

**Cheltenham Borough Council
Licensing Sub Committee –18 October 2023**

**Licensing Act 2003: Determination of an Application for a
Variation of a Premises Licence**

The Quad and Nook, Quadrangle, Imperial Square, Cheltenham

Supplementary Documentation.

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20 September 2023

Ref: 017077/00005

Doc Ref: 227909

Dear Sirs

**The Nook, The Quadrangle, Imperial Square, Cheltenham –
Variation of Premises Licence.**

I act on behalf of the operator of The Quad and The Nook, SH Retail Investments Ltd, and write in response to your representation to my client's application for a variation of the current Premises Licence.

This is a family business and my client, Ed Surman is committed to working in partnership with you and would welcome the opportunity to discuss your concerns, clarify the application and explain the relevant measure to be put in place at the venue should the application be granted, along with the additional measures and conditions agreed with the Responsible Authorities.

By way of background, as you may know, the site has been operating as a restaurant and bar since November last year. The site has become popular with the local community and is looking to continue this style of operation with a view to providing an enjoyable experience to its patrons while continuing to be a real asset to the local area.

The purpose of the application is to allow the site to be offer licensable activities later and meet customer demand. The application is not to become a nightclub, as indicated in Gloucestershire Live. If the application is granted, it will allow the site to offer the same style of operation as currently permitted further into the evening.

My client appreciates your concerns and we have agreed with the local authorities conditions which we hope will go someway in alleviating these concerns:

- There shall be a minimum of 2 SIA registered door supervisors on each Friday and Saturday from 21:00 hours until close when the premises is open for licensable activities.
- No dance floor will be constructed or any dancing taking place save for a maximum of 20-events per year. Each time an event takes place involving dancing, a record will be kept and made available for inspection upon the request of a duly authorised officer of the Licensing Authority or Police.

List of partners and associates available on request

Address: 37 Stoney Street, The Lace Market, Nottingham NG1 1LS | **T:** 0115 953 8500 | **F:** 0115 953 8501 | **W:** popall.co.uk

Authorised and Regulated by the Solicitors Regulation Authority (SRA no. 78244)

The site would be willing to offer a requirement to keep a minimum number of seats within the venue and in to provide a contact number for management on site should any issues arise in the future.

The application and conditions have been reviewed by Licensing Police officers, the Environmental Health Authority and the Licensing Authority, all of which have deemed the application appropriate given the style of operation.

Ed would welcome an opportunity to meet you on site so that he can provide further details. Are you able to attend at 6pm on Monday 2nd October? If so, please do visit the ground floor bar and Ed will meet you and show you to the fifth floor.

We hope you will be able to attend on the 2nd October?

Yours faithfully

Poppleston Allen
01159487190
a.tomlinson@popall.co.uk

DISPERSAL POLICY

SH Retail Investments Limited is an experienced bar and restaurant operator and is aware of the importance of ensuring as far as possible that customers leave as quietly as possible.

SH Retail Investments Limited is also aware that the roof top location makes safe departure and dispersal of customers of greater importance.

Key Targets for this policy.

The below policy aims to take all reasonable steps to achieve the following targets:

- Guests leave quietly and safely and cause minimum nuisance, disturbance or impact to the surrounding area.
- Residents & other business operators (and their guests) are not disturbed by noise from our venue or from our guests, or our guests' actions.
- Prevention & removal of negative impacting factors on the surrounding area including (but not limited to) urination, littering and damage.
- Prevention of crime being caused or committed by our guests or indeed where our guests are the victim(s).
- Assist anyone who is vulnerable in our vicinity, even those who may not be guests.
- To be a positive influence on our community & work in conjunction with our neighbours, relevant bodies (inclusive of local security) and fellow operators nearby
- Adherence to the licensing objectives
 - o Prevention of crime and disorder
 - o Public safety
 - o Prevention of public nuisance
 - o Protection of children from harm

Winding Down

SH Retail Investments Ltd will ensure that at peak trading times which are likely to be after 5pm on every day a manager who holds a Personal Licence is on duty together with sufficient staff (and door staff where appropriate) to adequately manage and control customers when arriving, during their stay and when leaving.

It is anticipated that during the early part of the week (Monday to Thursday) there is likely to be a drift away in keeping with many licensed premises in Cheltenham but if the space is busy then towards closing time gradual dispersal will be encouraged in the following ways.

1. Management of bookings for an efficient gradual dispersal.
2. Staff encouraging customers to finish their drinks and prepare to leave in plenty of time.
3. Adequate signage.
4. 'Dynamic Closing'
 - a. Use of increased lighting as the last orders are taken or even before and
 - b. Utilise our slower music playlists and reducing volume from the time of last orders or even before.

Dispersal

Customers will be directed by staff and signage as they exit the premises.

