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Please reply to: Darryl White
E-mail address: Darryl.White@swdevon.gov.uk

Dear Councillor

SOUTH HAMS LICENSING SUB-COMMITTEE - THURSDAY, 18TH APRIL, 2024

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

Agenda No	Item
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- | | |
|----|--|
| 4. | <u>Application for a new Premises Licence at Lounge, 6 The Plains, Totnes, TQ9 5DR (Pages 1 - 22)</u> |
|----|--|

Yours sincerely

Darryl White
Democratic Services Manager

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Additional Information relating to Representation 2

Dear Licensing Committee,

Due to a work commitment, I am unable to attend the upcoming hearing in person. Nonetheless, I wish to extend on my formal objection to the premises licence application by Loungers UK Limited for Lounge, 6 The Plains, Totnes. My concerns are rooted in the ways this application could potentially undermine the Licensing Act 2003's objectives.

Prevention of Crime and Disorder:

The vicinity of the proposed premises already witnesses antisocial behavior, such as incidents at the nearby kebab shop with its often smashed window. Operating until midnight could exacerbate these issues, risking further disorder and crime.

Prevention of Public Nuisance:

Proposed operations until midnight, with outdoor dining and drinks until 10 pm, are likely to increase noise and disruption. This is concerning for nearby families both old and young, whose children's sleep and well-being could suffer. The bench outside the premises may become a congregation point post-closure, raising additional concerns about noise and public nuisance.

Public Safety:

The venue's location close to a busy town circular road, where vehicles frequently speed, poses heightened risks to public safety due to increased pedestrian traffic and potential congregations.

Protection of Children from Harm:

The welfare of young families in proximity to the venue is at risk due to the proposed extended hours and potential for increased noise and antisocial behavior.

Concerns Regarding Operational Priorities:

Loungers UK Limited's emphasis on shareholder interests, suggested by their website, raises questions about their commitment to community welfare over financial gains. This, combined with Totnes's success in prioritizing local, independent businesses over chains, highlights potential conflicts with the town's community values and economic fabric. If it were up to me a gym would be a good use for the space.

Totnes's distinct cultural identity and sense of community could be compromised by introducing a large chain that may prioritize profit over local harmony and safety. The town's clear preference for businesses that align with local values and positively contribute to its character and well-being underscores the unsuitability of this application for our unique community.

Given these considerations, I assert that the application does not sufficiently address the licensing objectives' risks. I urge the committee to reject this application, prioritizing the community's safety, tranquillity, and integrity.

Thank you for considering my objection to this application.

Yours sincerely,

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Lounge, Totnes – premises licence application Amendments agreed with Environmental Health

The following amendments to the premises licence application have been proposed by the Applicant:

- 1) To reduce the opening hours: Sunday to Thursday 08:00 – 23:30
Friday and Saturday 08:00 – 00:00
- 2) To reduce hours for the sale of alcohol: Sunday to Thursday 10:00-23:00
Friday and Saturday 10:00-23:30
- 3) Late night refreshment: Withdrawn Sunday to Thursday
Friday and Saturday 23:00-midnight, but limited to **hot drinks** only
- 4) There will be a Noise Management Plan (NMP) in place for the premises and adhered to. A copy of the NMP will be submitted to the Licensing Authority and Environmental Health prior to the commencement of licensable activities.
- 5) The tables and chairs in the external area will be rendered unusable from 22:00 and brought inside at closing time.

Environmental Health have confirmed that they withdraw their representation, subject to the above amendments being included on the premises licence.

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LOUNGES

AN INTRODUCTION



**“Like all the
comfort of home
but better...
...unless you have
a chef and a bar
in your lounge”**

OUR STORY

Lounges was founded in 2002 by a trio of long-standing friends, Dave Reid, Alex Reilley and Jake Bishop. The motivation was simple and selfish: they wanted somewhere to drink themselves.

Having spent years in the restaurant and bar trade they decided it was time they did their own thing.

