

## Appendix F – Mediation



Simon Jones &lt;simon.jones@adur-worthing.gov.uk&gt;

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**Agreed conditions - Soundcheck Rock and Metal Bar Ref**

1 message

**Hunt, Lisa 40815** <Lisa.Hunt@sussex.police.uk>

4 February 2025 at 19:49

To: Simon Jones &lt;simon.jones@adur-worthing.gov.uk&gt;

Cc: A&amp;W Licensing Unit &lt;licensing.unit@adur-worthing.gov.uk&gt;, "Willmer, Sophie 41458" &lt;Sophie.Willmer@sussex.police.uk&gt;

Good Evening Licensing

Please see agreed conditions with the applicant in the email trial below.

I have attached the conditions in full.

Sussex Police withdraw the need to send a representation.

Kind regards

Lisa

**Lisa Hunt**

Licensing Officer

Neighbourhood Licensing Team | West Sussex Division | Sussex Police

Centenary House | Durrington Lane | Worthing | BN13 2PQ

E: [lisa.hunt@sussex.police.uk](mailto:lisa.hunt@sussex.police.uk) Direct Dial: 01273 470 101 Ext 581261

Are your premises 'Asking For Angela'? <https://www.areyouok.co.uk/im-a-professional/campaign-materials/ask-for-angela/>

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**From:** Carl Quanstrom <[carl@soundcheckbars.co.uk](mailto:carl@soundcheckbars.co.uk)>**Sent:** 04 February 2025 18:27**To:** Hunt, Lisa 40815 <[Lisa.Hunt@sussex.police.uk](mailto:Lisa.Hunt@sussex.police.uk)>**Subject:** Re: Urgent - Draft conditions - Soundcheck Rock and Metal Bar

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Hi Lisa,

Perfect, thanks!

## Carl Quanstrom

Director

Soundcheck Rock and Metal Bars

[www.soundcheckbars.co.uk](http://www.soundcheckbars.co.uk)

On 4 Feb 2025, at 18:12, Hunt, Lisa 40815 <[Lisa.Hunt@sussex.police.uk](mailto:Lisa.Hunt@sussex.police.uk)> wrote:

Hi Carl

Point agreed, how about this? We are nearly there!

12. No drinks in glassware to be taken outside after 21:00 when licensable activity is taking place at the premises. After 21:00 drinks can be taken outside on the terrace (within the licensable area) in plastics only until 22:00 Monday to Thursday and Sundays, Friday and Saturdays no later than 23:00. At all times staff (including door staff when on duty) must monitor the area to ensure that noise and disturbance is prevented.

Kind regards

Lisa

<image001.png>

**Lisa Hunt**

Licensing Officer

Neighbourhood Licensing Team | West Sussex Division | Sussex Police

Centenary House | Durrington Lane | Worthing | BN13 2PQ

E: [lisa.hunt@sussex.police.uk](mailto:lisa.hunt@sussex.police.uk) Direct Landline: 01273 470101 Ext 581261

<image002.png>

Are your premises 'Asking For Angela ?' <https://www.areyouok.co.uk/im-a-professional/campaign-materials/ask-for-angela/>

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**From:** Carl Quanstrom <[carl@soundcheckbars.co.uk](mailto:carl@soundcheckbars.co.uk)>

**Sent:** 04 February 2025 18:08

**To:** Hunt, Lisa 40815 <[Lisa.Hunt@sussex.police.uk](mailto:Lisa.Hunt@sussex.police.uk)>

**Subject:** Re: Urgent - Draft conditions - Soundcheck Rock and Metal Bar

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Hi Lisa,

All sounds good to me, just to check on the last line where it says door staff to check, could it say just staff as door staff would only be on Friday and Saturday evenings? Maybe something like:

At all times staff members, including door supervisors when available, must monitor the area to ensure that noise and disturbance is prevented.

Many thanks

**Carl Quanstrom**

Director

Soundcheck Rock and Metal Bars

[www.soundcheckbars.co.uk](http://www.soundcheckbars.co.uk)

On 4 Feb 2025, at 17:45, Hunt, Lisa 40815 <[Lisa.Hunt@sussex.police.uk](mailto:Lisa.Hunt@sussex.police.uk)> wrote:

Hi Carl

Thank you for coming back to me.

