

# Public Document Pack



Please reply to: Darryl White  
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Dear Councillor

## **SOUTH HAMS LICENSING SUB-COMMITTEE - THURSDAY, 6TH APRIL, 2023**

I refer to the agenda for the above meeting and attach papers in connection with the following item(s).

<b>Agenda No</b>	<b>Item</b>
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- |    |   |
|----|---|
| 3. | <b><u>Application for a new Premises Licence at The Angel, South Street, Totnes, TQ9 5DZ (Pages 1 - 62)</u></b> |
|----|---|

Yours sincerely

Darryl White  
Democratic Services Manager

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## The Angel Training Handbook

Hello,

We run a tight ship here at The Angel and the following information will help you understand how we do this.

Training is recorded in documentary form and shall be regularly refreshed at no greater than 12 month intervals or/and if we introduce a new policy or an existing policy is updated, whichever comes soonest. Training records shall be made available for inspection and copying at reasonable times upon request of an authorised officer of a responsible authority.

### Special Note to Door Staff

It is imperative that you understand the importance of your role. We have worked hard to understand the needs of our neighbours and the Environmental Health team to make sure we put in place a system that works to prevent public nuisance. Please read the Door + Street Management Plan thoroughly.

Please read each document and sign + date to confirm you have read and understood the information.

**Alcohol Policy**

Name:...../...../..... Date:...../...../.....

**Drugs Policy**

Name:...../...../..... Date:...../...../.....

**Challenge 25 Policy**

Name:...../...../..... Date:...../...../.....

**Dispersal Policy**

Name:...../...../..... Date:...../...../.....

**Evacuation Policy**

Name:...../...../..... Date:...../...../.....



**Fire Policy**   
Name:..... Date:...../...../.....

**Noise Management Plan**   
Name:..... Date:...../...../.....

**Door + Street Management Plan**   
Name:..... Date:...../...../.....

**Refusal Register**   
How to complete and maintain the refusal register in operation at the premises (in relation to the sale of alcohol).  
Name:..... Date:...../...../.....

**Signs of Intoxication Doc**   
Name:..... Date:...../...../.....

**Legal Measurements of Alcohol**   
Name:..... Date:...../...../.....

Training records will be retained for at least 12 months.

**Trainer's Name:** .....

**Trainer's Signature:** .....

**Date:**...../...../.....

**Trainee's Name:** .....

**Trainee's Signature:** .....

**Date:**...../...../.....

## The Angel Risk Assessment

<b>Event</b>		<b>Date</b>			
<b>Group</b>		<b>DPS</b>		<b>LAST UPDATE</b>	10/07/22
<b>ACTIVITY</b>					

Nature of hazard	Worst outcome	Groups at risk	Current precautions	Estimation of risk	Further precautions
<b>1. Risks to staff and customers</b>					
<b>1.1. Safeguarding</b>	Legal Action	Staff / young customers	All staff regularly attend The Angel training programme Challenge 25 policy in place	Possible to likely	
<b>1.2. Falls/Trips</b>	Injury	All	General care taken, all made aware of stairs and others around them. Need for adequate attention to working area	Possible to likely	Warn All of hazards in space, such as stairs, kitchen area, entrance directly on road.
<b>1.3 Reactions to environment</b>	Allergic reaction	All	Staff aware of one another's allergies	Possible but unlikely	First aider present
<b>1.4. Use of technical equipment</b>	Electric shock	Staff members/technical staff	Ensure only trained individuals are touching / using technical equipment	Very unlikely	Staff members / technician always present and near to technical controls
<b>1.6. Staircase</b>	Injury / Fatality	All	Remind all staff to be made aware of stairs and make customers aware. Bar positioned at top of stairs to have direct view	Possible	Staff member available in stair and bar area at all times

Nature of hazard	Worst outcome	Groups at risk	Current precautions	Estimation of risk	Further precautions
2. Risks to customers and staff					
2.1 Spillages/broken glass	Injury/fatality	All	Remind all staff of safe disposal of broken glass / location of First Aid Kit / cleaning equipment	Very likely	First aider present



## **The Angel Noise Management Plan**

In response to concerns from Environmental Health and in consideration of our neighbours we have embarked on creating this Noise Management Plan.

This includes noise emanating from the building, as well as noise created on the street as people using The Angel (which include ourselves, hirers, staff and customers); as they arrive, drop off equipment, smoke and leave the building.

### **Noise Emanating from the Building.**

On 14/03/2023 by Alex Skinner, a local sound engineer with over 10 years experience in the industry visited The Angel at our request to advise us on how we can reduce the sound emanating from the building. Please find his report attached.

In bullet points he advises;

- Moving the speakers from the roof and positioning them with a stone wall between the speaker and residential properties. He will return to conduct a vigorous test to find best placement.
- Sound proofing options should be considered once speaker placement has been addressed. This could include heavy drapes on the wooden clad walls and in the roof; acoustic panels to be used to control the bass inside the venue, as this may help reduce the bass energy emitted from the venue.
- Insulation could be assessed and updated to acoustic insulation if necessary.
- Doors should be kept shut at all times.

Alex will be returning on Monday 17th April to move to the next stage.

Also in response to neighbours concerns we do not hire out The Angel for private parties. Nor do we hire Angel for drumming events.

**Noise created on the street.**

We've created a clear plan to reduce noise heard on the street by our close neighbours. Please see the attached document The Angel Door and Outside Management Plan.

Here in bullet points:

- for ticketed live music events there will always be a trained door person (see Training Manual).
- This person will manage customers in their quiet departure from the building requesting all move swiftly away from the area not gathering on the street.
- This person will direct smokers to the designated smoking area to the rear of the building.
- For smaller events the bar is positioned close to the top of the stairs so we can monitor all who arrive and leave The Angel requesting they do so quietly in respect for our neighbours
- Suggested by Alcohol Licensing Officer Rebecca Barker, we are researching cctv connected to our mobile phones as a way to monitor door activity from upstairs.
- There are signs in the foyer and at the top of the stairs requesting all leave The Angel quietly in respect for our neighbours and do not gather on the street.

All hirers of The Angel are briefed on The Angel Noise Management Plan and our concerns and respect for our neighbours. We insist the hirers pass this on to all who come to their events.

Please also refer to the The Angel Door and Outside Management Plan.



## **The Angel Alcohol Policy**

At The Angel we want everyone to really enjoy the time they share with us, whether as a customer, collaborator or hirer. In order to ensure that we can do this The Angel operate a responsible drinking policy in conjunction with our legal obligations under licensing legislation.

The hours and activities permitted by the premises licence issued under the Licensing Act 2003 and conditions attached to the licence.

This document will allow you to understand the objectives of the responsible drinking policy and also what this means to all.

Our alcohol policy has been put in place to ensure the safety and enjoyment of all, as well as in respect of our neighbourhood and community.

The key objectives are to;

- prevent crime and disorder,
- prevent public nuisance,
- securing public safety,
- protecting children from harm.

In order for us to meet these objectives we have put in place the following policies and procedures.

### **General**

All staff will be trained in the requirements of the Licensing Act 2003 as soon as they are recruited, along with regular training and updating.

