

THE LONDON BOROUGH OF CAMDEN

At a hearing of **LICENSING PANEL A** held on **THURSDAY, 4TH JUNE, 2026** at 7.00 pm, which was held remotely via Microsoft Teams.

MEMBERS OF THE PANEL PRESENT

Councillors Shah Miah (Chair), Ash Atkinson and Sylvia McNamara (substitute)

MEMBERS OF THE PANEL ABSENT

Councillor Pat Callaghan

The minutes should be read in conjunction with the agenda for the hearing. They are subject to approval and signature at the next hearing of Licensing Panel A and any corrections approved at that hearing will be recorded in those minutes.

MINUTES

1. ELECTION OF CHAIR

Proposed by Councillor McNamara and seconded by Councillor Atkinson, Councillor Miah was elected as Chair.

RESOLVED –

THAT Councillor Shah Miah be elected Chair of Licensing Panel A for the 2026/27 municipal year.

2. GUIDANCE ON REMOTE MEETINGS HELD UNDER THE LICENSING ACT 2003 AND ASSOCIATED REGULATIONS

RESOLVED –

THAT the guidance on remote meetings be noted.

3. APOLOGIES

Apologies were received from Councillor Callaghan. Councillor McNamara was attending as a substitute.

4. DECLARATIONS BY MEMBERS OF STATUTORY DISCLOSABLE PECUNIARY INTERESTS, COMPULSORY REGISTERABLE NON-PECUNIARY INTERESTS AND VOLUNTARY REGISTERABLE NON-PECUNIARY INTERESTS IN MATTERS ON THIS AGENDA

There were no declarations.

5. ANNOUNCEMENTS

Webcasting

The Chair announced that the meeting was being broadcast live to the internet and would be capable of repeated viewing and copies of the recording could be made available to those that requested them. Those participating in the meeting were deemed to be consenting to being filmed.

Supplementary agenda

The Chair announced that a supplementary agenda had been published, which contained documents regarding the Popeyes application (Agenda Item 9). This supplementary agenda included photos submitted by the Applicant and maps and photos submitted by an interested party, the Charlotte Street Association.

Agenda Item 8 Resolved

The No.7 Lounge application (Agenda Item 8) was withdrawn ahead of the meeting and would therefore not be considered by the Panel.

6. NOTIFICATION OF ANY ITEMS OF BUSINESS THAT THE CHAIR DECIDES TO TAKE AS URGENT

There was no notification of urgent business.

7. TERMS OF REFERENCE

RESOLVED –

THAT the terms of reference be noted.

8. MINUTES

RESOLVED –

THAT the minutes for the meeting that took place on 5 February 2026 be agreed and signed as an accurate record.

9. NO.7 LOUNGE: 7 PERCY STREET, LONDON, W1T 1DH

This application had been withdrawn and was therefore not considered.

10. POPEYES: UNIT 6, 6-17 TOTTENHAM COURT ROAD, W1T 1BG

Consideration was given to the report of the Executive Director Investment, Place and Opportunity, which outlined an application for a new premises licence under section 17 of the Licencing Act 2003.

The Licensing Officer summarised the report. It was confirmed that, following discussions between the Applicant and Environmental Health, the application had been amended since the agenda was published. The applicant had agreed to six additional conditions and now sought permission for late night refreshment until 2.00am daily, with no deliveries after that time. As a result, Environmental Health had withdrawn their representation.

Steven Dormer (Licencing Authority, responsible authority) summarised their representation. He noted that his representation had sought to reduce the hours to 2.00am, which, while still outside the framework hours, was considered consistent with other similar licences granted in the borough.

