

## **SECTION B: THE PREVENTION OF CRIME AND DISORDER**

A comprehensive colour CCTV system must be put in place and be maintained and checked regularly.

All exit and entry areas must be covered by the CCTV system.

There will be no serving customers who seem to be intoxicated.

There will be no drug use allowed on the premises.

The lounge bar layout will prevent overcrowding for less chance of conflict, crime/disorder.

Crime prevention notices must be displayed in the window.

There will be no irresponsible promotions that may lead to excessive consumption of alcohol.

All incidents of crime and disorder will be logged appropriately and reported as necessary.

All staff must be trained in all above actions. Staff will also be trained to:

- Challenge 21: Challenge 21 sign must be situated on the till.

ID accepted will be:

- A photo driving licence.
- A passport.
- An ID card with the pass hologram on it.

If none of the above are presented, then the sale of alcohol will be refused. When the sale of alcohol is refused, this will be logged down in the log/incident book.

There will be training to spot intoxicated customers, and to refuse service.

There will be training on actions to take in an emergency.

There will be training on how to use the incident/log book, what information is needed, time, date, nature of incident, etc., and will be kept on the premises.

## **SECTION C: PUBLIC SAFETY**

Public safety will be monitored by CCTV. Any, and all incidents, including violence, removal of drugs and weapons, shall be logged and reported as necessary to the appropriate authorities and/or emergency services.

There will be no serving customers who seem to be intoxicated.

There will be no drug use permitted on the premises.

No overcrowding will be permitted in the lounge bar.

Appropriate training to be given to all members of staff to carry out all of the above.

## **SECTION D: THE PREVENTION OF PUBLIC NUISANCE**

Keeping noise level to a minimum.

There will be no excessively loud music being played.

Once a month, there will be an open mic night with NO amplifiers, only acoustic guitars.

Open mic night will only run once a month from 7.00 pm to 9.30 pm.

Only low level background music will be played in the lounge bar, daily.

Customers will be reminded to be quiet when leaving the lounge bar at closing.

Outside seating will be removed at 9.30 pm, daily.

Customers who are seen to be re-offenders of nuisance, shall be ejected from the premises indefinitely.

Alcohol will not be served to already intoxicated customers.

All members of staff will be trained in the above actions - logging and reporting.

## **SECTION E: PROTECTION OF CHILDREN FROM HARM**

No children under the age of 18 will be permitted into the lounge bar at any time.

Children will be permitted into the bistro with an adult.

Alcohol will be limited for adults who are accompanied by young children.

Children will be permitted into the bistro accompanied by an adult who is eating a substantial meal, if consuming alcohol between the hours of 11.00 am and 9.00 pm.

Any incidents concerning children shall be logged in log/incident book and reported to the appropriate authorities.

Other policies that will be in place:

Alcohol will only be served in the bistro alongside food orders and not on its own.

Logs to be kept:

- Disorder, violence and/or anti-social behaviour.
- All crimes reported to us.
- All crimes reported to the Police.
- All customers thrown out/ejected.
- Any complaints received.
- Seizure of drugs/weapons.
- Faults in the CCTV.
- Any/all visits by responsible local authority or emergency services.