If we amend No. 12 to;

12. No drinks in glassware to be taken outside after 21:00 when licensable activity is taking place at the premises. After 21:00 drinks can be taken outside on the terrace (within the licensable area) in plastics only until 22:00 Monday to Thursday and Sundays, Friday and Saturdays no later than 23:00. At all times Door staff must monitor the area to ensure that noise and disturbance is prevented.

Please let me know your thoughts. I'll be here for a while. 😊

Kind regards

Lisa

<image001.png>

**Lisa Hunt**

Licensing Officer

Neighbourhood Licensing Team | West Sussex Division |  
Sussex Police

Centenary House | Durrington Lane | Worthing | BN13 2PQ

E: [lisa.hunt@sussex.police.uk](mailto:lisa.hunt@sussex.police.uk) Direct Landline: 01273 470101  
Ext 581261

<image002.png>

Are your premises 'Asking For Angela ?'<https://www.areyouok.co.uk/im-a-professional/campaign-materials/ask-for-angela/>

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**From:** Carl Quanstrom <[carl@soundcheckbars.co.uk](mailto:carl@soundcheckbars.co.uk)>  
**Sent:** 04 February 2025 17:02  
**To:** Hunt, Lisa 40815 <[Lisa.Hunt@sussex.police.uk](mailto:Lisa.Hunt@sussex.police.uk)>  
**Subject:** Re: Urgent - Draft conditions - Soundcheck Rock and Metal Bar

**Think before you click!**  
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Hi Lisa,

Thank you for speaking to me earlier.

I accept all the conditions as below however would like for point 12 to be amended '*No drinks to be taken outside when using the area to smoke and this activity must be*

I would like to be able to have drinks outside the front as there is a prominent terraced area with a sea view that I anticipate will be popular for al fresco dining, particularly in the summer. I would like the area to be allowed drinks outside until 9pm when the kitchen closes. If agreeable, then after 9pm could keep it to plastic drinks containers only until 11pm. With the slightly later opening on Friday and Saturday until midnight would be happy to ensure no drinks outside after 11pm. Please let me know if this is acceptable?

Many thanks

<image003.png>

**Carl Quanstrom**

Director

Soundcheck Rock and Metal Bars

[www.soundcheckbars.co.uk](http://www.soundcheckbars.co.uk)

<image004.png>

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**From:** Hunt, Lisa 40815 <[Lisa.Hunt@sussex.police.uk](mailto:Lisa.Hunt@sussex.police.uk)>  
**Sent:** 04 February 2025 16:25  
**To:** Carl Quanstrom <[carl@soundcheckbars.co.uk](mailto:carl@soundcheckbars.co.uk)>  
**Cc:** Willmer, Sophie 41458 <[Sophie.Willmer@sussex.police.uk](mailto:Sophie.Willmer@sussex.police.uk)>  
**Subject:** Urgent - Draft conditions - Soundcheck Rock and Metal Bar

Good afternoon Carl

Sussex Police have received your application for the New Premises Licence at;

**Soundcheck Rock and Metal Bar**

**40 Marine Parade**

**Worthing**

**West Sussex**

**BN11 3QA**

Please see our proposed conditions below;

**PREVENTION OF PUBLIC NUISANCE**

1. All regulated entertainment is to be controlled via a noise limiting device.

2. The sound limiter is to be tested and calibrated by a suitably qualified and competent person to ensure compliance with the levels stipulated by the Local Authority on the

Premises Licence. Thereafter the limiter shall be tested and calibrated annually by a suitably qualified and competent person.

3. Doors and windows are to be kept closed after 22.00hrs during regulated entertainment.

4. The management is to regularly monitor the interior and exterior of premise to minimise noise pollution when regulated entertainment is being provided.

5. Signage is to be prominently displayed near exits requesting the public, residents and guests to respect the needs of local residents by quietly leaving the premises.

## **PREVENTION OF CRIME AND DISORDER**

6. Digital CCTV and appropriate recording equipment to be installed in accordance with Home Office Guidelines relating to UK Police Requirements for Digital CCTV System (PSDB Publication Number 09/05), operated and maintained to cover all public areas. The system shall be on and recording at all times the premises licence is in operation.