Clive Henderson (Charlotte Street Association, interested party) summarised their representation in objection to the application, stating:

- The Association appreciated the invitation to meet the Applicants but was unable to attend on the date offered and would have liked to clarify aspects of the complex application.
- He explained the physical context of the area, referring to a submitted map and photographs. Residential properties, primarily Bedford Court Mansions, were located across Tottenham Court Road, facing the Bedford Avenue Pocket Park. Popeyes faced the open space of Bedford Avenue Pocket Park, beyond which were residential blocks, meaning activities would impact these residents.
- Despite the amended hours, the Association strongly opposed the 2.00am closing time as it was still beyond Camden's framework hours.
- Concerns remained about how the takeaway aspect would work, with fears that customers would use the pocket park late at night, affecting residents.
- The operation of delivery services was unclear, with concerns about delivery riders on scooters on the pavement and near bus stops, potentially not obeying rules.
- Popeyes had installed a very bright video wall, which impacted residents and flats, as shown in submitted photographs. He requested that this not be allowed, citing bright light as a cause for public nuisance within licencing policies.

Dr. Shane Duffy (local resident, interested party) summarised his representations in objection to the application, stating:

- His objection was based primarily on the prevention of public nuisance and the protection of residential amenity in a mixed residential area.
- The proposed public opening hours were entirely inappropriate for the location. While Tottenham Court Road was commercially active, surrounding streets contained a significant residential population entitled to peace and quiet during late night and early morning hours.

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- Most nearby food premises closed substantially earlier. The likely consequences of these hours were predictable: customer congregation, shouting, delivery rider activity, engine noise, idling, door slamming, littering, and social disturbance late into the night.
- The disturbance would not stop at 2.00am if those hours were granted, representing an intensified commercial operation during sleeping hours. Delivery operations would create continual arrivals and departures, leading to intolerable noise.
- While acknowledging the proposed Security Industry Authority (SIA) registered door supervisor as mitigation, he believed it would not adequately address concerns, as a supervisor had limited control over wider aspects like rider activity, engine noise, and disturbance in surrounding residential streets. Much disturbance occurred beyond a venue's doorway.
- There was a clear risk of increased antisocial behaviour from intoxicated late-night customers from the West End and Soho. Particular concern was raised about the public seating area, approximately 20 seats, directly opposite the premises on Bedford Avenue, which could be used by people loitering at 2.00am, and door supervisors would not be able to address these issues.
- The large, bright digital display screen was directly visible from his home, creating substantial visual intrusion and light until 2.00am, shining into homes where residents were trying to sleep.
- In his view, the application failed to strike a reasonable balance between commercial interests and residents' rights.

David Judd (local resident, interested party) summarised his representations in objection to the application, stating:

- His concern was the extension of operating hours beyond Camden's framework, which existed to balance commercial activity and residential amenity. He believed the applicant had not demonstrated why the Panel should depart from these hours as an exception to Camden's Licensing Policy.
- Residents were concerned about the gradual intensification of late-night activity, already experiencing issues with antisocial behaviour, rough sleeping, street nuisance, and drug-related activity. The Police had also raised concerns regarding public nuisance, drug dealing, street violence, and late-night congregation.

Responding to questions, the interested parties set out their views as follows:

- In response to a Panel Member's comment about the area historically having late-night food vendors which opened until 4.00am and a nightclub, interested parties stated that this was 20-30 years ago when the area was rundown. The current development included a bank, supermarket, and pharmacy, not late-night food outlets. They noted that residential buildings had been there since 1880, while businesses changed. They also highlighted that delivery services were not prevalent then, and the specific Popeyes premises was opposite an open park, making it more exposed to residential blocks. The cumulative effect of many fast-food outlets now appearing in the high street needed to be considered. Interested parties said that council policies had changed over 20-30 years, and historical activity did not give credence to current proposals.
- Interested parties clarified that the northern end of Tottenham Court Road, near the pocket park, was not as busy late at night as Charing Cross Road. They

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said that controlling rubbish inside the premises would not prevent litter in the park. They disputed the 100-metre loading bay claim, stating it was closer to 30 metres and near a bus stop. They differentiated the new digital panel from the previous static panel, asking how the public nuisance from the digital panel would be mitigated.