An empty opticians on North Street, Bristol seemed to fit the bill. It had planning permission, was just about big enough and in reasonable condition. The 'shell' included a kitchen so they accepted that they would be doing a bit of food, and after a few months of sort-of-not-knowing-what-they-were-doing, The Lounge opened in August 2002.

They liked it a lot and so did a lot of other people. They pondered whether they should open another one, maybe on Gloucester Road, and in what was an absurdly short space of time they did, and Lounges was born. The rest, as they say, is history...



WHAT'S THE DEAL?

A Lounge is a neighbourhood café/bar that combines elements of a restaurant, the British pub and coffee shop culture, all with an independent vibe

Today there are 219 Lounges in city suburbs and traditional town centres

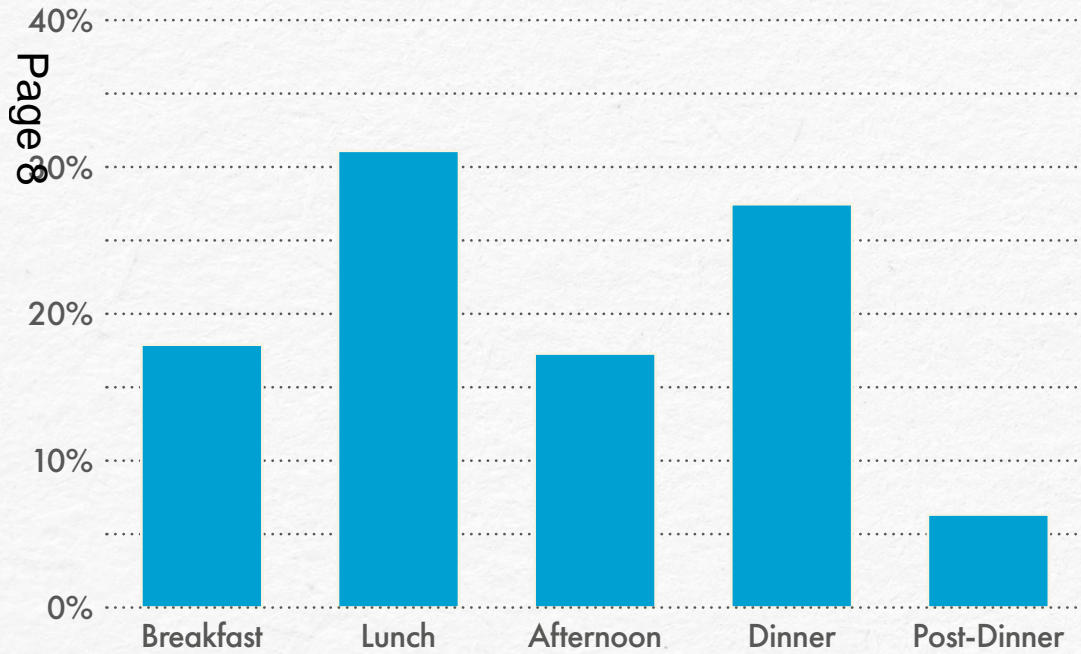


PERFORMANCE

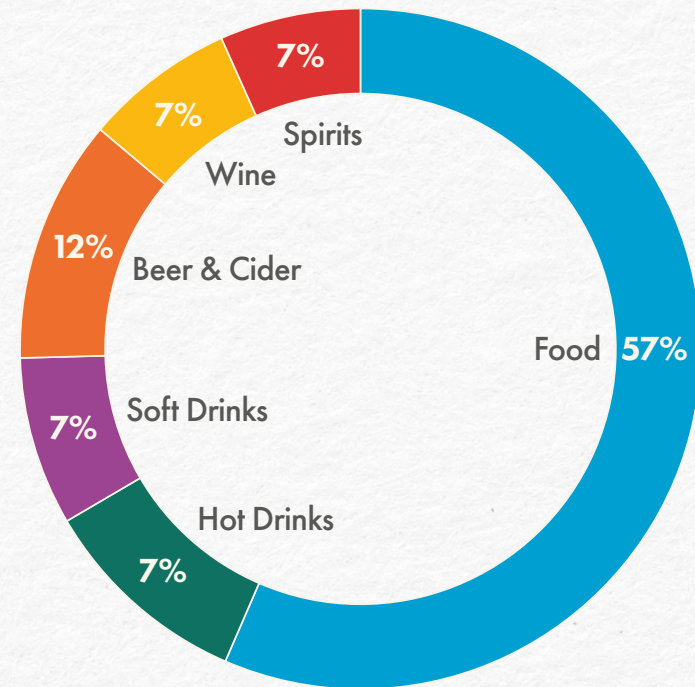
A home from home throughout the day

Lounges offers all-day dining, with the same menu served from 9am every day. Sales are well diversified across all day parts and all days of the week.

SALES BY SESSION



SALES MIX





CUSTOMERS

A Lounge is a homely, relaxed and slightly eccentric place, offering quality, value-for-money casual dining and drinking. That means we attract a diverse customer base from breakfast and coffee, to lunch and afternoon tea, through to delicious evening meals.

The concept is informal, resulting in a rolling customer base that adds vibrancy and drives neighbourhood footfall from morning to night. In our customers' eyes, lounges has no direct competitors: 72% of our guests regard Lounges as a unique proposition—in near equal parts coffee shop, café/bar and restaurant.

We pride ourselves on serving as the hub of our local community. This, combined with our inherently flexible format, has cemented the position of the Lounge as a place to go for many occasions. Customers use us to fulfil different needs across the day, whether that is time to unwind alone or indulging in an evening meal with friends or family.

The distinctive décor and uplifting atmosphere are the key elements of each Lounge that attract people to us—along with the quality of food and our friendly, welcoming staff, of course.