### **Consumption of Alcohol not purchased at The Angel is strictly prohibited.**

- Any alcohol identified to have not been purchased within The Angel will be confiscated if found, we respectfully request that customers do not attempt to bring any alcohol into The Angel.
- For ticketed public events we employ a trained door person and should we have reason to believe alcohol purchased off site is being brought into The Angel it will be confiscated .

## **Alcohol purchased at The Angel**

- Open drinks will not be taken from the venue including to the outside smoking area.
- When an event is taking place, a risk assessment will be carried out depending on the type of event, as to the need for polycarbonate/plastic drinking receptacles. (This is for the live music events).

## **Service to drunks and prevention of drunken behaviour**

- All staff will acknowledge customers and be kind and friendly.
- Anyone who appears to be drunk will not be served any alcohol or admitted into The Angel.
- Should a customer to be drunk upon arrival they will not be admitted to The Angel and if they have a ticket to an event no refund will be given.
- Anyone attempting to purchase alcohol for another who is drunk will not be served.
- Anyone who is considered to be acting in a severely drunken manner will be asked to leave The Angel.
- All staff to be trained in recognising the signs of drunkenness. See attached document.
- We will have a well staffed bar so waiting time is kept short to reduce levels of frustration rising and minimise aggressive outbursts.
- Staff will clear bottles and glasses from the bar and tables to reduce the number of weapons available should conflict occur.
- Staff will recognise early signs of trouble and intervene in a friendly manner.
- We will discourage excessive drinking
- An alcohol sales refusal register is kept at the premises and is maintained to include details of all alcohol sales refused. The register includes:
  - the date and time of refusal
  - the reason for refusal
  - details of the person refusing the sale
  - description of the customer
  - any other relevant observations.

The refusals register will be made available for inspection and copying on request of an authorised officer of a responsible authority. All entries must be made within 24 hours of the refusal.

## **Violent and Aggressive or Illegal behaviour**

- Our policy in this regard is strict and uncompromising.

- Anyone who acts in an aggressive, violent or threatening manner will be ejected from The Angel immediately and asked not to return.
- Should the customer refuse to leave we will ask for the police to attend, should any injury to guests or employees or damage be caused to The Angel we will press charges and urge for prosecution.
- An incident book shall be maintained to record any activity of a violent, criminal or anti-social nature. The record will contain the time and date, the nature of the incident, the people involved, the action taken and details of the person responsible for the management of the premises at the time of the incident.

### **In Cases of Accident and Emergency**

- There will be a First Aid trained member of staff at all events.
- All accidents are to be logged in The Angel Accident Log on the premises.
- The Angel has an Evacuation Policy in case of an emergency.
- The Evacuation Policy assembly point is The Clock Tower on the High Street, 57m away from The Angel.
- In the case of an emergency the appropriate emergency service will be called.

### **Public Safety**

- Over and above the policies outlined above The Angel offers water without charge and a range of soft drinks will be available at the bar a reasonable price.

### **Protecting Children from Harm**

- Alcohol will only be served to customers who are over the age of 18. We operate a **Challenge 25** policy, if a customer appears to be 25 or under (or someone for whom alcohol is being bought) then photographic ID will be requested, we only accept the new photo driving license or passport as proof of age.

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# Sound Reinforcement Report - The Angel, Totnes

The scope of this report is to assess the existing sound system at the venue and to provide suggestions that may reduce noise pollution to nearby residential properties. A particular focus in this report is on the sub bass emitted from the venue disturbing a residential property to the south. Listening tests were conducted at the venue and on the street outside of the venue during a visit on the 13th of March 2023.

## The Venue

The walls of the venue consist of a mixture of stone walls to the east, south and west and wooden walls to the north and south east of the building. It is assumed there is insulation in the cavity of the wooden walls.

The roof consists of wooden beams, insulation and tiles.

The floor is hardwood or similar.

The insulation used in the walls and roof of the venue may not have acoustic properties such as Rockwool Sound Insulation.

## Sound system

The existing sound system consists of two Hi-Fi style speakers mounted onto the beams of the roof pointing at the floor of the venue. The two speakers are powered externally via an amplifier located towards the south east of the building.

## Assessment

Upon conducting listening tests both inside and outside the venue, it's clear that the position of both of the speakers contribute towards the noise present outside of the venue. The roof does not provide adequate barriers to prevent noise from escaping the venue and mounting the speakers high in the roof enables a 'line-of-sight' path from them to residential properties surrounding the venue.

Due to bass frequencies emitting from the source in all directions (omnidirectional), the wooden walls may also contribute to the noise outside of the building. During my listening test, it was clear that the majority of the noise came from the roof. Standing close to the venues exterior walls did not increase the level of noise. Standing further back from the venue did increase the level of noise.

The residential property to the south of the venue may be experiencing a resonant frequency emitted from the venue, exacerbating the noise pollution present in the property. Proper tests for this should be conducted before pursuing options to reduce resonant frequencies.

## Suggestions

First and foremost, I recommend moving the location of the speakers. If the speakers are positioned with a stone wall between the speaker and residential properties, this should help to reduce direct sound energy reaching the properties. Further tests can be conducted to find the best placement of the speakers.

Doors should be kept shut in an effort to contain the noise inside the venue. Particularly the front door that leads to the street and the toilet door that leads to a wooden wall. Sound proofing options should be considered once speaker placement has been addressed. This could include heavy drapes on the wooden walls and in the roof. Acoustic panels could be used to control the bass inside the venue, as this may help reduce the bass energy emitted from the venue. Insulation could be assessed and updated to acoustic insulation if necessary.

This report was written on 14/03/2023 by Alex Skinner, a local sound engineer with over 10 years in the industry.

These suggestions are purely based on opinion and do not come from any qualifications in acoustic engineering. Acoustic surveys should be conducted by qualified personnel.



## **The Angel adhere's to Challenge 25 policy.**

Challenge 25 is a policy whereby anyone buying alcohol who appears to be below 25 is asked to provide an acceptable form of ID to verify their age.

By raising awareness as to the illegality of underage sales, with both staff and customers alike, the scheme is aimed at reducing underage drinking.

The Challenge 25 policy follows on from the Challenge 21 campaign introduced by the British Beer and Pub Association. The scheme is now led by the Retail of Alcohol Standards Group.

## **We commit to the strict laws relating to the sale and supply of alcohol. Under the provisions of the Licensing Act 2003, it is illegal in England and Wales:**

- To sell alcohol to someone under the age of 18 anywhere.
- For someone under the age of 18 to buy or attempt to buy alcohol.
- For an adult to buy or attempt to buy alcohol on behalf of someone under the age of 18.
- For an adult to buy alcohol for someone under the age of 18 for consumption on licensed premises, save except where this is the purchase of beer, wine or cider to be drunk by a 16 or 17 year old with a table meal, where s/he is accompanied by an adult.
- For someone under the age of 18 to drink alcohol in licensed premises, save except where s/he is 16 or 17 years old and accompanied by an adult. In this case it is legal for them to drink, but not buy, beer, wine and cider with a table meal.

