

From: [Ellie King](#)
To: [Jon Ayres](#)
Subject: FW: Grillix, 402 Ashley Road Poole BH14 0AA - Reference: 238350
Date: 11 August 2026 14:21:00
Attachments: [image005.png](#)
[image006.jpg](#)
[image007.jpg](#)
[Revised Grillix Proposed Licence Conditions.pdf](#)
[image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)

Good afternoon Councillor Ayres,

Further to the email below from Tom Hollington and the revised conditions that have now been offered, I would be grateful if you could review the proposed amendments and advise whether they address the concerns raised in your representation.

In particular, the applicant has sought to strengthen the conditions in relation to staffing levels, external supervision, customer dispersal, incident and complaints logging, signage, and the management of any nuisance arising from the premises.

Having considered the revised conditions, I would be grateful if you let me know, as soon as possible, whether your concerns have been satisfactorily addressed and whether you wish to withdraw your representation.

Kind Regards

Ellie

Ellie King
Licensing Officer
Housing and Public Protection
T. [REDACTED]
[REDACTED]
bcpccouncil.gov.uk

[Sign up](#) to BCP Council's email news service

From: Tom Hollington [REDACTED]
Sent: 11 August 2026 07:49
To: Jon Ayres <cllr.Ayres@poole-tc.gov.uk>
Cc: Ellie King [REDACTED] Michael Day [REDACTED]
Subject: Re: Grillix, 402 Ashley Road Poole BH14 0AA - Reference: 238350

Good afternoon Jon and Ellie,

Thank you, Jon, for the detailed response and for taking the time to look through the submission. We've revised the proposed conditions to answer each of your points directly — the updated document is attached.

On staffing: the number is now fixed rather than a general commitment. A minimum of two staff must be on the premises at all times when trading, and from 21:00 until 30 minutes after closing, one of them is assigned exclusively to exterior supervision — not counter or kitchen duties — and identifiable by hi-vis.

On "managing customers": this is now a defined list of duties — monitoring the frontage and queue, preventing congregation beyond the time needed to collect an order, directing customers to leave promptly and quietly, and patrolling the streets within roughly 50 metres of the premises at least every 30 minutes to move on any customers of ours causing disturbance. Any incident is logged.

On enforceability: once attached to the licence, these conditions are legally binding. A breach is grounds for a licence review under the Licensing Act 2003, which can lead to modified conditions, suspension or revocation. To make that meaningful in practice rather than just on paper, we've added a requirement to keep an incident log and a complaints log on the premises at all times, producible immediately to the police or an authorised council officer.

On the signs: not less than A3 (420 x 297mm), laminated, fixed at eye level by the exit.

On the management plan: agreed, and we've strengthened this — it must be kept on site at all times, not just produced on request, alongside the two logs above.

On the private gardens: we can't directly control other people's land. What we can do, and have now added, is: extend staff supervision and dispersal messaging beyond the shop frontage to the surrounding streets (Conditions 2–4); give residents a direct phone number and a logged complaints process (Condition 5); and commit to reviewing and strengthening the measures within 28 days if more than two substantiated complaints of the same type come in within any 3-month period (Condition 6). That last point means the conditions can tighten automatically if what's proposed doesn't work in practice, rather than residents having to fight the same battle again later.

Our view is that these measures, tied to enforceable conditions with a log-based feedback loop, give the licensing authority and residents a real mechanism to hold the business to account, and we'd still welcome the chance to talk this through with you and residents directly ahead of the hearing.

Kind Regards,
Tom Hollington



Tom Hollington
Director

www.setsquarestudio.co.uk

On Mon, 10 Aug 2026 at 14:13, Jon Ayres <cllr.Ayres@poole-tc.gov.uk> wrote:

Good afternoon. Tom and Ellie, I was pleased to see that action is planned to reduce the noise from the extractor fan to acceptable levels.

I have also looked at the submission on behalf of the applicant. Although this addresses the shop and the area immediately outside the shop, in this case, it will not solve the issue of customers using the resident's gardens to congregate.