The CCTV cameras and recording equipment must be of sufficient quality to work in all lighting levels inside the premises at all times. CCTV footage will be stored for a minimum of 31 days.

The management will give full and immediate cooperation and technical assistance to the Police in the event that CCTV footage is required for the prevention and detection of suspected or alleged crime.

The CCTV images will record and display dates and times, and these times will be checked regularly to ensure their accuracy.

Subject to GDPR guidance and legislation, the management of the premises will ensure that key staff are fully trained in the operation of the CCTV. The system will have network capability to directly upload footage to a cloud based digital imaging storage used by Sussex Police (or other systems operated by Responsible Authorities) Recordings shall be made available to Sussex police upon request without difficulty or delay and without charge to Sussex Police.

Any breakdown or system failure will be notified to the police immediately & remedied as soon as is practicable. In the event of the CCTV system hard drive being seized as evidence as part of a criminal investigation by Sussex Police or for any other reason, the premises will be expected to install a replacement hard drive or a temporary replacement drive as soon as practicable.

7. All staff members engaged, or to be engaged, in selling alcohol on the premises shall receive full training pertinent to the Licensing Act, specifically in regard age-restricted sales, and the refusal of sales to persons believed to be under the influence of alcohol or drugs.

Induction training must be completed, and fully documented, prior to the sale of alcohol by the staff member and refresher training thereafter at intervals of no less than six months. All restricted sales training undertaken by staff members

shall be fully documented and recorded. All training records shall be made available to Sussex Police, Licensing Authority and Trading Standards Officers upon request.

8. The licence holder shall at all times maintain and operate a sales refusals book and an incident log. These shall be reviewed by the Designated Premises Supervisor at intervals of no less than four (4) weeks and feedback given to staff as relevant.

Both the refusal register and incident log will be kept on the premise to record all refusals and incidents of crime or disorder. These records will be made available to the authorised officers of the Licensing Authority and Police upon request.

9. 2 x Security Industry Authority (SIA) licensed door supervisors shall be deployed at the premises from 21:00 hours until 30 minutes after closing time on Friday and Saturday evening.

Door staff will also be employed on other occasions when such a requirement is either identified by the licence holder's own risk assessment or is requested by Sussex Police.

Those performing the role of Door Supervisor will not perform any other role when engaged for the purpose of door supervision activities. Door staff shall be fully briefed prior to work, with clear written instructions regarding their specific duties.

Door staff will be made aware of individuals banned by Pubwatch. These records will be made available to the Licensing Authority and/or the Police upon request. Such door supervisors shall wear suitably marked reflective jackets in order that they can be readily identifiable to

customers, staff and the police.

10. A documented risk assessment must be written and agreed by Sussex Police, which identifies the activities undertaken at the premises and the controls necessary to promote the licensing objectives. This will include when Polycarbonate drink vessels

will be used both externally and internally. It will include written emendations demonstrating what considerations have been made for any additional special events which may arise during the year. This document shall be immediately available for

inspection by the Police and the Licensing Authority, upon request.

11. No alcohol, for consumption away from the premises, may be removed from the premises after midnight, whether in an open or closed container.

12. No drinks to be taken outside when using the area to smoke and this activity must be monitored by a member of door staff to ensure that noise and disturbance is prevented.

13. A 30 minute period is to be provided after the terminal hour for the sale of alcohol to allow the premises to be cleared of the public.



14. The Licensees/DPS to maintain membership and attend meetings of Pubwatch so long as that organisation is in existence.

15. A drug prevention policy maintained.

16. All drinking glasses used on the premises are to be of toughened glass or polycarbonate.

#### **PROTECTION OF CHILDREN FROM HARM**

17. The premises will operate an age verification policy set at a minimum of 25 years, whereby any person attempting to buy alcohol who appears to be under the specified age will be asked for photographic ID to prove their age. Signage advertising the "Challenge" policy will be displayed in prominent locations in the premises and shall include the point of sale and the area where the alcohol is displayed, as a minimum. The recommended forms of ID that will be accepted are passports, driving licences with a photograph or Citizen Card or validated proof of age cards bearing the "PASS" mark hologram

18. Children (under 18) are not to be allowed in the bar after 21.00hrs. No 18<sup>th</sup> Birthday parties to be held on the premises.