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## **The Angel Dispersal Policy**

**Date Created: 01/03/2023**

**Date of last review: 01/04/2023**

### **Expected Standards**

The 4 licensing objectives of equal importance:

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

It is our legal obligation to ensure that we prevent crime and disorder and public nuisance on our premises and as people are leaving our premises. As a business we value our reputation, want to have good relationships with our neighbours, care for our customers, want to work in partnership with the statutory authorities and are committed to trading within the law while maintaining the highest possible ethical standards in all our business activities.

We expect all of our team to work with us to commit to running a venue that is orderly, peaceful and free from crime, disorder and nuisance. This policy is intended to guide you through the process. This policy should be implemented in conjunction with all other policies.

### **Staff procedure and responsibilities;**

The following steps should be taken to disperse customers as soon as last orders are called at The Angel;

- a staff member should visit each group or individual in the premises advising them in a friendly manner that the premises are now closed, thank them for their custom and advise them that they should leave as quickly as possible.
- music levels should be reduced to a minimum and low volume calming relaxing music put on.
- Lighting levels will be increased.



- Staffing levels at service points may be reduced and staff redirected to other duties such as customer dispersal, glass collection and cloakroom duties.

\*DJ announcements may be used to both encourage a gradual dispersal and to remind customers to be considerate to our neighbours.

\*Windows and entrance doors should be closed to ensure neighbours are not disturbed.

\*Door staff and other staff should be tasked with remaining both inside and outside the premises and ask customers who are leaving to do so:

- Quietly
- With no open drinks
- And to move away from the premises as quickly and orderly as possible.
- A limited period of 'drinking-up' time will assist with the gradual dispersal of all customers at the end of the evening. In England and Wales there is no statutory drinking up time but our internal policy is [approximately 15 - 30 minutes] after last orders.
- Appropriate signage is placed at all exit doors asking customers to respect our neighbours/leave quietly. If this is damaged or missing this must be reported to a supervisor or manager.
- Appropriate signage is placed at all exit doors reminding customers not to take any drinks/glasses/open bottles out of the premises.
- There should be visible management and staff presence in the customer areas during closing time to ensure all customers leave quietly, orderly and quickly.
- We can provide appropriate information to customers who require a taxi our preferred supplier is Badger Cabs 01803 840400 All staff will know the locations of the nearest Taxi Rank which is on The Plains at the bottom of the High Street.

**Please sign this document to acknowledge that you have understood this policy and what you are required to do.**



## **The Angel Door and Outside Management Plan**

This plan is to show what we at The Angel have put in place around managing the door and outside areas of the building during events in response to advice from Environmental Health Department and the concerns of our neighbours.

It is important to first mention that the door to The Angel opens straight out onto the road.

During large ticketed events at The Angel there will be a door person on the entrance door throughout. They will be trained in and aware of their job duties;

- To welcome customers with kindness
- Count in and out all arriving and leaving The Angel knowing the maximum capacity for the building is 60 (include staff, customers and anybody else on the property)
- To make customers aware of our neighbours and insist on the quiet entry and exit of the building, no gathering outside or on the street, particularly under the window and in doorways.
- To not allow anyone entry with drinks, soft or alcohol.
- To point out the signs requesting quiet when leaving the building etc
- To direct smokers around the side of the building to the designated smoking area at the back, away from private dwellings, with a reminder to be quiet and considerate of neighbours.
- To not allow anyone to leave the building with open drinks, soft or alcoholic.
- To monitor the tidiness and cleanliness of the outside area.
- To remind all leaving The Angel to be quiet and considerate of neighbours and not to gather on the road.

During smaller events at The Angel we intentionally position our bar at the top of the stairs so we can monitor the arrival and departure of all entering and leaving the building. This way we can;

- Welcome customers with kindness.
- Count in and out all arriving and leaving The Angel knowing the maximum capacity for the building is 60.
- Draw customers attention to the signs requesting consideration and quietness for our neighbours as they leave the building and not to gather on the street.

- directing customers to the smoking area around the rear of the building reminding them to go quietly.
- Monitor and refuse anyone arriving with drinks, soft or alcoholic.
- Monitor and refuse anyone leaving with open drinks, soft or alcoholic.
- Monitor and refuse anyone arriving intoxicated.

## **Signage**

- Please be quiet when leaving the building and do not gather on the road.
- Smoking area around the back. Please be considerate of our neighbours.
- Please be aware of passing traffic as you step out directly on public highway.

## The Angel Drugs Policy

### Purpose

This policy relates to the use of illegal drugs and misuse of alcohol or other harmful substances on The Angel premises.

#### 1. Its purpose is to:

- Comply with the Misuse of Drugs Act 1971 by ensuring that the SU does not knowingly permit use or supply of controlled drugs on its premises.
- Provide a safe working environment for staff and customers.
- Minimise drug use at events.
- Prevent drug dealing on premises.
- Safeguard customers who have used drugs or misused other substances.
- Support students seeking help regarding their own or others' drug use.

#### 2. Policy Statement The Angel:

- Will not condone the possession, use or supply of illegal drugs, nor the misuse of alcohol or other substances, on its premises.
- Will promote supportive and caring harm minimisation strategies which reduce the risks associated with drug use/misuse.
- Will provide a safe, healthy and supportive environment for staff, students and visitors.
- Will promote knowledge, awareness and understanding to enable students to make informed choices.

3. Policy in relation to all staff working at The Angel events will receive training on this policy as part of their induction process. Written procedures will be available to assist in implementing the policy. Awareness will be maintained by refresher training at least every year or when changes are introduced following new legislation.

#### 4. Finding Drugs

- The responsibility for decisions will rest with the duty manager.
- All suspected drugs incidents will be documented using an incident form, to include the names and addresses of all those involved.
- Given that incidents may vary from finding drugs on the premises, finding customers in possession of a small amount of illegal drugs, or finding customers in possession of a large amount of drugs, the procedure to be followed will vary as follows:
  - If a customer is in possession of what is thought to be a class A drug (Heroin, methadone, cocaine, Ecstasy, LSD, amphetamines (if prepared for injection) or magic mushrooms, regardless

of the amount involved, the police will be called using the 999 system and the person found in possession of the drugs held under citizen arrest.

- If a customer is found in possession of a small amount of suspected illegal drugs not covered in the list above and those drugs are deemed to be for personal use, these will be confiscated, placed in sealed bag, labelled and left in the drugs safe. The incident will be recorded on an incident report together with the customer's details, if they are given. Any suspected illegal drugs found, together with details of the incident, will be passed at an appropriate time to the police who will determine what further action will be taken.
- Where a customer refuses to hand over the suspected drugs, the police will be called immediately.
- If a customer is found in possession of what is believed to be nitrous oxide, the following will apply:
  - Whilst not an offence, if the customer is in possession of a small quantity (i.e. what could be deemed for personal use) then it will be a condition of entry that the item is confiscated. If confiscation is refused, then entry will be denied.
  - If in possession of a larger quantity, suspected to be for distribution, then the items will be confiscated and an incident form completed. Details of the incident, as well as the confiscated items, will be passed to the police.
- If a customer, staff or visitors find suspected illegal drugs on the premises, the drugs will be removed to the drugs safe, having first been bagged and labelled. Any drugs found, together with details (day/time etc), will at an appropriate time be passed to the police.
- If a large amount of suspected illegal drugs is discovered or staff have grounds for suspecting dealing may be taking place at The Angel the police will be called immediately.

