peak dispersal times, until customers have left the premises.
7. Door Supervisors are to be trained on the following:-
  - a. The nearest mode of public transport;
  - b. Details of where to find taxis and a number of a local provider;
  - c. General local knowledge so that Door Supervisors can help guests with directions;
  - d. The allocation of roles during nightly team briefings.
  - e. The identification of any action points to be put forward during the end of door-team meetings.



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## NOTICES

8. Notices shall be displayed at customer exits and in prominent positions requesting that customers respect the needs of local residents and leave Shish Meze's and the neighbouring area quietly.
9. All employees are given appropriate instructions and training to encourage customers to leave the premises and the area quietly, using the notices to amplify their message.

## TAXI SERVICE

10. Staff will ensure customers can wait inside Shish Meze main lobby while waiting for taxis.
11. Staff will ensure that car doors are not slammed and will ensure that taxi drivers keep engines turned off if they are parked outside.
12. Arrangements are made with all local taxi firms for taxis to stop at a safe stopping place when collecting customers. A recommended list of local taxi companies is available to customers.
13. Staff are trained to be aware of the location of taxi ranks, bus stops and hire car offices and advise customers accordingly.
14. Taxi drivers will be asked to remain in their vehicles and radios should not be played at a volume likely to disturb the neighbourhood.
15. At the end of the shift employees will say goodbye to each other inside the premises and arrange for lifts or taxis to collect them at a convenient and safe stopping point away from residential properties

## OVERALL

Staff shall be in place at the exit to wish customers farewell and ask them to leave quietly and shall answer any questions regarding transport availability. Staff will address any departing customers congregating outside of the premises. Staff will at all times be aware of activity outside of the premises and employ best efforts to minimise bad behaviour.

Management will identify areas of particular sensitivity (nearby residences) and provide a presence in those places to minimise potential problems. Whilst carrying out their duties outside of the premises, all staff are trained not to behave in a manner likely to disturb the neighbourhood, conversation and laughter must be quiet. Most longer-range communication should be through an earpiece, avoiding the need for raised voices. Management staff will attach the utmost importance to the investigation of any complaints of noise nuisance or antisocial behaviour linked to Shish Meze. We have built (and will maintain) close links with local residents including hosting meetings here at the premises, where our neighbours have been able to raise any issues with us direct. This will be continued moving forward. The telephone number of Shish Meze's management representative has been provided to all our immediate residential neighbours.



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## 2. Transport Strategy

There are several transport methods that customers will use in order to travel to and from the premises. Because of this, we do not anticipate over-use and overcrowding of any one of these transportation methods. This situation will be monitored, and the policy updated if required.

The main methods of transportation available are as follows:

Taxi – this will be a the most popular transport option for people leaving the venue in the later hours. With the introduction of taxi apps, i.e. Uber, guests will also be able to pre-order their taxis/cars and be picked up from outside the premises.

Car – we will attempt to discourage people from driving by placing notices on our website asking that people come by other methods, however when they do we will ensure that they park with respect for Abridge, anyone who dose not park appropriately will be refused entry.

Bus – this will be a less popular method of transport for people travelling to and from Shish Meze's, as buss' are limited in Abridge.



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### 3. NOISE MANAGEMENT STRATEGY

We operate a considerate business. There are a number of residential properties in the area around us and we will manage all noise from our premises, so we do not disturb people resting and sleeping in their homes. There are two other licenced premises in the area, and these may create noise but there is no reason why our operation should not be rigorously controlled so that any noise we or our customers make is kept to a minimum. We therefore have a comprehensive approach to managing noise from our premises, and from the area outside our premises. The following points are critical to our Noise Management Strategy and are used in conjunction with our end of night Dispersal Strategy:

- We will ensure that noise emanating from our premises will not cause a nuisance at any nearby residential properties.
- Doors and windows will be kept closed except for access and egress after 21:00hrs.
- Drinks will not be allowed to be taken outside. Prominent signage is placed to that effect, and this will be enforced with vigilant security presence as customers leave.
- No regulated entertainment will take place outside.
- Arrangements are in place to ensure that deliveries will only take place between the hours of 07:00-21:00hrs, Monday-Saturday except where the need for access at other times is unavoidable and specific procedures are in place to limit disturbance.
- Glass recycling can make noise. No empty bottles are to be tipped or thrown into outside storage receptacles between 22:00 - 07:00hrs.
- Refuse collections are made between 0800 and 1600. We will ensure that waste is correctly packaged, and refuse can be removed quickly and efficiently.
- Our sound system uses low power high quality speakers and includes a limiter which is set and locked so that the system cannot operate beyond a preset maximum level.
- Any glass or bottles in the immediate vicinity of Market Place will be cleared and then safely disposed of. Bottles and glasses will not originate from our premises because we do not allow them to be take off our Licensed Premises, but we still try to keep the public areas tidy and safe.
- We are proud of the area we work in. We will endeavor to keep the area clean and attractive for our guests and our neighbors. This means dealing with debris outside that may have nothing to do with us but in the interests of making this a better area we will still clear it up. This aids in influencing customer perception and thereby moderating behavior.
- We will constantly review our Noise Management Strategy and respond quickly to the needs of our neighbors.