I note that reference is made to the requirement for the measures should be specific, measurable and enforceable with the conditions listed;

1. The number of extra staff is identified as 'over and above normal kitchen and counter staff'. This is too vague.
 - 1a. Responsibility for 'managing customers'. What exactly does this mean?
2. How is this enforceable?
3. The signs are a good idea. How big would they be?
4. Holding a management plan on site for the attention of the licensing authority. Is useful to be able to demonstrate what should be happening.

Whilst I appreciate the time and attention to this problem, I still feel that the application should be declined to avoid any of the identified problems. As you are most likely aware, the people who will know that the problems of noise, litter and antisocial behavior would be the residents.

Kind Regards,

Jon



Jon Ayres

Ward: Newtown

E: cllr.Ayres@poole-tc.gov.uk

DISCLAIMER: This email and any files transmitted with it may be confidential, legally privileged and protected in law and are intended solely for the use of the individual to whom it is addressed.

The copyright in all documentation is the property of Poole Town Council and this email and any documentation must not be copied or used other than as strictly necessary for the purpose of this email, without prior written consent which may be subject to conditions.

Any view or opinions presented are solely those of the author and do not necessarily represent those of Poole Town Council. Poole Town Council reserves the right to inspect incoming and outgoing emails. If you have received this email in error please contact the sender by return and confirm that its contents have been destroyed.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager.

From: Tom Hollington [REDACTED]
Sent: Wednesday, August 5, 2026 8:48 AM
To: Ellie King [REDACTED]
Cc: Theertha Gireesh Kaikkandathil [REDACTED] Jon Ayres <cllr.Ayres@poole-tc.gov.uk>
Subject: Re: Grillix, 402 Ashley Road Poole BH14 0AA - Reference: 238350

[REDACTED]

Hi Ellie

Please find attached our proposed condition wording for review and to form part of the agenda at a hearing should one still prove necessary.

Please accept this email as confirmation of our attendance should the hearing proceed

Kind Regards,
Tom Hollington



Tom Hollington
Director

www.setsquarestudio.co.uk

On Tue, 4 Aug 2026 at 11:37, Ellie King [REDACTED] wrote:

Good Morning Tom,

Thank you for your email.

The measures outlined may assist in addressing the concerns raised. However, if the applicant wishes these measures to be considered by those who have made representations, they should be put forward as specific and enforceable licence conditions or proposed amendments to the application.

By way of example, rather than a general commitment to manage litter, a condition might state:

"The licence holder shall ensure that the area immediately outside the premises is regularly monitored and cleared of litter arising from the operation of the premises during trading hours and at the close of business each day."

Similarly, any proposed measures relating to customer dispersal, staffing levels, management of customers attending and leaving the premises, the outside area, and waste management arrangements should be drafted as clear and enforceable conditions capable of being attached to the licence.

This will enable Councillor Ayres to assess whether the conditions offered by the applicant address his concerns and whether, through further discussion, an agreement may be reached ahead of the hearing.

Kind regards,

Ellie

Ellie King

Licensing Officer

Housing and Public Protection

T. [REDACTED]

[REDACTED]

bcpcouncil.gov.uk

[Sign up](#) to BCP Council's email news service

From: Tom Hollington [REDACTED]
Sent: 03 August 2026 11:42
To: Ellie King [REDACTED]; Theertha Gireesh Kaikkandathil [REDACTED]
Cc: Jon Ayres <cllr.Ayres@poole-tc.gov.uk>
Subject: Re: Grillix, 402 Ashley Road Poole BH14 0AA - Reference: 238350

Hi Jon & Ellie

In response to Jon's email from 4 days ago and the previously submitted objection. We also note Ellie's note regarding the licensing objectives. The fan is old and the applicant intends to apply for a new fan shortly. In the near term, however, he will add acoustic mitigation measures based on an independent sound consultant's advice. This could be done and remedial measures could be actioned immediately, the hearing postponed until the report is complete, and the license made subject to meeting the requisite sound levels. Regarding antisocial behaviour and the litter problem the applicant seeks to be an active part of the local community alongside his investment in the business. He understands that antisocial behaviour will attract attention detrimental to his business, and an outside area with litter causing disturbance to neighbours will make it hard for him to make his business profitable. We propose to submit a management plan that adds a staff member to the team to manage people attending and leaving the business during later hours or when demand is high. We will also add more bins and waste management measures to bring the operation in line with other takeaway operations that function without antisocial implications. Should this be acceptable, we will draft a management plan and instruct a sound test on the equipment. The hearing date is approaching, so we need clear direction on whether our measures will mitigate Jon's and the residents' concerns.