I have hi-lighted in **RED** the conditons of a 30 mins drinking up time, so that the supply of alcohol would need to be adjusted.

**As I do appreciate the deadline is 5<sup>th</sup> February (tomorrow), if you can come back to me with your feedback on these proposed conditions by 18:00 tonight.**

**If I do not hear from you, it is not a problem but I will have to submit a representation to the Council, which will pause the deadline and give us more time in liaising over the conditions.**

I look forward to hearing from you.

Kind regards

Lisa

<image001.png>

**Lisa Hunt**

Licensing Officer

Neighbourhood Licensing Team | West Sussex Division |  
Sussex Police

Centenary House | Durrington Lane | Worthing | BN13 2PQ

<image002.png>

Are your premises 'Asking For Angela ?' <https://www.areyouok.co.uk/im-a-professional/campaign-materials/ask-for-angela/>

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 **Agreed conditons Representation.doc**  
932K



Simon Jones &lt;simon.jones@adur-worthing.gov.uk&gt;

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**Re: 40 Marine Parade**

1 message

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**Carl Quanstrom** <carl@soundcheckbars.co.uk>  
To: Michael Lavender <michael.lavender@adur-worthing.gov.uk>  
Cc: Simon Jones <simon.jones@adur-worthing.gov.uk>

12 February 2025 at 19:05

Hi Michael,

Thanks for this, I consent to the below condition.

In regards to the planning, I will submit a pre-application advice to the council.

Many thanks

---

**Carl Quanstrom**  
Director  
Soundcheck Rock and Metal Bars  
40 Marine Parade  
Worthing  
BN11 3QA  
[www.soundcheckbars.co.uk](http://www.soundcheckbars.co.uk)

SOUND CHECK  
ROCK AND METAL BAR

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**From:** Michael Lavender <michael.lavender@adur-worthing.gov.uk>  
**Sent:** 12 February 2025 13:33  
**To:** Carl Quanstrom <carl@soundcheckbars.co.uk>  
**Cc:** Simon Jones <simon.jones@adur-worthing.gov.uk>  
**Subject:** Re: [40 Marine Parade](#)

Hello Carl,

Thank you for confirming the additional information.

I would be open to withdrawing my representation if you consent to the following condition be placed on the licence.

**No regulated recorded or live entertainment shall be provided at the premises until such time an acoustic scheme, prepared by a suitably qualified acoustician, is provided and agreed with the licensing authority. The acoustic scheme shall be set out in an acoustic report explaining how music noise from the premises will be controlled in order to prevent nuisance to the residential occupants above. The acoustic report shall include all noise measurements, calculations and any guidance used in reaching the conclusions and recommendations for noise control scheme.**

**Until such time the acoustic scheme is agreed by the licensing authority and implemented, only non obtrusive background music shall be provided and for this purpose music noise levels shall not exceed 75dB(LAeq 5 mins) measured 1 meter from any speaker.**

**Thereafter the acoustic scheme shall be maintained.**

Daniel Goodhand would be considered a suitably qualified acoustician.

Speaking to my planning colleagues, I understand you may need a change of use planning application for the premises given the plans for entertainment. Therefore the acoustic report you provide for this application can also be used for planning purposes.

Please respond to this e-mail confirming your decision.

Kind Regards

Michael Lavender

On Wed, 29 Jan 2025 at 14:59, Carl Quanstrom <[carl@soundcheckbars.co.uk](mailto:carl@soundcheckbars.co.uk)> wrote:

Hi Michael,

Thank you for taking the time to speak to me earlier.

I confirm that my plans for addressing the noise concerns are as below:

In regards to the extractor fan, I have noted that the previous tenant used the extractor on full capacity despite being able to perform as required on a far lower setting, of which I will ensure that it is used at. I have also booked in a deep clean to remove the grease and oil within the system which may bring the volume down. It is clear that the system has not been cleaned for some time and may have caused it to run louder than it should. I will also look at the mounting and see if it is sited appropriately and if it can be moved or if anti-vibration mounting isn't already in place to install. If after taking all these actions, the volume is still unacceptable then I will replace the fan unit to one that operates on a far lower noise level.