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# SHISH MEZE ABRIDGE

Limiter Calibration  
Certificate

This is a certificate for the calibration of music noise limiter device installed on the premises as described below.

Name of premises: Shish Meze

Address of premises: 18 Market Place, Abridge, RM4 1UA

Management details: Muammer Gul

Limiter device: dbx DriveRack PA2 Loudspeaker Management System  
Additional gain control in DSP front end of amplifiers

Location of device: Locked equipment rack behind DJ booth in function room

Anti-tamper measures: dbx DriveRack PA2 has password protection  
Audac amplifiers have PIN protection

Description of music system: Zone 1 - Function room: 3 x Audac XENO 6 full range speaker, 1x Audac BASO 10 sub woofer  
Zone 2 - Side room: 2 x Audac XENO 6 full range speaker, 1x Audac BASO 10 sub woofer  
1x Audac SMQ 350 Wavedynamic Quad Channel Power amplifier  
1x Audac SMA 500 Wavedynamic Dual Channel Power amplifier

The above equipment has been measured at maximum operating level as shown below:

Location	L <sub>Aeq,1min</sub>	L <sub>Ze,1min</sub>	L <sub>eq,1min 63Hz</sub>	L <sub>eq,1min 125Hz</sub>
Central area of function room	89	96	86	93

Measurements are spatial averages in the area(s) indicated

This calibration certificate is valid only for the equipment as specified above.



Date: 23rd March 2022

Richard Vivian BEng(Hons) MIET MIOA MAES MIOL  
Principal Acoustic Consultant, Big Sky Acoustics Ltd  
Institute of Acoustics Membership Number: 43620

**Instrumentation record:** Measurements were carried out using a Cirrus type CR:171B integrating-averaging sound level meter #G056799 with real-time 1:1 & 1:3 Octave band filters and audio recording conforming to the following standards: IEC 61672-1:2002 Class 1, IEC 60651:2001 Type 1 I, IEC 60804:2000 Type 1, IEC 61252:1993 Personal Sound Exposure Meters, ANSI S1.4-1983 (R2006), ANSI S1.43-1997 (R2007), ANSI S1.25:1991. 1:1 & 1:3 Octave Band Filters to IEC 61260 & ANSI S1.11-2004.

**Description**

Cirrus sound level meter  
Cirrus pre-polarized microphone  
Cirrus microphone pre-amplifier  
Cirrus class 1 acoustic calibrator

type CR:171B  
type MK:224  
type MV:200E  
type CR:515

The calibration of the measuring equipment was checked prior to and immediately following the tests and no signal variation occurred. Calibration of equipment is traceable to national standards.



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# **SHISH MEZE ABRIDGE**

Consent Order

Mr Ismet Cakiroglu

Mr Bilal Nadir Gul - Appellants (Complainants)

-v-

Epping Forest District Council – Respondent

Consent Order

1. On consideration of the Consent order, the respondent having withdrawn the noise abatement notice, the appellants withdraw the appeal by way of complaint.
2. There be an order that the Respondent pay a contribution towards the Appellants' costs in the sum of [REDACTED]

[REDACTED]  
Signed for the Appellant:

[REDACTED]  
Signed for the Respondent:

Keystone Law Solicitors  
48 Chancery Lane  
London,  
WC2A 1JX

Epping Forest District council

By Order of the Court

Justice of the Peace/ District Judge (Magistrates Court)

Dated June 2022



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# **SHISH MEZE ABRIDGE**

**Photos and Associated Images**







# *Shish Meze*











*Shish Meze*

*Shish Meze*

ABRIDGE

*Shish Meze*

*Shish Meze*

GOLF





























































Shish Meze







Fire exit



Fire exit

















LIVE MUSIC - FRI 18TH FEB

BY  
**MATTHEW  
WINCHESTER**

RESERVATIONS  
01992 946 704

*Shish Meze*  
ABRIDGE





The Lavish Collection  
Candle store

River Roding

A113

Abridge Rd

Shish Meze Abridge

Tree  
Cl

The Blue Boar

Drew and Son  
Independent Funeral...

Cratus Developments

Pancroft

The Poplars

J E Electrical

Londis

A113

Hoe Ln

Orchid Cl

London Rd

The B





Abridge Village Hall

Stuc on Grass  
Stapleford Abbots

The Lavish Collection

DCEC LIMITED

FT Roofing Services

The Blue Boar

Drew and Son  
Independent Funeral...

Londis

Selective Cars

The Beauty Room

Princesplanning.co.uk

Shell Abridge (Raven's  
Budgens Abridge)

JRS Accounts

Abridge Cricket Club

Sitpretti

Brown Security  
Installations Limited

MnN Electrical

Lambourne  
Primary School

Abridge Park Homes

Chalet Kennels





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# QUESTIONS?

Please get in touch:

[hello@completelicensing.uk](mailto:hello@completelicensing.uk)

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