Kind Regards,

Tom Hollington



Tom Hollington

Director



www.setsquarestudio.co.uk

On Fri, 31 Jul 2026 at 13:03, Ellie King  wrote:

Good Afternoon Councillor Ayres,

Thank you for your email.

I note the issues you have raised regarding customers of nearby food outlets congregating in private gardens, littering, and causing residents to feel unsafe. I also note the concerns regarding the noise from the extraction equipment currently operating at the premises and the potential impact on neighbouring residents if the premises were to operate later into the evening.

When determining a licensing application, the Licensing Authority is required to consider representations that are relevant to the licensing objectives and specific to the premises that is the subject of the application. While concerns arising from the operation of other nearby businesses are understood, representations must relate specifically to the premises that is the subject of the application. Issues associated with other premises cannot be considered when determining this application. Each application must be considered on its own merits.

Concerns relating to potential public nuisance at the premises, including the operation of the extraction equipment and any potential noise, disturbance or litter arising from customers of this premises, may be relevant to the licensing objectives. These are matters which I'm sure will be explored further by Tom as part of the mediation process with a view to addressing residents' concerns.

Kind regards,

Ellie

Ellie King

Licensing Officer

Housing and Public Protection

T. [REDACTED]
[REDACTED]

bcpcouncil.gov.uk

[Sign up](#) to BCP Council's email news service

From: Jon Ayres <cllr.Ayres@poole-tc.gov.uk>

Sent: 30 July 2026 19:04

To: Tom Hollington [REDACTED]; Ellie King [REDACTED]

Subject: Re: Grillix, 402 Ashley Road Poole BH14 0AA - Reference: 238350

Good evening, Tom and Ellie,

Thank you for your swift responses to this application. I too would like to work to find an agreeable solution to this. You have my original objection to this which I made shortly after becoming aware of it and discussing it with local residents. Initially, I went to visit Grillix to note the position and surrounding housing.

I have revisited this evening.

To add to my objection after further discussions with neighbouring residents, I was made aware of visitors to food outlets nearby using private gardens to meet and smoke. This is causing rubbish in the garden and personal safety concerns by the residents.

The most concerning thing about Grillix is the very noisy fan that operates at the back of the premises. The neighbours are very distressed that if used beyond 11pm they will not be able to sleep.

I hope that you will support the local residents by rejecting this application.

I look forward to hearing from you.

Kind Regards,

Jon



Jon Ayres

Ward: Newtown

E: cllr.Ayres@poole-tc.gov.uk

DISCLAIMER: This email and any files transmitted with it may be confidential, legally privileged and protected in law and are intended solely for the use of the individual to whom it is addressed.
The copyright in all documentation is the property of Poole Town Council and this email and any documentation must not be copied or used other than as strictly necessary for the purpose of this email, without prior written consent which may be subject to conditions.
Any view or opinions presented are solely those of the author and do not necessarily represent those of Poole Town Council. Poole Town Council reserves the right to inspect incoming and outgoing emails. If you have received this email in error please contact the sender by return and confirm that its contents have been destroyed.
This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager.

From: Tom Hollington [REDACTED]
Sent: Wednesday, July 29, 2026 12:00 PM
To: Jon Ayres <cllr.Ayres@poole-tc.gov.uk>; Ellie King [REDACTED]
Subject: Grillix, 402 Ashley Road Poole BH14 0AA - Reference: 238350

[REDACTED]

Morning Councillor Ayres

We have received your comments which I have inserted below.