WE EXCEL AT KEY OCCASIONS THROUGHOUT THE DAY



A regular coffee to catch up with friends

A relaxing drink with a partner

The cornerstone of a shopping or cinema trip

Time out alone with something to read

A quick bite or lunch with friends

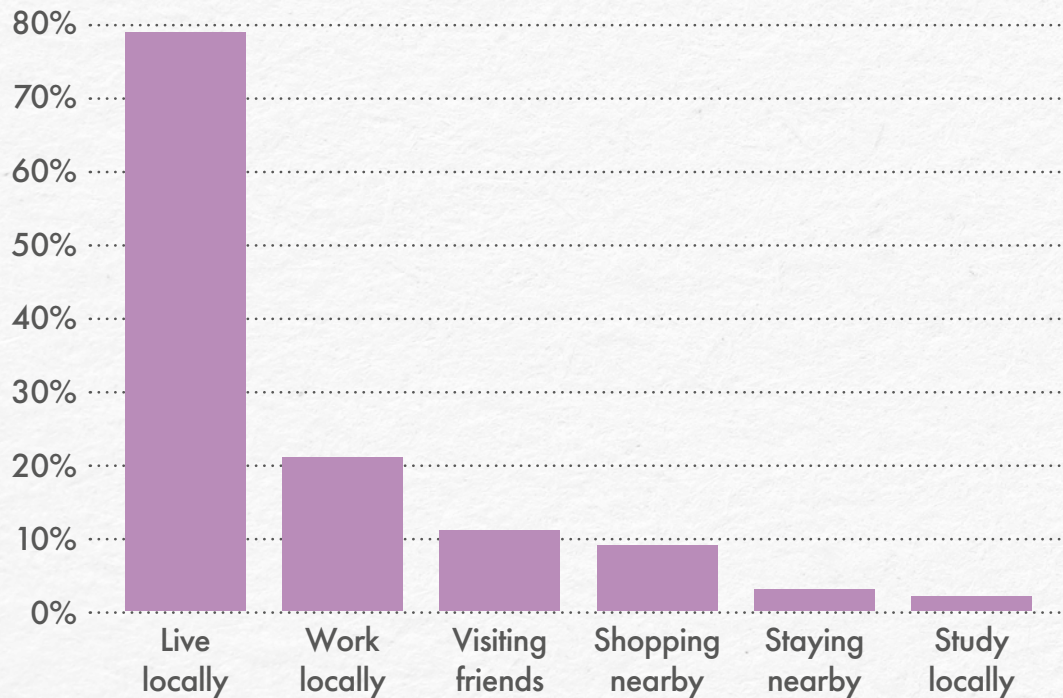
A weekend breakfast with the family



Uniquely appealing for a whole host of occasions

Four-fifths of our customers live locally and seek out Lounges for its relaxed feel, good atmosphere and warm welcome. The brand's broad appeal also makes it a popular destination for local workers.

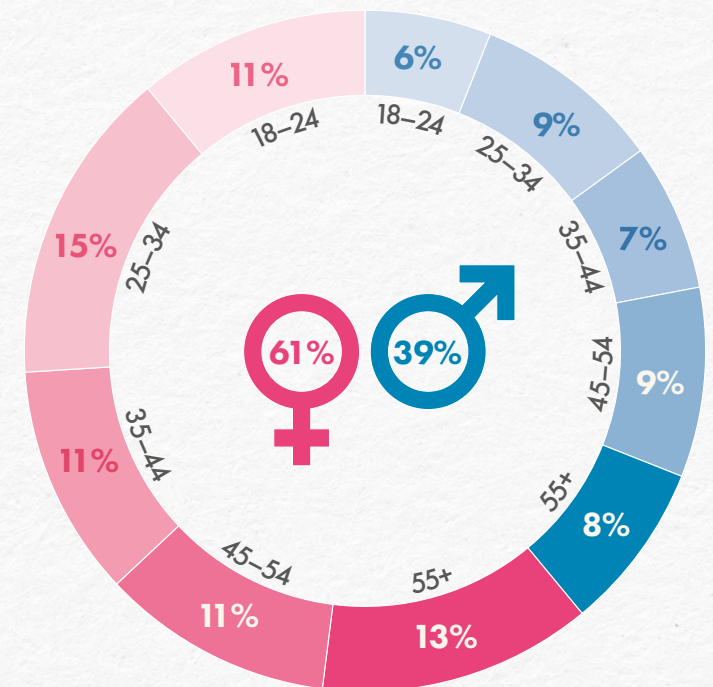
TYPICAL USAGE OCCASION



Broad, nationwide demographic appeal

We offer something for everyone regardless of age, demographic or gender and operate successfully in a diverse range of site types and locations across England and Wales.

DEMOGRAPHIC PROFILE



FOOD

Our menus reflect our personality. We take food really seriously, using the best fresh produce in really creative dishes, but we also make sure our menus are about pleasure, indulgence, and fun—a bit like us.

Everyone is welcome in a Lounge, so we look after every taste from fresh, zingy salads to massive burgers with all the trimmings. We spend a lot of time working on exciting new dishes but we'll always be somewhere you can go for classic British food like a cracking bacon butty too.

We know that the kids need to be happy too, so our kids' menu features healthy, indulgent and fun dishes.

We've been providing complete vegan and gluten-free menus since 2003. We take pride in ensuring that they are packed with variety, flavour and comfort food classics.

The word is getting out: our overall menu won 'Best Vegan Menu' and our Chocolate Torte won 'Best Dessert' at the recent PETA vegan food awards.



GLUTEN FREE

BRUNCH *Served all day*

All our eggs are free-range
GF Lounge Breakfast 11.50
 Smoked back bacon, Cumberland sausage, hash browns, baked beans, roasted tomatoes, button mushrooms, fried egg and a toasted gluten free roll 195kcal

GF Veggie Breakfast 11.50
 Cheddar & sweetcorn fritters, greens & peppers, hash browns, baked beans, roasted tomatoes, button mushrooms, fried egg and a toasted gluten free roll 80kcal