Sufficient staff (and door staff where appropriate) will be present at the front entrance to the venue and beyond.

At busy times staff will assist in the operation of the lifts to ensure that customers are able to leave the site as quietly as possible.

At that point staff (and door staff where appropriate) will encourage customers to disperse towards XXXXXX and the waiting transport options available as quickly and quietly as possible.

Staff and Door Supervisors roles will include the following:-

1. To encourage customers to leave the premises in a quiet and orderly manner.
2. Not to allow any drinks to be taken outside the building.
3. If a group of customers are found to be loitering near the building, then they will be politely asked to move on as quickly as possible.
4. To do everything in our power to promote the objectives & targets laid out above.

General Manager's role

It is ultimately the responsibility of the General Manager on duty to ensure that:-

1. Door supervisors and other managers and staff act effectively and responsibly to comply with this policy and are aware of the importance of customers leaving as safely and quietly as possible.
2. Customers do not cause any disturbance or nuisance to any local residents within the vicinity of the premises.
3. To prioritise and assist wherever possible in ensuring that customers leave as safely, quietly and in an orderly manner as possible.

Vulnerability

SH Retail Investments Ltd are proud to be responsible operators in the area and as such our assistance is not limited to guests alone. We should offer support, advice or assistance to other passers by where we can.

Potential Signs of Vulnerability:

- Persons whose intoxication or physical state means they may not be able to look after themselves and make their way safely home
- A guest / potential guest who has been asked to leave or refused entry. Our responsibility does not stop there. Are we confident that person will get home safely?
- Those leaving alone or looking lost or unsure of where to go.
- People in a highly emotional state
- Persons leaving with a person or group of persons who you suspect are not their friends or trustworthy – For example, a lone guest leaving with a group who have not been guests in the venue may be a cause for suspicion.
- Persons being cajoled, persuaded or physically assisted / corralled away from the venue.

- Persons asking for assistance or lingering near security operatives / staff and not wanting to leave.
- Any body language, behaviour or reports of; violence, sexual misbehaviour or potential domestic abuse, children being in danger or anything else of concern.
- Vulnerability is not limited to specific gender or age and not only occurs at the end of the night.

If we spot a vulnerable person(s):

- If a crime is being committed or likely to, please call 999 and a manager should be called to support this process.
- For any other issues a manager should be called to assist if not present already.
- If there is simply a suspicion of vulnerability often the way to ascertain whether that is the case is to simply ask those involved if they're OK or need any assistance
- Remember that in examples of sexual criminal behaviour, the potential victim may not feel able to say they need assistance. In such instances we must endeavour to intervene or at the very least keep said persons in site while we call 999 for assistance
- In all cases – If you are in any doubt, it is always preferable to Investigate, report and take action

How can we help:

- Providing transport advice and information on the local area
- Intervention to prevent crimes or escalation of issues
- Providing safe-haven at our entrance or inside where applicable & possible
- Contacting loved ones, the police or other persons in order to make sure guests get home safely or to assist in other ways
- Managers are permitted to pay for transport or assist in other ways to help those most in need get home
- Reporting (either to police where applicable or internally) issues we have witnessed, details of persons involved, timings of issues etc
- Full co-operation with the police or other bodies to assist them at the time or in times subsequent to an issue around vulnerability

Whilst the topic of vulnerability and sexual criminal behaviour is a challenging one, SH Retail Investments Ltd and other operators in our sector are proud to take steps and actions to support vulnerable people in our area.



Late Nights @





Afternoon Tea

AFTERNOON TEA

WITH TEA & COFFEE 29 pp

Afternoon Tea Blend, Virunga
Earl Grey, Mao Feng, Darjeeling,
Camomile Flowers. Coffee from
Fire & Flow - Cirencester, Glos.

WITH ENGLISH SPARKLING 37/52
pp

Glass or Half Bottle of Deer Park
Brut Classic - Eckington, Worcs.
Tea & Coffee also included.

WITH CHAMPAGNE 44/64
pp

Glass or Half Bottle of Joseph Perrier
Brut NV
Châlons-en-Champagne Champagne.
Tea & Coffee also included.

SWEET SELECTION

A sweet selection of fresh cakes and pastries
made fresh by our pastry chef each day and,
changed weekly.
(V, VEA *, GFA *)

SCONES

Fruited Buttermilk Vanilla Buttermilk Served
with Strawberry Jam & Clotted Cream
(V, VEA *, GFA *)

SANDWICHES

Smoked Salmon and Crème Fraiche
Ham and Mustard Mayonnaise
Mature Cheddar and Tomato
Cucumber and Cream Cheese
(V, VEA, GFA)

*If you have any dietary requirements please let one of our waiters
know in advance of your visit. We can try to accommodate on the
day, but this may adversely affect service times.

TEA & COFFEE - TASTING NOTES

AFTERNOON TEA BLEND.