In regards to the music, I will be sticking to background music through a standard speaker system that does not include any bass specific amplifying equipment. Whilst I would like to hold live music events, this will not be done until it can be satisfied that the insulation and noise protection is suitable to allow this.

The in-house speakers are yet to be installed and I will be working with the installation company and an acoustic technician to ensure that suitable measures are taken, such as anti-vibration mounts for speakers. I will ensure that readings are taken by the technician to ensure that a maximum volume level is ascertained and to ensure that the speaker system does not exceed this limit. I will ensure that the results of the technician's survey are shared with EHO for their approval.

If at a later date, live music becomes an option, I will take additional steps towards sound-proofing and ensure that a separate survey is commissioned for an acoustic technician to check volume levels where the sound is provided by a personal PA system, drums and amplified instruments as opposed to the in-house speaker system. If the volume levels cannot be reduced in neighbouring residences to an appropriate level, then live music of this nature will not take place and be limited to small ensembles such as an acoustic guitar and singer where volume levels can be controlled.

Please let me know if there is anything else you would like me to add in order to address the concerns from EHO.

Many thanks

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**Carl Quanstrom**  
Director  
Soundcheck Rock and Metal Bars  
[www.soundcheckbars.co.uk](http://www.soundcheckbars.co.uk)



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**Michael Lavender**

Senior Environmental Health Officer, Public Health & Regulation  
01273 263343  
Adur & Worthing Councils  
Worthing Town Hall, Chapel Road, Worthing, West Sussex, BN11 1HA  
Environmental Health



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Simon Jones &lt;simon.jones@adur-worthing.gov.uk&gt;

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**Re: Public Representation**

1 message

11 February 2025 at 11:51

To: Carl Quanstrom &lt;carl@soundcheckbars.co.uk&gt;

Cc: Simon Jones &lt;simon.jones@adur-worthing.gov.uk&gt;, [REDACTED]

Morning Carl,

Apologies for the delay. Have added some responses below. All sounds positive and that is reassuring. Happy to meet up, I'm working from home this Friday let me know if that's an option for you.

Could I ask if you live in the flat directly above the premises? [REDACTED] **for 7 years.**

In terms of noise from music, I am not utilising anywhere near the type of sound system the last tenant did and there will be no bass specific speakers used as part of the sound system. I have engaged an acoustic technician to check the noise levels produced and a limiter will be installed to ensure that a maximum volume level will not be exceeded at any time. **The point I would make about this is during the day there is a difference in the overall sound compared to the evening, less traffic, and less day-to-day noise. In the evening when we are eating or settling down, which we wouldn't do at midday say, there is a difference. If the tests were done at a time that would potentially disturb us then that would be preferable and a more accurate representation of what it's like for us.**

If I could request your co-operation, as the technician would need to take a reading from your flat to check the levels being made downstairs and what volume creates an issue and then set a limit. **Always have been cooperative with whoever has been in the premises, no different this time.**

Any live music events would not be done in the first instance and would not be done at all until soundproofing was put in place. Until the soundproofing was upgraded music would be limited to background music, or potentially low-volume performances (i.e. acoustic guitar/vocals). Again, a sound technician would be employed to assess the volume from a live band with the soundproofing in place. **All noise contributes to the overall level in a space. Dragging furniture, speaking, laughing, and talking, all have had an impact on us. I don't expect people to be silent, as I've said before I live in a town centre, on the seafront [REDACTED] What I'm struggling to understand as a music bar/venue first, is why soundproofing wouldn't be the first thing you would do. Especially given the history of this site and how far the council were willing to support me. There is literally nothing but a sheet of plaster between you and me, your bar and my bed, your acoustic or otherwise guitar and my duvet.**

There would be no speakers outside, and doors and windows would be kept shut after 9pm.