GF Big Lounge Breakfast 16.50
 British beef patty, Cumberland sausage, hash browns, baked beans, roasted tomatoes, button mushrooms, two fried eggs and a toasted gluten free roll 1395kcal

GF Big Veggie Breakfast 16.50
 Veggie sausage, cheddar & sweetcorn fritters, greens & peppers, hash browns, baked beans, roasted tomatoes, button mushrooms, two fried eggs and a toasted gluten free roll 1299kcal

GF Shakshuka 11.95
 Two poached eggs in a spiced Mediterranean tomato & red pepper sauce with spinach, crispy chickpeas and Greek yogurt, served with a toasted gluten free roll 447kcal

GF Miami Brunch 11.50
 Cheddar & sweetcorn fritters, chopped tomato, avocado, black bean & sweetcorn salsa, pickled red onion, cornflake, Aleppo chili, crumbled feta and two poached eggs 466kcal

GF Lounge Eggs
 Two poached eggs served with hollandaise on a toasted gluten free roll with...
 • Smoked back bacon 9.75 508kcal
 • Sausage and mushrooms 9.75 508kcal
 • Smoked salmon 11.75 594kcal

GF Smashed Avocado Brunch 10.95
 All sandwiches served on a gluten free roll with edamame guacamole, chipotle tomato salsa, with hummus, edamame guacamole, house sauce and smoky tomato sauce 753kcal

GF Breakfast Muffin 7.50
 Toasted gluten free roll topped with a fried egg, poached chicken and your choice of streaky bacon, American cheese or Cumberland sausage 466kcal / 536kcal or gluten free Cumberland sausage 466kcal

GF Bacon or Sausage Butty 5.50
 Smoked back bacon or Cumberland sausage on a gluten free roll 611kcal / 519kcal

SOUP OF THE DAY
 with a gluten free roll and butter 6.25

BURGERS

All our burgers are served in a gluten free bun with house sauce and fries or salad, 380kcal / 474kcal
 Upgrade to sweet potato fries + 1.05 324kcal

Dry-aged British beef patties from Doncevole Park
GF Lounge Burger 13.50
 British beef patty, lettuce, tomato, red onion, gherkin and burger sauce 778kcal
 Add American cheese 1.25 80kcal

GF Lounge Bacon Cheeseburger 15.75
 American cheese, lettuce, tomato, red onion, gherkins and burger sauce 972kcal
 Add extra patty 3.45 384kcal

GF Cowboy Smash Burger 15.50
 Two smashed beef patties with pulled brisket, American cheese, fried egg, gravy mayo, jalapenos, lettuce and maple BBQ sauce 1037kcal

GF Chicken, Bacon & Avocado Burger 14.50
 Grilled herb chicken, smoked streaky bacon, lettuce, gherkins and garlic mayo 1050kcal
 GF Cheeky Kivi Burger 15.50
 Two smashed beef patties with pulled brisket, American cheese, fried egg, gravy mayo, jalapenos, lettuce and maple BBQ sauce 1037kcal

GF Beyond Meat Cheesaburger 15.75
 Plant-based patty, veggie smoked Applewood cheese, lettuce, tomato, pickled red onion and chipotle mayo 802kcal

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MAINS

GF Caribbean Chicken Curry 13.50
GF Caribbean Cauliflower Curry 11.95
 Top chicken breast or fried cauliflower with sugar snap peas and red peppers in a spicy coconut and tomato curry sauce, with lime & coriander rice garnish 481kcal / 617kcal

GF Butternut Fried Chicken 12.50
 Lightly-spiced chicken breast with house slow fries and your choice of chipotle mayo, maple BBQ sauce or chili ketchup 1133kcal / 1049kcal / 1022kcal

GF Nasi Goreng 13.95
 Malaysian-style fried rice with chicken and king prawns, red chili, spring onion, sesame seeds and chili sauce, topped with a fried egg 851kcal

GF Beef Brisket Chili 13.50
 Slow-cooked beef brisket, black beans and mature cheddar, served with spicy rice, spring onion, red chili and yoghurt 837kcal