## 5. Keeping customers safe

The Angel will have the following activities in place to keep customers safe and minimise harm related to drug use:

- Drinking water will be offered free of charge at all events.
- Staff will be vigilant in identifying anyone who is suffering from the effects of consuming an excessive amount of alcohol or from suspected drug use. In these circumstances, staff will reserve the right to refuse further alcohol. Where staff believe a customer's well-being is at risk, that customer will be monitored and if necessary arrangements made either for their safe return home or for appropriate medical treatment.
- Sufficiently trained staff will be present at all events. In an emergency staff will call an ambulance. In all such circumstances an incident report form will be completed.

6. Record keeping/notification Incident forms will be kept on file and details of any incidents will be made available to the police after the event,



# Contract for hiring The Angel

**We're chuffed you've decided to hire The Angel, please read this document carefully then return to us signed at the bottom.**

\*To confirm your booking please make sure we have a digital copy of your up to date public liability.

\*You are now required to complete a risk assessment for your event at The Angel.

\*Your booking time will include setting up and tidying up of your event and we request you arrive and depart on the times agreed.

**\*Our cancelation policy; we require 2 weeks notice for you to receive a full refund, beyond that you will forfeit your payment.**

\*We send out invoices the last few days of the month before your booking requesting payment within 2 days.

\*We will let you know the key lock code close to your event date.

\*Your booking includes;

- Use of the upstairs floor and all the facilities including: soundsystem, heaters, lighting, furniture and bathroom.
- Light use of our kitchen facilities.
- Downstairs to be used as a thorough fare only unless arranged otherwise.
- Use of the stackable chairs, tables and fridge freezer all downstairs.

- **Please note:** For full use of our kitchen facilities, our extensive crockery, cutlery, glassware and tables etc there is a £40 flat rate that will be arranged with your booking and added to your invoice.

\*Strictly no candles are permitted in The Angel, our insurance insists on this.

\*On arriving at The Angel please do not block South Street with vehicles as it needs to be kept clear at all times for emergency service access.

\*There is generally no parking in South Street, Heathway Carpark is your closest and best bet. Please pass this on to all of your guests.

**\*We ask that you take responsibility for tidying and cleaning the space so as to leave it as you find it. Including sweeping the floor,**

**washing it if it's grubby, washing up and putting away cups etc. As well as putting all moved and used furniture back where you found it on arrival.**

\*If hiring The Angel for an art exhibition or where you hang anything on the walls or beams, we require you, before leaving, to remove all nails, screws or fittings, and to fill, sand and



repaint as new. You will not be able to come back to do this at a later date so do factor this in with your timings.

**\*Please take all your rubbish away with you, recycling and landfill.**

\*We've promised our neighbours that we will make sure no one hangs out or smokes anywhere near the houses around us, particularly the one over the road. It's the obvious place to gather but it impacts the folk who live there a lot. Please direct smokers to the designated smoking area to the area of the signs.

\*Please request of your guests a swift and quiet departure so as to minimise gathering and noise on the street and point out the signs saying this.

\*All music to be off by 11pm at the latest, unless you have a TENs from the council.

\*We have chosen not to have a deposit scheme but we will charge for any breakages or damages during your event.

In signing below you agree to the above conditions.

Your signature .....

Date of your event/s .....

Date of signing .....

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## General Emergency Evacuation Plans

<b>Premises address</b>	The Angel South Street TotnesTQ9 5DZ
<b>Emergency contact number</b>	07772642320
<b>Sound of the alarm</b>	A shouted warning.
<b>Raising the alarm</b>	If the fire is discovered by a staff member or a visitor notifies a staff member of a fire, the alarm will be raised by: commencing manual warning (shout).
<b>Action staff should take on hearing the alarm</b>	<p>The following actions will be taken upon the fire alarm being raised.</p> <ul style="list-style-type: none"> <li>• Appointed staff member will take charge and lead in the fire evacuation</li> <li>• Dial 999 and request attendance by the Fire Service. Staff member gives their name, name of building, building address (as detailed above), contact number and details of fire</li> <li>• The Angel is small enough and there are no hidden areas and therefore does not require a visitors signing in book as the venue is easily covered in a sweep.</li> <li>• Staff will commence evacuation of the building – ensuring this is done in a calm and orderly manner providing assistance to those needing additional help in evacuating and extreme care taken around the stairwell.</li> <li>• Staff to sweep building to ensure all areas are clear (including back areas) if safe to do so and ensure</li> </ul>

	<p>all doors are closed on the way out</p> <ul style="list-style-type: none"> <li>• If safe to do, electrical mains supply should be switched off before leaving the building. The location of this is detailed on the plan</li> <li>• to ensure nobody re-enters the building until confirmed safe to do so by the Fire Service</li> <li>• Meet at assembly point (detailed on plan) and check all contractors and staff members are accounted for to liaise with Fire Service upon their arrival</li> </ul>
<p><b>Escape route</b></p>	<p>The only escape route from the building is through the front door.</p> <ul style="list-style-type: none"> <li>• First Floor: descend down the stairs and across foyer to front door</li> </ul>
<p><b>Fire Assembly Point</b></p>	<p>Directly beneath East Gate Arch (clock tower, High Street)</p>
<p><b>Fighting Fires</b></p>	<p>Fire extinguishers will only be used where:</p> <ul style="list-style-type: none"> <li>• Staff have received training and feel confident in their use</li> <li>• Where it is deemed safe to do so i.e. there is a clear means of escape, fire is small Personal safety always takes priority and, if in any doubt, staff should not attempt to extinguish a fire</li> </ul>
<p><b>Location of key safety hazards or other fire related equipment</b></p>	<ul style="list-style-type: none"> <li>• Mains fuse box: Under stairs</li> <li>• Mains water inlet:</li> </ul>
<p><b>Number of staff needed to carry out evacuation plan</b></p>	<p>To implement the evacuation plan, two number of trained staff are needed on duty</p>



<b>Responsibilities</b>	For ensuring plan is up to date: Claire Limberg For training staff on the evacuation plan and in their roles and responsibilities: Claire Limberg
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**In addition to the evacuation plan the following details apply:**

- All passageways to escape route will be kept clear
- Escape route are clearly marked
- Training is given to all staff and collaborators

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## Events at The Angel

### Well Being

Yoga groups with; Chloe, Tricia, Gina, Kate, Hae-In, Ione  
 Dance groups with; Chinmaya, Sarah, Cathy, Madeleine, Brian, Tilda, Tracy  
 Drama groups with; Philip Barber, Kate Joyner, Agata  
 Healing; Shiatsu with Kirsty, meditation with Veganandra, Folk for Herbal  
 Resistance, woman's ceremonies with Nosheen, womens circle with Emily

### Workshops

Poetry with Matti  
 Folk for Herbal Resistance  
 Soundart Radio  
 East Gate Book Shop  
 Soul Hub, Aromatherapy  
 Andrew Cuerden, one to one dance class  
 Maria T, dance rehearsals  
 Kaylan  
 Shelly, studio time  
 Fools Expression, Christie  
 Green Heart Kitchen Chocolate workshop  
 Fundamentals of Meditation  
 Yuletide Story telling,  
 Dartmoor protestors, creative workshop

### Charity Fund Raising Events;

Art for Food art auction raising funds (£5000) for Food in Community  
 Art for Food art exhibition raising funds (£2000) for Food in Community  
 Hands Up Project live streaming of films made by children of Gaza.