Balanced, smooth, with hints of malt
and floral notes. A classic choice.
Perfect for scones.

VIRUNGA EARL GREY.

Bergamot aroma, black tea base, and a
citrusy twist. Zesty and invigorating.
Perfect accompaniment with citrusy
patisserie.

MAO FENG.

Delicate, vegetal, and slightly nutty. Light -
bodied with a refreshing green tea character.
Perfect with mild fruit flavours and milk
chocolate.

DARJEELING.

Muscatel grape aroma, light and fruity, with a
pleasant astringency. Exquisite and aromatic.
Perfect with carrot cake.

CAMOMILE FLOWERS.

Soothing and floral, with a subtle honey -
like sweetness. Relaxing herbal infusion.
Great with both citrusy flavours and
sandwiches.

AURORA BLEND ARABICA COFFEE

Chocolate, Caramel & Nuts with Dairy
Milk Chocolate, Maple & Pecans with Oat.
Perfect with chocolate.

BEFORE PLACING YOUR ORDER, PLEASE INFORM YOUR WAITER OF ANY INTOLERANCES OR ALLERGIES.

A DISCRETIONARY SERVICE CHARGE OF 12.5% WILL BE ADDED TO YOUR FINAL BILL.

GF = GLUTEN FREE GFA = GLUTEN FREE AVAILABLE V = VEGETARIAN VA = VEGETARIAN AVAILABLE VE= VEGAN VEA= VEGAN AVAILABLE



Sunday Lunch

STARTERS

PAN ROAST SCALLOPS, SPRING ONION PUREE, CHORIZO JAM, CHARRED SWEETCORN, APPLE, CORIANDER (GF)	16
ISLE OF WHITE HERITAGE TOMATOES, MOZZARELLA, OLIVE TAPENADE, OLIVE OIL AND BALSAMIC (V,VEA,GF)	14
SMOKED MACKEREL PATE, SODA BREAD, PICKLED CUCUMBER	10
BREADED CAMEMBERT BITES TOMATO CHUTNEY	10

MAINS

ROAST SIRLOIN, ROAST POTATOES, SEASONAL VEGETABLES, CAULIFLOWER CHEESE, YORKSHIRE PUDDING, JUS (GFA)	25
LAMB RUMP, ROAST POTATOES, SEASONAL VEGETABLES, CAULIFLOWER CHEESE, YORKSHIRE PUDDING, JUS (GFA)	25
CATCH OF THE DAY - PAN FRIED PLAICE, FINE BEANS, CONFIT POTATO, CURRY HOLLANDAISE (GF)	24
BUTTERNUT SQUASH GNOCCHI, CHARRED SQUASH, CARAMELISED ONIONS, WILD MUSHROOMS (V,VE)	21

DESSERTS

STICKY TOFFEE PUDDING, STICKY TOFFEE SAUCE, TOASTED NUTS, VANILLA ICE CREAM (V)	9
CHOCOLATE MOUSSE, HONEYCOMB, POPCORN ICE CREAM (GF)	9
APPLE AND GOOSEBERRY CRUMBLE, CRÈME ANGLAISE (GF)	9
A SELECTION OF BRITISH CHEESES, CARAMELISED ONIONS, FRUIT & NUT SALAMI, CRACKERS	14

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Breakfast

Saturdays & Sundays
9am - 11:30am *

PLATES

FULL ENGLISH	15
Eggs any style, bacon, sausage, black pudding, hash browns, beans, mushrooms, tomatoes and toast.	
Extra bacon, sausage, hash brown, beans - £2	
SMASHED AVOCADO & POACHED EGGS	13
Red onion, chilli, coriander, lime juice, on toasted sourdough. (V, VEA, GFA)	
EGGS ANY STYLE	8
On toasted sourdough. (GFA)	
EGGS FLORENTINE	10
Sauteed spinach, poached eggs, hollandaise sauce, on a toasted muffin. (V, GFA)	
EGGS BENEDICT	12
Slow cooked pulled ham hock, poached eggs, hollandaise sauce, on a toasted muffin. (GFA)	
EGGS ROYALE	14
Smoked salmon, poached eggs, hollandaise sauce, on a toasted muffin. (GFA)	
BERRIES ON TOAST	11
Seasonal fruit compote, greek yoghurt, seeded granola, agave syrup on toasted sourdough	

THE WORKS

FULL BREAKFAST FOR ONE 19
Our Full English, a choice of coffee or juice and a pastry.