GF Steak Frites 20.50
 8oz 28-day-aged rump steak with garlic butter, veggie parmesan & rocket salad and fries 1093kcal

GF Cheddar & Sweetcorn Fritters 13.50
 Cheddar & sweetcorn fritters, greens & peppers, hash browns, baked beans, roasted tomatoes, button mushrooms, fried egg and a toasted gluten free roll 80kcal

GF Hummus 11.95
 With roasted seeds, red peppers, garlic & parsley 81kcal

GF Honey Whipped Feta 11.95
 With Aleppo chili, served with toasted gluten free bread 501kcal

GF Bang Bang Fried Cauliflower 13.75
 With soya mayo and chili ketchup 367kcal

GF Mini Pulled Brisket Chili 13.75
 With mature cheddar, spring onion, chili and yoghurt 225kcal

GF Aubergine Parmigiana 13.95
 Roasted aubergine in tomato sauce with mozzarella, veggie parmesan and breadcrumb 269kcal

GF Cheddar & Sweetcorn Fritters 13.50
 Cheddar & sweetcorn fritters, greens & peppers, hash browns, baked beans, roasted tomatoes, button mushrooms, fried egg and a toasted gluten free roll 80kcal

GF Korean King Prawns 13.95
 With sesame, lime and sesame seeds 240kcal

GF Edamame Guacamole 13.95
 Edamame & guacamole

GF Bang Bang Fried Cauliflower 13.75
 With soya mayo and chili ketchup 367kcal

GF Mini Pulled Brisket Chili 13.75
 With mature cheddar, spring onion, chili and yoghurt 225kcal

GF Aubergine Parmigiana 13.95
 Roasted aubergine in tomato sauce with mozzarella, veggie parmesan and breadcrumb 269kcal

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 Cheddar & sweetcorn fritters, greens & peppers, hash browns, baked beans, roasted tomatoes, button mushrooms, fried egg and a toasted gluten free roll 80kcal

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 With sesame, lime and sesame seeds 240kcal

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GF Bang Bang Fried Cauliflower 13.75
 With soya mayo and chili ketchup 367kcal

GF Mini Pulled Brisket Chili 13.75
 With mature cheddar, spring onion, chili and yoghurt 225kcal

GF Aubergine Parmigiana 13.95
 Roasted aubergine in tomato sauce with mozzarella, veggie parmesan and breadcrumb 269kcal

TAPAS *Made for sharing*

4.95 for one plate, 13.25 for a tapas board (your choice of 3)

GF Potato Bravos 13.95
 With roasted garlic mayo 582kcal

GF Hummus 11.95
 With roasted seeds, red peppers, garlic & parsley oil, served with toasted gluten free bread 501kcal

GF Honey Whipped Feta 11.95
 With Aleppo chili, served with toasted gluten free bread 501kcal

GF Bang Bang Fried Cauliflower 13.75
 With soya mayo and chili ketchup 367kcal

GF Mini Pulled Brisket Chili 13.75
 With mature cheddar, spring onion, chili and yoghurt 225kcal

GF Aubergine Parmigiana 13.95
 Roasted aubergine in tomato sauce with mozzarella, veggie parmesan and breadcrumb 269kcal

GF Cheddar & Sweetcorn Fritters 13.50
 Cheddar & sweetcorn fritters, greens & peppers, hash browns, baked beans, roasted tomatoes, button mushrooms, fried egg and a toasted gluten free roll 80kcal

GF Korean King Prawns 13.95
 With sesame, lime and sesame seeds 240kcal

GF Edamame Guacamole 13.95
 Edamame & guacamole

GF Bang Bang Fried Cauliflower 13.75
 With soya mayo and chili ketchup 367kcal

GF Mini Pulled Brisket Chili 13.75
 With mature cheddar, spring onion, chili and yoghurt 225kcal

GF Aubergine Parmigiana 13.95
 Roasted aubergine in tomato sauce with mozzarella, veggie parmesan and breadcrumb 269kcal