### Community events

Seachange Festival; Mezze evenings with pop-up Cocktail Bar  
Totnes Festival; Wonky Wedding interactive drama event with pop-up  
Cocktail Bar, Soundscape event, Hands Up Project event  
Xmas Market; Magical Makers Christmas Markets with cafe  
Totnes Late Night Shopping x 3; Persian Feast and pop-up Cocktail Bar  
1 x NYE parties

### **Art Exhibitions**

2 x Art for Food art exhibition/auction fundraising for Food in Community  
Devon Open Studios 3 years in a row  
Bedroom Artist Collective Exhibition, local artists create show  
Arwen, Photographic Exhibition  
Edward and Co, ceramics, lighting, painting, jewellery  
Fiona Green, paintings raised funds for Food in Community

### **Photography Studio used by;**

Beccy Strong, Photographer  
Annameike, Photographer  
Maya Belle Castle, Cinematographer  
Cat, fashion designer

### **Pop-up Supper Nights with local chefs, caterers and cooks**

Elizabeth Jaine's Persian Feast,  
Roast on The Run,  
Gillyflower Kitchen's Moroccan Feast,  
Sima from The Kitchen Table is catering for a Supper Night as part of  
Seachange this year.  
Cultivating a Loving Heart  
Tender Union

### **Acoustic Gigs**

Peace Prayer Concert with Lua,  
Holly Ebony's Debut album intimate sharing  
Long for Coast  
Nigel Plater's Music



**Please note we do not hire out, and have actively said no to The Angel to drumming workshops or private parties.**

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**Ms N Bell and Ms C Limberg The  
Angel  
South Street  
Totnes  
TQ9 5DZ**

**Protection Delivery Torquay  
Headquarters Newton Road  
Torquay  
TQ2 7AD**

Our Ref: BL945009/662602 Date: 10 March 2023 Telephone: 01392 872567 Website: [www.dsfire.gov.uk](http://www.dsfire.gov.uk) Email: [firesafetyhelpdesk@dsfire.gov.uk](mailto:firesafetyhelpdesk@dsfire.gov.uk)

Dear Ms Bell and Ms Limberg

**The Regulatory Reform (Fire Safety) Order 2005  
Premises: The Angel, South Street, Totnes, TQ9 5DZ**

On 09 March 2023 I visited your premises and carried out a fire safety check.

During the fire safety check concerns were identified in the areas that were sampled. You should review your fire risk assessment to address these concerns which I have set out in the attached appendix. These should be dealt with as soon as possible as well as any other issues identified in your review.

Further guidance on Fire Risk Assessment can be found using the link below: [Fire risk assessments | Devon and Somerset Fire and Rescue Service \(dsfire.gov.uk\)](http://www.dsfire.gov.uk)

If the issues set out in this report require major changes or costs then I advise you to seek professional advice before proceeding.

Please note that this visit was not a comprehensive check of all your fire safety arrangements.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Richard Carr', written in a cursive style.

**Richard Carr  
Fire Safety Advisor**

Tel. 01392 872200 **Chief Fire Officer** Lee Howell QFSM FIFireE

## **Appendix**

**Fire Safety Check at:** The Angel, South Street, Totnes, TQ9 5DZ

Further advice can be found on our website: [www.dsfire.gov.uk](http://www.dsfire.gov.uk). Please click on the 'Your Safety' tab and then explore the 'Safety at work & other places' link. You may wish to seek specialist advice from a competent person.

**The following issues require your attention:**

### **Emergency Lighting**

The responsible person must ensure that escape routes and exits are adequately lit and where necessary provide emergency lighting in case of failure of normal lighting.

### **Fire Safety Training**

The responsible person must ensure that employees receive appropriate fire safety training so that they are aware of the fire safety provisions and emergency action plan.

### **Testing and Maintenance**

The responsible person must ensure that fire safety provisions such as fire alarm, escape lighting, firefighting equipment and other fire safety provisions are properly tested and maintained in line with current guidance .

### **Fire Fighting Equipment**

The responsible person must ensure that the premises have appropriate firefighting equipment, fire extinguishers should be appropriate to the risks that are present in the premises.

### **Electrical Wiring Testing**

The electrical installation should be checked and certified safe by a qualified contractor, at least every five years.

### **Protection of the Stairs**

The underside of the stairs leading to the first floor should be protected by plasterboard that will resist the effects of fire, to ensure all relevant persons have time to escape the first floor area in an emergency situation.



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Claire, following on from our conversation yesterday and looking over your application I have provided the following additional conditions in support of the licensing objectives and to hopefully address some of the concerns from residents in the area but also to prevent The Angel from becoming another 'pub' type venue in the town.

We discussed the general feel of the premises and felt that generally speaking the venue will only be open for the sale of alcohol for a pre booked event which can be as straight forward as outside caterers coming in on a set date, live music event, showcasing local talents, private hire (such as the hen party you mentioned) etc. These would likely be advertised events, maybe ticketed events but all prebooked. This would mean you wouldn't open for the sale of alcohol on a Friday night as a pub would be in the hope that the public drop in. See what you think to the below conditions as to whether it fits with what you had in mind.

***The venue will only open for the sale of alcohol when there is a pre booked event/function taking place.***

***Open drinks will not be taken from the venue including the outside smoking area.***

***When an event is taking place, a risk assessment will be carried out depending on the type of event as to the need for polycarbonate/plastic drinking receptacles.*** (This would really be more for the live music events)

We talked about CCTV as something to discuss together as I know it would come at an additional cost but is a useful tool in protecting your customer but also yourselves. I understand that predominantly it will be you or Nicky but in case of anyone else brought in to assist the following staff training condition is helpful specific to licensing in addition to the parts you mentioned about first aid fire safety etc.

#### **STAFF TRAINING**

**All staff engaged in licensable activity at the premises will receive training and information in relation to the following:**

- i. **The Challenge 25 scheme in operation at the premises, including the forms of identification that are acceptable.**
- ii. **The hours and activities permitted by the premises licence issued under the Licensing Act 2003 and conditions attached to the licence.**
- iii. **How to complete and maintain the refusal register in operation at the premises (in relation to the sale of alcohol).**
- iv. **Recognising the signs of drunkenness.**
- v. **The operating procedures for refusing service to any person who is drunk, under-age or appears to be under-age, or appears to be making a proxy purchase.**
- vi. **Action to be taken in the event of an emergency, including reporting an incident to the emergency services.**

**Training shall be recorded in documentary form and shall be regularly refreshed at no greater than 12 month intervals. Training records shall be made available for inspection and copying at reasonable times upon request of an authorised officer of a responsible authority.**

**Training records will be retained for at least 12 months.**



## Additional information in response to Notice of Hearing

From Objector 5

### SUMMARY OF KEY POINTS

These are the key points I rely on to support my representation:

Application: **New Premises Licence**

By: **The Angel Totnes Ltd**

of: **The Angel, South Street, Totnes, TQ9 5DZ**

Name of premises: **The Angel, South Street, Totnes, TQ9 5DZ**

Key Points		
Which of the four licensing objectives does your application, representation or objection relate	(✓)	Please enter a summary of your key points in the table below. Please use an additional page if necessary
Prevention of crime & disorder	<input checked="" type="checkbox"/>	I HAVE NO OBJECTION TO EVENING MOVIES AS SHOWN
Public safety	<input type="checkbox"/>	BUT OPENING THIS RESIDENTIAL VALUE ON SOUTH ST TO LATE NIGHT MUSIC (WITH ALCOHOL LICENSE) WILL CAUSE CONSIDERABLE PUBLIC NUISANCE WITH POTENTIAL FOR DISORDER +/ CRIME.
Prevention of public nuisance	<input checked="" type="checkbox"/>	
Protection of children from harm	<input type="checkbox"/>	

**From Objector 6**

Proximity of property to The Angel





**From Objector 8**

**SUMMARY OF KEY POINTS**

**These are the key points I rely on to support my representation:**

Application: **New Premises Licence**

By: **The Angel Totnes Ltd**

of: **The Angel, South Street, Totnes, TQ9 5DZ**

Name of premises: **The Angel, South Street, Totnes, TQ9 5DZ**

Key Points		
Which of the four licensing objectives does your <i>application, representation or objection</i> relate	(✓)	Please enter a summary of your key points in the table below. Please use an additional page if necessary
<b>Prevention of crime &amp; disorder</b>	<input type="checkbox"/>	
<b>Public safety</b>	<input type="checkbox"/>	
<b>Prevention of public nuisance</b>	<input checked="" type="checkbox"/>	We are only 6 metres away and we are directly affected by antisocial behaviour such as urinating, vomiting, and broken glass in our courtyard and on the road. This happens during and after evening events and is associated with alcohol consumption.
<b>Protection of children from harm</b>	<input type="checkbox"/>	



Please note that The Angel door on left is only approximately 6 metres from our entrance on the right.

**From Objector 10**

**SUMMARY OF KEY POINTS**

These are the key points I rely on to support my representation:

Application: **New Premises Licence**

By: **The Angel Totnes Ltd**

of: **The Angel, South Street, Totnes, TQ9 5DZ**

Name of premises: **The Angel, South Street, Totnes, TQ9 5DZ**

Key Points		
Which of the four licensing objectives does your application, representation or objection relate	(✓)	Please enter a summary of your key points in the table below. Please use an additional page if necessary
Prevention of crime & disorder	<input type="checkbox"/>	
Public safety	<input checked="" type="checkbox"/>	The street is narrow and restricted to one way traffic already.
Prevention of public nuisance	<input checked="" type="checkbox"/>	The late licence will lead to an increased number of people walking through a residential street at the same time, creating more noise late at night for the neighbourhood. Parking is scarce / limited and any increase in traffic will further add to the noise at closing time.  Road access to the location is restricted with tight corners from the high street and no path for pedestrians.
Protection of children from harm	<input type="checkbox"/>	

**From Objector 19**

**SUMMARY OF KEY POINTS**

These are the key points I rely on to support my representation:

Application: **New Premises Licence**

By: **The Angel Totnes Ltd**

of: **The Angel, South Street, Totnes, TQ9 5DZ**

Name of premises: **The Angel, South Street, Totnes, TQ9 5DZ**

Key Points		
Which of the four licensing objectives does your application, representation or objection relate	(✓)	Please enter a summary of your key points in the table below. Please use an additional page if necessary
Prevention of crime & disorder	<input type="checkbox"/>	
Public safety	<input type="checkbox"/>	
Prevention of public nuisance	<input checked="" type="checkbox"/>	Disorderly and antisocial behaviour such as urinating, vomiting, and broken glass in our courtyard and on the road. This happens during and after evening events. This behaviour is associated with alcohol consumption. Unfortunately we are only 6 metres away from The Angel and we are directly affected.
Protection of children from harm	<input type="checkbox"/>	



Please note that The Angel door on left is only approximately 6 metres from our entrance on the right.

**From Objector 20**

**SUMMARY OF KEY POINTS**

These are the key points I rely on to support my representation:

Application: New Premises Licence  
 By: The Angel Totnes Ltd  
 of: The Angel, South Street, Totnes, TQ9 5DZ  
 Name of premises: The Angel, South Street, Totnes, TQ9 5DZ

*PLEASE SEE MY LETTER TO CHIEF OFFICER OF 8 3 23.*

Key Points		
Which of the four licensing objectives does your application, representation or objection relate	<input checked="" type="checkbox"/>	Please enter a summary of your key points in the table below. Please use an additional page if necessary
Prevention of crime & disorder	<input type="checkbox"/>	I THINK A FINE LIFE MAY SOMEHOW BE DOWN BEHAVIOUR + ANTI-SOCIAL BEHAVIOUR
Public safety	<input type="checkbox"/>	? OF FIRE RISK - EXITING THE BUILDING
Prevention of public nuisance	<input type="checkbox"/>	NOISE POLLUTION / ? OF SECONDARY GARDEN - ANTI-SOCIAL BEHAVIOUR IN STREET ACCIDENTALITY - WOULD BE LIKELY IN W/THIN LEAF
Protection of children from harm	<input type="checkbox"/>	LACK OF SUPERVISION ON STREET

*I'm a UKCP REG. PSYCHOTHERAPIST WORKING WITH DEVELOPMENTAL TRAUMA BE: PHYSICAL, SEXUAL + EMOTIONAL ABUSE.*

*I RELY ON KNOWING I HAVE SOME QUIET SPACES + TIME TO RELAX AS MY WORK IS STRESSFUL AT TIMES.*

**From Objector 21**

**SUMMARY OF KEY POINTS**

These are the key points I rely on to support my representation:

Application: **New Premises Licence**

By: **The Angel Totnes Ltd**

of: **The Angel, South Street, Totnes, TQ9 5DZ**

Name of premises: **The Angel, South Street, Totnes, TQ9 5DZ**

Key Points		
Which of the four licensing objectives does your <i>application, representation or objection</i> relate	(✓)	Please enter a summary of your key points in the table below. Please use an additional page if necessary
Prevention of crime & disorder	x	Events at the Angel when alcohol has been served have in the past got severely out of hand making me fear damage to my property and nervous of my safety. The last occasion was on Friday 11 March 2022 when a private party at the Angel got out of hand and young people were tearing around the street screaming and throwing bottles.
Public safety	x	I am not an expert in this field but it seems that a venue based in a largely timber-lined, open-plan box should have better emergency exits than a single, narrow and steep timber staircase.
Prevention of public nuisance	x	The premises is located just a few metres from our house. Noise from events and from participants congregating in the street outside is extremely disruptive to our work/creativity/leisure and sleep. The audience at the Angel's events inevitably spill out into the street and as the street is only a few metres wide, this in effect means that they are congregating right outside our windows, [REDACTED] On many occasions there has been a lot of swearing and strong language, completely inappropriate for an eight-year old to hear. On the most recent occasion (February 2023), when I pointed this out, I was told to 'f** off' and 'if you don't like it you should move out'. An unbelievably callous attitude. Audiences seem to use the narrow street as the smoking area for the venue, meaning that our front rooms stink of cigarette smoke. The front of our house also gets used as a toilet, rubbish bin and ash tray - really unpleasant to have to clean this up.