I am one of the Poole Town Councillors for this area and would like to state my objection to this license application.

Grillix is within a densely residential area. The surrounding shops have flats above them. To grant a license for all night sales of fast foods invite additional crime and disorder. There is reported evidence that fast food outlets create a lot more litter. BCP Council already receive a large number of complaints about litter collection and related clearance services.

Increasing this is not in the best interests of the local residents or BCP.

The increased noise and traffic will most likely disturb nearby local residents trying to sleep.

I would urge you to reject this application

Thank you

Jon Ayres

Ward Councillor.'

Having spoken to Ellie this morning we are aware that you now have a copy of the proposed conditions we set out in the original application. We are willing to work with you and actively engage in finding a resolution. Please reach out with any further clarification you require or comments you may have.

Kind Regards,

Tom Hollington



Tom Hollington

Director



www.setsquarestudio.co.uk

DISCLAIMER: This email and any files transmitted with it may be confidential, legally privileged and protected in law and are intended solely for the use of the individual to whom it is addressed. The copyright in all documentation is the property of BCP Council (Bournemouth, Christchurch and Poole Council) and this email and any documentation must not be copied or used other than as strictly necessary for the purpose of this email, without prior written consent which may be subject to conditions. Any view or opinions presented are solely those of the author and do not necessarily represent those of BCP Council. BCP Council reserves the right to inspect incoming and outgoing emails. If you have received this email in error please contact the sender by return and confirm that its contents have been destroyed.

***** This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This footnote also confirms that this email message has been checked for the presence of computer viruses.

DISCLAIMER: This email and any files transmitted with it may be confidential, legally privileged and protected in law and are intended solely for the use of the individual to whom it is

Grillix, 402 Ashley Road, Poole, BH14 0AA - Original

Premises Licence Application – Reference: 238350

Proposed Enforceable Licence Conditions: Management Statement and Refuse Management Statement

Submitted on behalf of the Applicant by Set Square Studio Ltd, 5 August 2026

Addressed to: Ellie King, Licensing Officer, BCP Council

Copied to: Councillor Jon Ayres, Poole Town Council

1. Introduction

Further to correspondence between the Applicant, BCP Council Licensing and Councillor Ayres regarding the above application, and in accordance with Ms King's guidance of 5 August 2026 that proposed measures should be drafted as specific and enforceable licence conditions, the Applicant sets out below a Management Statement and a Refuse Management Statement. Together these are proposed to form enforceable conditions attached to the premises licence, addressing the concerns raised regarding customer dispersal, staffing, the management of the outside area, litter and waste.

The Applicant's current waste collection contract with Hurn Recycling Ltd is appended at Appendix A in support of the Refuse Management Statement.

2. Management Statement

The following conditions are proposed to address concerns regarding customer dispersal, congregation outside the premises and antisocial behaviour:

1. **Condition 1 – Additional staffing:** The licence holder shall ensure that not less than one additional member of staff, over and above normal kitchen and counter staff, is on duty at the premises during any period in which the premises is trading after 21:00 hours, or at any time when customer demand requires, with specific responsibility for managing customers arriving at, queuing at, and leaving the premises, and for supervising the outside area.
2. **Condition 2 – Customer dispersal:** Staff shall actively and politely encourage customers not to congregate outside the premises and to leave the immediate vicinity promptly and quietly, particularly after 23:00 hours, so as to minimise disturbance to nearby residents.
3. **Condition 3 – Dispersal signage:** Clear and legible signage shall be displayed at the exit of the premises requesting customers to respect the needs of local residents, to leave the area quietly, and to dispose of litter responsibly.
4. **Condition 4 – Management plan review:** The licence holder shall maintain a written management plan covering staffing, dispersal and supervision of the outside area, a copy of which shall be provided to the Licensing Authority on request and reviewed no less than annually or following any substantiated complaint.