GF Cheddar & Sweetcorn Fritters 13.50
 Cheddar & sweetcorn fritters, greens & peppers, hash browns, baked beans, roasted tomatoes, button mushrooms, fried egg and a toasted gluten free roll 80kcal

GF Korean King Prawns 13.95
 With sesame, lime and sesame seeds 240kcal

GF Edamame Guacamole 13.95
 Edamame & guacamole

GF Bang Bang Fried Cauliflower 13.75
 With soya mayo and chili ketchup 367kcal

GF Mini Pulled Brisket Chili 13.75
 With mature cheddar, spring onion, chili and yoghurt 225kcal

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 Roasted aubergine in tomato sauce with mozzarella, veggie parmesan and breadcrumb 269kcal

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 Cheddar & sweetcorn fritters, greens & peppers, hash browns, baked beans, roasted tomatoes, button mushrooms, fried egg and a toasted gluten free roll 80kcal

GF Korean King Prawns 13.95
 With sesame, lime and sesame seeds 240kcal

GF Edamame Guacamole 13.95
 Edamame & guacamole

GF Bang Bang Fried Cauliflower 13.75
 With soya mayo and chili ketchup 367kcal

GF Mini Pulled Brisket Chili 13.75
 With mature cheddar, spring onion, chili and yoghurt 225kcal

PUDDINGS

GF Chocolate Salted Caramel Sundae 7.50
 Vanilla ice cream, Belgian chocolate sauce, salted caramel sauce, brownie bites and whipped cream 531kcal

GF Banoffee Cheesecake 7.50
 With banana, salted caramel and flaked chocolate 551kcal

GF Passion Fruit Semifreddo 7.50
 Biscuit-based gelato slices with passion fruit 541kcal

GF Warm Chocolate Bowl 7.50
 With vanilla ice cream and chocolate 561kcal

GF Choclate & Raspberry Tart 4.20 382kcal

GF Fruity Flapjack 4.20 382kcal

GF Choclate Brownie 4.20 382kcal

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BRUNCH *Served all day*

Veggie Breakfast 10.50
 Roasted hassia aubergine, hash browns, baked beans, roasted tomato, button mushrooms, greens & peppers and white or brown toast 771kcal

Big Veggie Breakfast 15.50
 Veggie sausage, falafel, greens & peppers, hash browns, baked beans, roasted tomatoes, button mushrooms, white or brown toast 1071kcal

GF Beyond Meat Cheesaburger 15.75
 Plant-based patty, veggie smoked Applewood cheese, lettuce, tomato, pickled red onion and chipotle mayo 802kcal

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FLATBREADS

Tostada mega-style pitta, stacked with fresh toppings. Perfect for a light bite
Harrisaki Chicken 10.75
 Tuna mayo & red onion, mature cheddar, pickled cucumber and rocket 804kcal

Philly Cheese Ciabatta 9.95
 Fried brisket, mature cheddar, red onion, marinated peppers and garlic mayo 872kcal

Big Veggie Breakfast 10.50
 Cheddar & sweetcorn fritters, greens & peppers, hash browns, baked beans, roasted tomatoes, button mushrooms, fried egg and a toasted gluten free roll 80kcal

GF Beyond Meat Cheesaburger 15.75
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MAINS

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Big Veggie Breakfast 15.50
 Veggie sausage, falafel, greens & peppers, hash browns, baked beans, roasted tomatoes, button mushrooms, white or brown toast 1071kcal

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GF Beyond Meat Cheesaburger 15.75
 Plant-based patty, veggie smoked Applewood cheese, lettuce

DRINK

We rather like a drink at Lounges and have recently completed an exciting overhaul of our drinks offering. From delicate herbal teas to fabulous cocktails, if it's liquid, we stock it.

We pride ourselves on coffee in particular, using a high-quality blend of Central American and Kenyan Arabica beans, which is medium bodied, clean and fruity.

Soft drinks include freshly squeezed juices, smoothies, milkshakes, ginger beers, iced teas and our own lemonade.