		Traffic is an issue as events at the Angel inevitably need deliveries and this leads to vans and cars parking outside our house and that of neighbours. Not only is this noisy and polluting, it causes congestion. We have missed deliveries and rubbish collection because the drivers couldn't access the street or see rubbish bins, because of the vehicles parked in the street. The street is also something of a cul-de-sac meaning that most vehicles need to three-point turn in a narrow space. Both our property and that of the neighbours have been hit by vehicles turning when they left Angel events late at night.
Protection of children from harm	x	As I have pointed out above, people who attend events at the Angel often get drunk and then congregate outside our house causing disruption and anxiety to our daughter. The windows of the Angel [REDACTED] [REDACTED]. This is a residential area where a number of young children live, they shouldn't have their lives constricted by a boisterous crowd in the street.

**From Objector 25**

Dear Naomi

Thank you for taking time earlier today to explain the nature of the hearing and surrounding circumstances.

I will neither be attending the hearing nor represented, but I do still feel it is necessary. Naturally, I hope there will be an outcome that is positively acceptable to all concerned.

In regard to this I would only like to reiterate my general support for 'The Angel' to be used as a venue for a wider range of activities and events, and that my concerns are for clarification/moderation of the uses to which a license would be put. For a residential area, the proposals could impinge negatively and unfairly on local residents.

Thank you again,

Kind regards,

**From Objector 28**

**SUMMARY OF KEY POINTS**

These are the key points I rely on to support my representation:

Application: New Premises Licence

By: The Angel Totnes Ltd

of: The Angel, South Street, Totnes, TQ9 5DZ

Name of premises: The Angel, South Street, Totnes, TQ9 5DZ

Key Points		
Which of the four licensing objectives does your application, representation or objection relate	(✓)	Please enter a summary of your key points in the table below. Please use an additional page if necessary  Below is a summary. Please see my letter (submitted by your deadline on 9th March) for further details.
Prevention of crime & disorder	X	There has been crime and disorder during past events at The Angel - broken glass, rubbish and extremely offensive language and shouting right outside our house [REDACTED]  The Angel is advertising for weddings to be held there, which are known to be lively events - at best these would be noisy and disruptive after bedtime, at worst there would be broken glass, rubbish, offensive language, lively conversation, arguments or fights directly outside our house and [REDACTED] and the street being used as a toilet, which has happened before. How will events such as weddings be policed in this normally quiet residential street?
Public safety	X	As a woman I do not feel safe entering and leaving my after dark when I have to go through groups of strangers outside The Angel in our narrow street. I do not feel safe when I have to go outside and reason with event attendees in the street to ask them to keep the noise down when my child is trying to rest and sleep. I do not feel that my daughter (9) would be safe popping out on her own when there are (potentially inebriated) groups of strangers in the street. I do not feel safe that all these (potentially hostile) strangers know where I live [REDACTED] because they are attending The Angel [REDACTED] [REDACTED] [REDACTED]
Prevention of public nuisance	X	Repetitive beats clearly audible throughout our house including bedrooms during events - severely detrimental to our mental health and family life. Strangers gather in the street outside The Angel and our house. There have been events during which glass has been smashed and litter left all over the street including on

<p>Protection of children from harm</p>	<p>X</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] Groups of adults gathering in street outside Angel are clearly audible and their language and conversations are clearly audible from our house [REDACTED]. Some gather directly under her window and under the lamppost right outside our house. Adult (often inebriated ) conversations are not suitable for a child's ears. Some smoke, and the smell enters [REDACTED]. Our child's bedtime (7 on school nights Sun-Thurs and 9 on weekends, Fri-Sat) is disrupted by noise especially repetitive beats which are clearly audible throughout our house including her bedtime, and adult conversation in the street. She does not need to be woken up after bedtime - even after midnight! - by strangers entering or leaving the Angel or gathering to converse outside (as they often do) during events. Disrupted bedtimes could seriously disrupt her mental health, school career and future development. There is a girl of the same age next door [REDACTED] who is presumably similarly affected. Before bedtime in daylight hours, we would like our daughter to be able to pop to a shop or to her friends' houses as she grows up. Having to make her way through groups of (potentially inebriated) strangers just outside our house in the street makes this a significantly more worrying prospect. Glass and rubbish in street is dangerous to children including those who might be walking to Grove School the next morning. This is a residential street where more children might live in the future and these points apply to all of them.</p>
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## Response to Objections

Objection	Action	To Action
Sound emanating from the building	Contracted Alex Skinner Sound Engineer to survey the building and report his findings	<ul style="list-style-type: none"> <li>● A plan to re-site speakers which will reduce bass noise emanating from the roof</li> <li>● Install sound dampening panels to reduce noise emanating into surrounding area</li> </ul>
	No longer have private parties	
	All music events are run by Nicky Bell and Claire Limberg which gives more control over excessive bass noise	
	The Angel is no longer available to hire for drumming events	
	Door will remain closed during events	
Street noise	For ticketed live music events we employ and train a door person	
	All staff, hirers and collaborators are trained in Noise Management and awareness	
	Signs requesting respect for neighbours, quiet and swift departure and not to gather on the street	
	Signs to designated smoking area at the rear of the building	
	The handling of bottles and other similar items will not take place in the late evening, at night and during the early morning when the noise generated could cause	

	a nuisance particularly outside buildings	
Parking	Added no parking policy to our contract to hirers and collaborators	
	Request to pass on No Parking Policy onto guests and customers	
Additional traffic	We have updated the Hirer's contract with information about no parking outside The Angel and along South Street, and the nearest parking available in Leechwell Lane	
Deliveries	We insist on swift unloading directly into The Angel foyer	
	Vehicles not to be left unattended at any time	
	Deliveries (and collections) will not take place in the late evening, at night and during the early morning when the noise generated could cause a nuisance particularly outside buildings	
Residential Area	The Angel is 58M away from North Gate Tower (the clock tower) which is the central point Totnes High Street.	
Anti-social behaviour from The Angel customers	<p>We have actioned:</p> <ul style="list-style-type: none"> <li>● Implemented a Door and Street Management Plan</li> <li>● Implemented a staff + collaborator training manual</li> <li>● Updated our hirer's contract to highlight all noise and anti-social related policies</li> <li>● Don't hire to private parties without NB + CL on site</li> </ul>	

	<ul style="list-style-type: none"> <li>● Implemented a Dispersal Policy</li> <li>● Created designated smoking area to rear of the building</li> <li>● We have a customer toilet in The Angel.</li> </ul> <p>To add:          South Street is a cut through from the High Street which is home to many pubs and restaurants and there is potential that there patrons use the doorways, dark corners and driveways along South Street for urinating/vomiting which is beyond our control.</p>	
Emergency Vehicles	We have implemented delivery/unloading policy which states that vehicles can not be left unattended	

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Good morning

We have reviewed the documents that the applicant has submitted to support their application for a premises licence.