3. Refuse Management Statement

The following conditions are proposed to address concerns regarding litter and waste arising from the operation of the premises:

5. **Condition 5 – Waste collection contract:** The licence holder shall maintain, for the duration of the licence, a service contract with a registered waste carrier for the regular removal of general waste arising from the premises. The Applicant has entered into a contract with Hurn Recycling Ltd (commenced 23 July 2026, minimum initial term 12 months) for the collection of one 1100L Eurobin container of general waste not less than once per week, as evidenced at Appendix A. Any replacement contract shall provide for collection frequency no less frequent than that set out above.

6. **Condition 6 – Secure bin storage:** The waste container shall be fitted with a coded padlock and chain, or equivalent locking device, and shall be kept secured at all times other than when presented for collection outside the premises on the scheduled collection day, so as to prevent unauthorised access, fly-tipping and spillage.
7. **Condition 7 – Litter clearance:** The licence holder shall ensure that the area immediately outside the premises, and the pavement and frontage within a reasonable radius of the premises, is checked and cleared of litter and packaging arising from the operation of the premises no less than twice during trading hours and again at close of business each trading day.
8. **Condition 8 – Customer litter bin:** The licence holder shall provide and maintain at least one external litter bin for customer use in the immediate vicinity of the premises entrance, which shall be emptied by staff as part of the daily closing routine.

4. Conclusion

The Applicant submits that the conditions set out above are specific, capable of enforcement, and directly address the concerns raised by Councillor Ayres and local residents regarding litter, waste and antisocial behaviour associated with customer dispersal. The Applicant remains willing to discuss the drafting of these conditions further with the Licensing Authority and Councillor Ayres ahead of the hearing, with a view to reaching agreement.

Kind regards,

Tom Hollington

Director, Set Square Studio Ltd

On behalf of the Applicant

Appendix A: Waste Collection Service Contract (Hurn Recycling Ltd, signed 23 July 2026)

Grillix, 402 Ashley Road, Poole, BH14 0AA - Revised

Premises Licence Application – Reference: 238350

Proposed Enforceable Licence Conditions: Management Statement and Refuse Management Statement

Submitted on behalf of the Applicant by Set Square Studio Ltd, 5 August 2026

Addressed to: Ellie King, Licensing Officer, BCP Council

Copied to: Councillor Jon Ayres, Poole Town Council

1. Introduction

Further to correspondence between the Applicant, BCP Council Licensing and Councillor Ayres regarding the above application, and in accordance with Ms King's guidance of 5 August 2026 that proposed measures should be drafted as specific and enforceable licence conditions, the Applicant sets out below a Management Statement and a Refuse Management Statement. Together these are proposed to form enforceable conditions attached to the premises licence, addressing the concerns raised regarding customer dispersal, staffing, the management of the outside area, litter and waste.

The Applicant's current waste collection contract with Hurn Recycling Ltd is appended at Appendix A in support of the Refuse Management Statement.

2. Management Statement

The following conditions are proposed to address concerns regarding customer dispersal, congregation outside the premises and antisocial behaviour:

1. **Condition 1 – Additional staffing (defined):** The licence holder shall ensure that a minimum of two members of staff are present on the premises at all times during trading hours, and that from 21:00 hours until 30 minutes after the premises closes, one of those staff members is assigned exclusively to exterior supervision duties under Condition 2 (and not to food preparation, counter or till duties during that period), identifiable to customers and residents by a hi-vis tabard or equivalent.
2. **Condition 2 – Defined exterior supervision duties:** The member of staff assigned under Condition 1 shall: (a) monitor the frontage and queuing area outside the premises; (b) prevent customers congregating outside the premises for longer than reasonably necessary to collect their order; (c) politely direct customers to leave the vicinity of the premises promptly and quietly; (d) at intervals of no more than 30 minutes, check the streets and areas within approximately 50 metres of the premises for customers of the premises causing disturbance and ask them to move on; and (e) record in the incident log required by Condition 7 any instance of noise, litter or antisocial behaviour observed or reported, together with the action taken.
3. **Condition 3 – Customer dispersal:** Staff shall actively and politely encourage customers not to congregate outside the premises or in the surrounding streets, and to leave the area promptly and quietly, particularly after 23:00 hours, so as to minimise disturbance to nearby residents, including in respect of gardens, driveways and other private land neighbouring the premises.
4. **Condition 4 – Dispersal signage (specified):** A dispersal notice measuring not less than A3 (420mm x 297mm), laminated and clearly legible, shall be displayed at eye level (approximately 1.5m from ground level) immediately adjacent to the premises exit, requesting customers to respect the needs of local residents, to leave the area quietly, not to loiter in nearby gardens or driveways, and to dispose of litter responsibly.
5. **Condition 5 – Residents' contact point and complaints log:** The licence holder shall provide a direct telephone contact number for the premises manager to the Ward Councillor and the Licensing Authority, to be made available to local residents, for reporting any noise, litter or antisocial behaviour associated with the premises. Every complaint received, by telephone, email or in person, shall be