Our wine list is small but beautifully formed, with whites, reds, rosés and prosecco all by the glass and bottle. We stock an appealing range of popular draught beers, as well as bottled beer and ciders.

Last but by no means least, our cocktails include all the established classics and some fantastic concoctions dreamt up exclusively for Lounges.





DESIGN

The design of a Lounge is characterised by informal, unique interiors with an emphasis on a warm, comfortable atmosphere, often described as a 'home from home'.

The Lounge estate has a consistent look and feel but each Lounge is individually named and tailored to the site and local area, meaning that no two sites are the same.

Our resident interior aficionados bring out the soul of every site, with sympathetic design and murals that celebrate the history and spirit of each local community: think sinking into a battered old club chair under a tassel-y lampshade, overlooked by a huge Roaring Twenties painting and an old family photo of a smiling swimmer being smeared with lard on a crumbly wall with incredibly loud 1970s wallpaper.







LOUNGES



TheLoungesCafeBar



theLOUNGERS



thelounges

© 2024 Loungers plc (LGRS:London)

Loungers

Draft Operating Schedule as at 16 April 2024 (2)

6 The Plains Totnes

Description of the premises

Food led café bar.

Application

Alcohol (on & off)

1000 to 2400 Monday to Sunday

Amended to:

1000 to 2300 Sunday to Thursday

1000 to 2330 Friday and Saturday

Late night refreshment (both)

2300 to 0030 Monday to Sunday

Amended to:

2300 to 2400 Friday and Saturday and limited to hot drinks only

Regulated entertainment

None

Opening hours

0800 to 0030

Amended to:

0800 to 2330 Sunday to Thursday

0800 to 2400 Friday and Saturday

Conditions

1. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Police Licensing Team. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually

record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31 day period.

2. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.

3. The premises licence holder will ensure that an age verification policy will apply to the premises whereby all staff likely to be involved in the sale or supply of alcohol will be trained to ask any patron attempting to purchase alcohol, who appears to be under the age of 25 years (or older if the licence holder so elects) to produce, before being sold alcohol, identification being a passport or photocard driving licence bearing a holographic mark or other form or method of identification that complies with any mandatory condition that may apply to this licence.

4. Substantial food and non-intoxicating beverages, including drinking water, shall be available in all parts of the premises where alcohol is sold or supplied for consumption on the premises.

6. A record shall be kept detailing all refused sales of alcohol. The record should include the date and time of the refused sale and the identity of the member of staff who refused the sale. The record shall be available for inspection at the premises by the police or an authorised officer of the Licensing Authority at all times whilst the premises are open.

7. An incident log shall be kept at the premises, and made available on request to an authorised officer of the Licensing Authority or the Police. It must be completed within 24 hours of the incident and will 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 the CCTV system, searching equipment or scanning equipment
- (g) any refusal of the sale of alcohol
- (h) any visit by a relevant authority or emergency service.

8. Patrons permitted to temporarily leave and then re-enter the premises, e.g. to smoke, shall not be permitted to take drinks or glass containers with them.

9. The sale and supply of alcohol for consumption in the area designated for external trading on the licence plan shall be restricted to alcohol consumed at tables and chairs.

10. The premises shall only operate as a café/bar. Waiter/waitress service will be available to patrons at all times.

11. The premises may remain open for the sale of alcohol and the provision of late night refreshment from the terminal hour for those activities on New Year's Eve through to the commencement time for those activities on New Year's Day.

12. There must be no adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children.

13. All outside tables and chairs shall be rendered unusable after 2300 each day (NB to be deleted – see 15 below)

Additional conditions agreed with Environmental Health Technical Officer

14. There will be a Noise Management Plan (NMP) in place for the premises and adhered to. A copy of the NMP will be submitted to the Licensing Authority and Environmental Health prior to the commencement of licensable activities.
15. The tables and chairs in the external area will be rendered unusable from 22:00 and brought inside at closing time.

NB Condition 13 to be removed

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