Mark Browning (legal representative for the Applicant) provided an overview of the application and responded to questions as follows:

- Tottenham Court Road was one of London's busiest roads, active all night. He noted Burger King traded until 3.00am a few doors down, and a 24-hour casino was across the road.
- He stated that statutory and responsible authorities had taken residents' comments on board, leading to a large basket of conditions. The Police had also withdrawn their representation after agreeing six additional conditions, documented in the agenda. He acknowledged the advertising board illumination issue was a planning matter but would discuss it offline.
- He highlighted the very large loading bay outside the premises, approximately 100 metres, which facilitated easy pick-up for bicycle riders without causing trouble.
- He stated that Popeyes had three other properties in Camden, which had received no incidents or complaints since being licensed, demonstrating their commitment to good neighbour relations. Resident concerns were vital to the company, and they would like to establish a relationship.
- He outlined several differentiating features of Popeyes to other food venues: 'Staff Safe' connecting cameras to police two-way radio, a dedicated door host for greeting and handing packages to riders, 'Z walk' clean-up outside premises, and a safe spaces for vulnerable individuals.
- He confirmed that Environmental Health and Licencing recommended a terminal hour of 2.00am, which was fair and reasonable based on past grants, despite some licences being considerably later.
- An open day was offered for residents to view operations, but no one attended. A request for another day was made by the Charlotte Street Association, but no further contact was received.
- He stated that there were no immediate neighbours in the strictest sense, living next door or above, but acknowledged nearby neighbours across Tottenham Court Road, a busy thoroughfare.
- He explained the 'order ready button' system, which notified delivery riders when an order was prepared, preventing them from congregating.
- Rubbish disposal was handled by the landlords of the entire building row, stored in a facility at the back.
- He expressed confidence that the agreed conditions and Popeyes' operational practises would mitigate residents' concerns, reassuring them that Popeyes would be a good neighbour.

Laura Evans Roblesk (Regional Director for Popeyes, the Applicant) provided further operational details:

- The application sought permission for delivery and in-restaurant service until 2.00am, which represented maximum trading hours which would be under review for profitability. The 2.00am licence was an option; the restaurant would

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not automatically trade until 2.00am every night but would review profitability and team safety.

- Delivery services would likely be switched off at 1.45am to ensure staff could close and clean by 2.00am. SIA staff could remain for an additional 30 minutes post-closure.
- The premises would serve no alcohol, only food, soft drinks, coffees, and chicken.
- The door host's sole role was to manage the lobby, including guests and delivery drivers, ensuring a controlled environment. They would not be asked to work in the kitchen or dispense drinks.
- The restaurant would manage volumes, holding people outside if too busy, and had a right to refuse entry. They primarily worked with Deliveroo, Uber Eats, and Just Eat.

Responding to questions, Mark Browning provided the following information:

- Regarding concerns about customers congregating in the parklet opposite after consuming alcohol, they stated Popeyes had a zero-tolerance policy for inebriated individuals, enforced by the door host. They also had facilities to turn off the internet for rowdy groups and would have SIA door staff. The 'Z walk' would cover immediate surrounds for litter.
- Regarding switching off the neon bright signage at 11.00pm, this was a planning issue which he was not directly involved with but would investigate options for dimming or switching it off and discuss it with property directors.
- Laura Evans Roblesk reiterated the operational details regarding delivery cut-off, SIA post-closure, the permanent door host's role in managing volumes of customers and right to refuse, and the flexible approach to trading hours.
- Regarding security for the 20 seated public area on Bedford Avenue and working beyond 2.00am, Mark Browning invited residents to visit the operation anytime. He confirmed they would look at the parklet issue carefully, with door hosts and SIA addressing it, and would liaise with neighbours. He stated they would be happy to extend SIA hours if needed.
- Regarding a named individual contact for residents, Laura Evans Roblesk was happy to provide contact details for the restaurant and general manager. She explained that a 24/7 on-call system was not practical but offered her own details for escalation and confirmed an operations manager direct line could be provided.
- The following further points were clarified by Mark Browning; regarding the ground floor plan and how takeaway/delivery collections worked, he explained the 'order ready button' for deliveries, where riders were handed packages by the door host. Takeaway customers ordered from a screen, collected their food, and left. Dine-in customers were shown to a table. He stated that late-night volumes were difficult to predict and would be assessed.
- The concerns about peak times, busy pavements, bus stops, and delivery riders on pavements were acknowledged. He referred to a condition from Environmental Health specifically addressing the management of delivery riders.
- Regarding deliveries to the premises, most occurred during the day, pulling into the loading bay. No direct deliveries were made to the rear. Deliveries would not occur after 8.00pm. He would accept a condition that deliveries would not be beyond 9.00pm on the loading bay.