EGGY BREAKFAST FOR TWO 29
Choose any two of Eggs Any Style, Florentine, Benedict, Royale, 2 Coffees/juices and a pastry each

SANDWICHES & PASTRY

BRIOCHE ROLLS*
Bacon or sausage brioche bun 6
add a fried egg for £1

Freshly baked Pain Au Chocolat 3.5
or Croissant

LOOKING FOR A PROTEIN HIT?! 14
6oz rump steak, sauteed spinach, scrambled eggs

DRINKS

COFFEE		TEA	
Espresso	2/3	English Breakfast	3
Americano	3	Earl Grey	
Flat White	4	Darjeeling	
Latte		Mao Feng	
Cappuccino		Camomile	
Cortado		Virunga Afternoon	
Mocha		Tea	
(Fire & Flow		(Birchall's - Wiltshire)	
Roasters -			
Cirencester)			

JUICES 3.5
Elderflower, Cloudy
Apple,
Orange, Summer
Berries,
Cranberry

BREAKFAST COCKTAILS

Mimosa 10
Irish Coffee 12

Other alcoholic beverages are available.

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* LAST SITTING IS 11AM, ON OCCASION WE MAY BE ABLE TO FIT YOU IN AT A LATER TIME, BUT NO LATER THAN 11:30.

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Lunch

STARTERS

TOMATO AND MOZZARELLA Local Heritage Tomatoes, Mozzarella, Olive Tapenade, Olive Oil & Balsamic (V, VEA,GF)	13	MACKEREL SALAD Mooli, Carrot Slaw, Mango, Chilli, Peanuts, Coriander and Lime Dressing	9	CAMEMBERT FOR TWO Whole Baked Camembert, Focaccia, Red Onion Chutney(V,GFA)	13
STEAK TARTARE Chopped Shallot, Cornichons, Radish, Mustard Seeds, Egg Yolk Emulsion, Chives (GF).	14	PAN ROAST SCALLOPS Apple and Dill Gel, Fennel Compote, Nori Tuille, Micro Fennel	15		

MAINS

SALADS & CLASSICS

QUINOA SALAD Charred Courgette, Sun Dried Toms, Peppers, Shallots, Avocado (V, VE)	12
CAESAR SALAD Romaine, Chicken, Bacon, tossed with Herbed Croutons & Parmesan	15
WAGYU BEEF BURGER Seeded Brioche, Streaky Bacon, Cheese, Homemade Pickles, Tabasco Mayo, Skin-on Fries	18
HAWKSTONE FISH & CHIPS Lager Battered Haddock, Handcut Chips, Crushed Minted Peas, Tartare Sauce (GFA)	20

CHEF FAVOURITES

AUBREY ALLEN RUMP FRITES From the King's Butchers. Cut Rump Strips, Watercress, Skin-on Fries (GF) <i>Add a sauce for £3 (Peppercorn, Chimichurri)</i>	^{6oz. / 12oz.} 18/26
OLD SPOT CHOP Dressed in a Mustard and Caper Sauce, Crushed Potatoes (GF)	16
MOULES MARINIÈRE Chorizo, Nduja and Tomato Sauce, Foccacia (GF)	15
TRUFFLE MUSHROOM GNOCCHI Pan Fried Gnocchi, White Wine and Truffle Wild Mushrooms, Baby Leeks, Caramelised Onions, Bath Blue Cheese (V,VEA)	22

SNACKS & SIDES

SNACKS

SUNDRIED TOMATO ARANCINI Paprika Mayonnaiase, Mozzarella (V, GF)	9
CRAB CAKES Mixed Leaf Salad with a Coriander Dressing	10
CRISPY CHILLI BEEF Garden Slaw, Sweet Chilli Sauce (GF)	8
COURGETTE FLOWER Local Grown Courgette Flowers, Ricotta and Caramelised Onions, in Tempura Batter, Olive and Tomato Salsa, Walnut Keptchup (V, VE, GF)	7

SIDES

CRISPY POLENTA Siracha Sauce, Garlic Mayonnaise (V,VE,GF)	6
TRUFFLE FRIES Truffle Mayonnaise, Grated Parmesan (VA, VEA)	
MICROLEAF SALAD Leaves, Rainbow Beetroot, Shallots (V,VE,GF)	6
FRIES Lightly Seasoned (V,VE, GF)	4

DESSERTS

PROFITEROLES Craquelin Topped Choux Bun, Chantilly Cream, Warm Profiterols	8	ELDERFLOWER PANNACOTTA Blackberry Compote, Seeded Granola, Rosemary Honey (GF)	10	CHEESEBOARD A Selection of Seasonal British Cheeses, Fruit & Nut Salami, Chutney, Crackers (V)	14
CHOCOLATE BROWNIE Cherry Compote, Aerated Cherry Cream, Cherry Jelly, Chocolate Tuille (V, VE)	11	CAKE & COFFEE Tea or Coffee with a cake from our daily selection.	6	AFFOGATO Double Espresso, Homemade Vanilla Ice Cream, Shortbread Add a 25ml shot of Brandy, Liquor Coffee for £4	6

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