The last tenant did not maintain the premises and the kitchen extraction has not been serviced in a long time. I have already arranged for this to be taken care of which should reduce the volume significantly. The kitchen is also to close at 9pm every day so the extraction would be turned off after this. I did hear the noise from the extraction when I was in the venue the other day and I can say that the noise it creates is far from what is expected from a ventilation system and is exceptionally noisy. If the deep clean and servicing does not fix the issue then the system will be replaced, but given the amount of grease and grime build up present, it doesn't look to have been cleaned in years and I am hopeful that this will resolve the issue. Again happy for you to come up at night and listen to this. [REDACTED] **Incredibly impactful if not fixed. But take onboard your promise to do so.**

I will not be running the premises past 11pm (midnight on Friday and Saturday) and would not be using any temporary events to extend this other than extension to midnight on days preceding a bank holiday. The only exception to this is on Christmas Eve and New Year's Eve but nothing else.

There will be door staff on Friday and Saturday nights who ensure that customers leave quietly and no drinks in glassware to be taken outside after 9. After 9 drinks can be taken outside on the terrace (within the licensable area) in plastics only until 10 Mondays to Thursday and Sundays, Friday and Saturdays

no later than 11. At all times staff (including door staff when on duty) must monitor the area to ensure that noise and disturbance is prevented.

I can ensure that things like emptying bins from the bar are not done at night and left to the next morning to prevent noise. The kitchen will shut at 9pm so hopefully rubbish taken out from the kitchen will not be too late to cause a nuisance but staff will be instructed to do so respectfully. Signs will also be installed to ask customers to leave respectfully and quietly with staff ensuring that customers disperse and do not congregate out the front.

There fortunately shouldn't be a large amount of building work required but will ensure that this is carried out during reasonable times.

I am also taking steps to prevent anti-social behaviour including joining pubwatch, attending regular pubwatch meetings, purchasing a radio to link to the local business crime reduction partnership in partnership with Sussex Police. Body worn video cameras will be available to all staff members to help manage anti-social behaviour as well as 2 door supervisors on duty every Friday and Saturday.

If you have any questions, I would be more than happy to meet with you or talk over the phone to address any issues. My number is [REDACTED]

I would very much like to have a positive relationship with my neighbours and you are entitled to being able to live in your property free from disruption and I certainly aim to make that the case.

Let's try and have a chat to discuss Carl, appreciate you reaching out.

Kind regards,

[REDACTED]

On Thu, 6 Feb 2025 at 18:49, Carl Quanstrom <[carl@soundcheckbars.co.uk](mailto:carl@soundcheckbars.co.uk)> wrote:

Hi [REDACTED]

I have been sent your representation from the Worthing Licensing team who have asked me to get in touch with you about your concerns.

I have had the same concerns raised by EHO and the police and I have agreed on certain conditions and have taken various steps to meet these.

Could I ask if you live in the flat directly above the premises?

In terms of noise from music, I am not utilising anywhere near the type of sound system the last tenant did and there will be no bass specific speakers used as part of the sound system. I have engaged an acoustic technician to check the noise levels produced and a limiter will be installed to ensure that a maximum volume level will not be exceeded at any time.

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I can ensure that things like emptying bins from the bar are not done at night and left to the next morning to prevent noise. The kitchen will shut at 9pm so hopefully rubbish taken out from the kitchen will not be too late to cause a nuisance but staff will be instructed to do so respectfully. Signs will also be installed to ask customers to leave respectfully and quietly with staff ensuring that customers disperse and do not congregate out the front.

There fortunately shouldn't be a large amount of building work required but will ensure that this is carried out during reasonable times.

I am also taking steps to prevent anti-social behaviour including joining pubwatch, attending regular pubwatch meetings, purchasing a radio to link to the local business crime reduction partnership in partnership with Sussex Police. Body worn video cameras will be available to all staff members to help manage anti-social behaviour as well as 2 door supervisors on duty every Friday and Saturday.

If you have any questions, I would be more than happy to meet with you or talk over the phone to address any issues. My number is [REDACTED]

I would very much like to have a positive relationship with my neighbours and you are entitled to being able to live in your property free from disruption and I certainly aim to make that the case.

Many thanks,

**Carl Quanstrom**

Director  
Soundcheck Rock and Metal Bars  
[www.soundcheckbars.co.uk](http://www.soundcheckbars.co.uk)

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[REDACTED]