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- Mark Browning confirmed that rubbish was handled by the landlord, smoking was not an issue due to short customer stays, there were no external tables/chairs, and they would manage the parklet issue.
- In response to an interested party's concern about a contact person at 2.15am/2.30am, Laura Evans Roblesk confirmed that a duty manager would be available until everything was shut down (1-1.5 hours post last orders) and would be contactable.
- Mark Browning confirmed that the door host was not a proposed condition.

In their closing remarks, Stephen Dormer briefly summarised their previous comments again and applauded the applicant for reaching out to the community and agreeing to reduce hours from 5.00am to 2.00am. He suggested that with appropriate conditions and the applicant's positive operational record in the borough, it was a well-made application, and it was for the Panel to make a decision.

In their closing remarks, Dr. Shane Duffy thanked the Panel for listening to local residents, stating that residents sometimes felt unheard in the mixed-use area. He expressed hope that the Council would consider the people who lived and worked in the area.

In their closing remarks, Mark Browning thanked the Panel for their time and reiterated the applicant's intention to work closely with residents.

Decision and Reasons

Panel Members confirmed that they had been able to follow and understand the submissions and discussion in relation to the application.

Panel Members acknowledged the concerns raised by residents and the importance of ensuring that residents' lives were not adversely affected by issues such as noise, rubbish, and dispersal. Panel Members had carefully considered both the written and oral representations submitted by local residents. They recognised the need to strike a careful balance between promoting the night-time economy, supporting employment, and ensuring that the licensing objectives were upheld.

Panel Members noted the efforts made by the Applicant to address the concerns raised. They were satisfied that the Applicant appeared to be responsible operators and had taken significant steps to respond to concerns from responsible authorities and interested parties. In particular, the Panel noted the six conditions agreed with the Police and the six additional conditions agreed with Environmental Health, and the reduction in hours, which led to the withdrawal of those representations.

Panel Members considered whether it would be appropriate to require SIA security on every day of operation, rather than at weekends only. However, the Council's Legal Officer, advised that it would not be fair to impose such a condition without giving the Applicant an opportunity to comment as this had not been discussed during the hearing, particularly in light of the cost implications.

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Panel Members were minded to grant the application, with the following additions:

- To further mitigate residents' concerns, the inclusion of Condition 12 from the Council's model conditions, requiring a direct contact number for the manager at the premises to be publicly available at all times the premises is open, and for this number to be made available to residents in the vicinity.
- Additionally, the Panel provided the following informatives for the Applicant to take away, as discussed and acknowledged during the hearing: i) to make enquiries regarding the external neon signage, ii) to extend an invitation to local residents to visit the venue, and iii) to meet with local residents to discuss any issues or concerns that may arise.

Panel Members agreed that the application, subject to the reduced hours and additional conditions that would serve to promote the licence objectives raised in the application would be appropriate to grant.