recorded in a complaints log together with the date, nature of the complaint and action taken, and shall be provided to the Licensing Authority within 7 days of any request.

6. **Condition 6 – Response to recurring issues:** Where the complaints log required by Condition 5 records more than two substantiated complaints of the same type (noise, litter or antisocial behaviour) within any rolling 3-month period, the licence holder shall, within 28 days, review the management measures in place and implement such additional reasonable measures as are necessary to address the recurring issue, and shall notify the Licensing Authority of the outcome of that review.
7. **Condition 7 – Management plan, records and enforceability:** The licence holder shall keep a written management plan, the incident log required by Condition 2 and the complaints log required by Condition 5 on the premises at all times, and shall produce them immediately upon request to any authorised officer of the Licensing Authority or police constable. These conditions, once attached to the licence, are legally binding on the licence holder; breach of any condition may result in review of the licence under the Licensing Act 2003, and may lead to modification, suspension or revocation of the licence or other enforcement action.

3. Refuse Management Statement

The following conditions are proposed to address concerns regarding litter and waste arising from the operation of the premises:

8. **Condition 8 – Waste collection contract:** The licence holder shall maintain, for the duration of the licence, a service contract with a registered waste carrier for the regular removal of general waste arising from the premises. The Applicant has entered into a contract with Hurn Recycling Ltd (commenced 23 July 2026, minimum initial term 12 months) for the collection of one 1100L Eurobin container of general waste not less than once per week, as evidenced at Appendix A. Any replacement contract shall provide for collection frequency no less frequent than that set out above.
9. **Condition 9 – Secure bin storage:** The waste container shall be fitted with a coded padlock and chain, or equivalent locking device, and shall be kept secured at all times other than when presented for collection outside the premises on the scheduled collection day, so as to prevent unauthorised access, fly-tipping and spillage.
10. **Condition 10 – Litter clearance:** The licence holder shall ensure that the area immediately outside the premises, and the pavement and frontage within a reasonable radius of the premises, is checked and cleared of litter and packaging arising from the operation of the premises no less than twice during trading hours and again at close of business each trading day.
11. **Condition 11 – Customer litter bin:** The licence holder shall provide and maintain at least one external litter bin for customer use in the immediate vicinity of the premises entrance, which shall be emptied by staff as part of the daily closing routine.

4. Conclusion

The Applicant recognises that customers congregating in residents' private gardens is a serious concern which the premises cannot resolve by controlling its own frontage alone. Conditions 2, 3 and 4 therefore extend staff supervision and dispersal messaging to the surrounding streets, not just the shop frontage, and Conditions 5 and 6 give residents a direct route to report issues and require the licence holder to strengthen measures if problems recur. The Applicant submits that the conditions set out above are specific, measurable and enforceable, that they are legally binding once attached to the licence, and that breach would expose the licence to review and enforcement action under the Licensing Act 2003. The Applicant remains willing to discuss the drafting of these conditions further with the Licensing Authority, Councillor Ayres and local residents ahead of the hearing, with a view to reaching agreement.

Kind regards,

Tom Hollington

Director, Set Square Studio Ltd

On behalf of the Applicant

Appendix A: Waste Collection Service Contract (Hurn Recycling Ltd, signed 23 July 2026) – provided separately / attached.