In particular, we note the deficiencies highlighted in the Sound Reinforcement report prepared by Mr Skinner

I can confirm that my clients still intend to maintain their representation to the application, for all of the reasons set out previously. If the premises are inherently structurally unfit to host live and recorded music, by virtue of the exemption so the Live Music Act 2012, between the hours of 0800 and 2300, then the premises, as a consequence, are unfit to provide live and recorded music during these hours, with no ability to place enforceable conditions on the licence.

If, and only if, the council takes the view that the licence should be granted, and that the operation of the premises is unlikely to offend the licensing objectives, then my client would invite the committee to attach the conditions to the licence as set out on the attached.

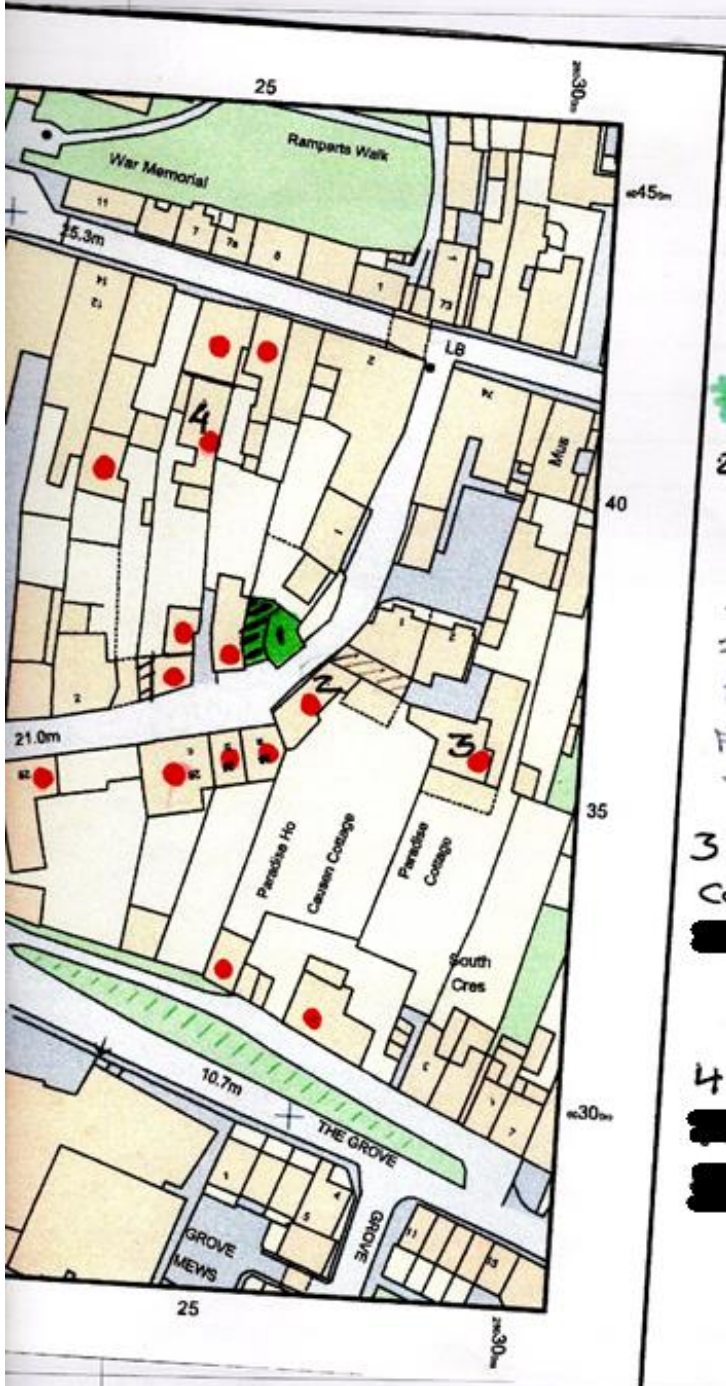
I also attach for your information – and would ask that his be added to the committee papers, a location map showing the location of some, but not all of those local residents who have made representations against the application.

I would be grateful if the attached could please be sent to the committee and parties to the application.

Please acknowledge receipt.

With best wishes

Ewen Macgregor  
Partner



MAP EXTRACT  
SHOWING OBJECTORS  
CLOSE TO ANGEL.

1 = ANGEL

2 = PARADISE  
HOUSE

≡ =  
FLYING  
FREEHOLD

3 = PARADISE  
COTTAGE

4 =  
[REDACTED]  
[REDACTED]

**The Angel  
South Street  
Totnes  
TQ9 5DZ**

**Whilst Mrs Brown maintains her objection to the application for a new premises licence for the above premises, IF in the event that the Committee decide to grant the licence, consideration should be given to attaching the following conditions to any premises licence granted**

1. That there should be no vertical drinking on the premises
2. That substantial refreshment be available at all times that alcohol is being sold or consumed on the premises
3. That the sale of alcohol and consumption be ancillary to the provision of substantial refreshment
4. That the service of alcohol be by waiter/waitress service only
5. Where the premises, or parts of the premises are hired out to third parties or to be used by, but not limited to, events promoters/pop up restaurants for example, the premises licence holder must ensure that there are appropriate procedures in place that will ensure that as far as is possible, the third party is aware of the licensing conditions and has in place their own procedures / arrangements which will ensure that the licensing objectives are not compromised
6. At all times when licensable activities are being provided a personal licence holder shall be on the premises (with a record kept of the name, licence number, issuing authority of the personal licence holder)
7. At all times when licensable activities are being provided on the premises, hourly checks should be carried out in the vicinity of the premises to check for any issues of noise break out, anti-social behaviour, crime and disorder. A record of these checks shall be kept detailing who the checks were carried out, their observations and any remedial action taken
8. At all times when licensable activities are being provided on the premises all windows and doors shall be kept shut
9. Music shall not be played at a level that will cause unreasonable disturbance to the occupants of any properties in the vicinity
10. Any music played on the premises shall be limited to unamplified music
11. Clear notices displayed at all points where customers leave the building must instruct them to respect the needs of local residents and leave the premises and the area quietly
12. If officers of the council witness noise at a level that causes unreasonable disturbance to the occupants of any properties in the vicinity, then the premiss licence holder shall instal a noise limiter
13. The noise limiting device shall be installed and set at a level approved by the Council through an authorised officer of the Pollution Control/Environmental Health Team
14. The noise limiting device shall be properly secured so that it cannot be tampered with.
15. The noise limiting device shall only be reset with the authority of the Council through an authorised officer of the Pollution Control Team.
16. If deemed necessary, the noise limiting device shall be reset to a level approved by the Council through an authorised officer of the Pollution Control Team within 14 days of notification

- 17.** No licensable activities shall be provided on the premises until such time as a qualified acoustic survey has been carried out and the recommendations of the acoustician have been carried out and implemented.
- 18.** When licensable activities are being provided on the premises, a member of staff shall be positioned on the front door of the premises, to monitor the behaviour of customers who temporarily leave the premises for the purposes of smoking and of those customers as they leave the premises.

By virtue of paragraph(s) 1 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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