Therefore, it was

RESOLVED –

- i) THAT the application for a new licence, in respect of Popeyes, Unit 6, 6-17 Tottenham Court Road, W1T 1BG, under section 17 of the Licencing Act 2003 be granted for:
 - a) **Late night refreshments**
Monday – Sunday 23:00 – 02:00
 - b) **Opening hours**
Monday – Sunday 07:00 – 02:00
- ii) THAT the following conditions be applied to the licence:
 1. A CCTV system with recording equipment must be installed and maintained at the premises and operated with cameras in positions agreed with the Police. All recordings used in conjunction with CCTV must:
 - Be of evidential quality in all lighting conditions;
 - Indicate the correct time and date; and
 - Be retained for a period of 31 consecutive days.
 2. A member of staff trained to use the system must be on duty at all times licensable activities are taking place. Recorded images must be available for inspection immediately upon request to officers of Responsible Authorities. A system must be in place to provide images for uploading to the Police, and suitable portable media (e.g. USB devices) must be available for immediate download upon request.
 3. All images downloaded from the CCTV system must be provided in a format that can be viewed on readily available equipment without the need for specialist software.

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4. An incident/accident log (written or electronic) shall be kept to record all instances of disorder, damage to property and personal injury at the premises. These records must be made available for inspection and copying by Responsible Authorities upon request and retained for a minimum of 12 months.
5. Persons carrying any open vessel that may contain alcohol must not be admitted to the premises.
6. All areas of the premises accessible to the public must be 'glass free' at all times the premises are open.
7. Clear notices shall be prominently displayed requesting customers to leave the premises and the area in a quiet and orderly manner.
8. Deliveries must only be made to a residential or business address and not to an open public space (e.g. street corners or parks).
9. Clear and legible notices shall be prominently displayed at all entrances/exits requesting delivery drivers not to loiter outside the premises and to leave in a quiet and orderly manner.
10. Delivery drivers must be managed by staff to ensure they do not cause a nuisance.
11. Staff must ensure that patrons do not congregate outside the premises.
12. The premises shall employ WAVE Training, Ask Angela, and Child Safeguarding policies.

Conditions agreed with Metropolitan Police

13. Where the premises are open for licensable activities on Fridays and Saturdays from 23:00 hours, a minimum of one (1) SIA-registered door supervisor shall be employed until 20 minutes after closing.
14. A door supervisor register shall be maintained whenever door supervisors are on duty and made available for inspection by the Police or Licensing Authority. The register must include:
 - Full name;
 - Date of birth;
 - SIA registration number;
 - Dates and hours worked;
 - Contact telephone number and email address.
15. A coloured photocopy of each door supervisor's SIA badge shall be retained at the premises.

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16. All SIA staff shall remain on duty for at least 30 minutes after closing to ensure patrons disperse peacefully.
17. Police must be called to incidents of violence and/or disorder where appropriate.

Conditions agreed with Environmental Health

18. Delivery operatives shall be provided with clear written instructions to operate responsibly and not cause nuisance, including: not loitering, not leaving engines running, and not obstructing the highway. Notices to this effect shall be prominently displayed. Any driver failing to comply shall not be permitted to carry out deliveries.
19. The Licence Holder will make every effort to request that vehicles used by delivery operatives after 21.00 will be electrically powered or unpowered.
20. All servicing of the premises, including deliveries and waste collection, shall only take place between 07:00 and 20:00 hours.
21. No noise, odour, smoke or vibration from the premises (including plant/equipment) shall be detectable externally so as to cause a public nuisance.
22. The licence holder shall maintain a contract for the extraction system to be cleaned and serviced at least every 6 months (or more frequently if advised). Records of maintenance must be available for inspection by authorised officers.
23. Staff shall ensure the front of the premises is swept and kept clean, with a litter patrol carried out at least hourly.

Additional condition agreed by Licensing Panel A on 4 June 2026

24. A direct telephone number for the manager at the premises shall be publicly available at all times the premises is open. This telephone number is to be made available to residents in the vicinity.

11. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

There was none.

The hearing ended at 8.45 pm.

CHAIR

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MINUTES END