

The Prevention of Crime and Disorder

Any incidents of a criminal nature that may occur on the premises, will be reported to the Police.

A clear and legible notice outside the premises, indicating the normal hours under the terms of the premises' licence during which licensable activities are permitted. This will align with online notices of service.

All staff engaged in licensable activity at the premises will receive training and information in relation to the following:

- 1) The Challenge 25 scheme in operation at the premises, including the forms of identification that are acceptable.
- 2) The hours and activities permitted by the premises' licence issued under the Licensing Act 2003 and conditions attached to the licence.
- 3) How to complete and maintain the refusal register in operation at the premises (in relation to the sale of alcohol).
- 4) Recognising the signs of drunkenness.
- 5) The operating procedures for refusing service to any person who is drunk, under age or appears to be under age, or appears to be making a proxy purchase.
- 6) Action to be taken in the event of an emergency, including reporting an incident to the emergency services.

Training shall be recorded in documentary form and shall be regularly refreshed at no greater than 4 month intervals.

Training records shall be made available for inspection and copying at reasonable times upon request of an authorised officer of a responsible authority.

Training records will be retained for at least 12 months.

An incident log shall be kept and maintained at the premises, which will include a log of the following, including pertinent details (select from the following):

- 1) Any incidents of disorder or of a violent or anti-social nature.
- 2) All crimes reported to the venue, or by the venue to the Police.
- 3) All ejections of patrons.
- 4) Any faults in the CCTV system.
- 5) Any visits by a responsible authority (under the Licensing Act 2003) or emergency service.

The consumption of alcohol on the premises shall cease at 22:00. Last drink call will be made at 21:30

After 22:00 no drinks are to be taken to the outside area and no consumption of drinks will occur after 22:00 hours.

The licensable activities authorised by this licence and provided at the premises shall be ancillary to the main function of the premises as bar.

Records must be completed within 24 hours of any incident, and will contain the time and date, the nature of the incident, the people involved, the action taken and details of the person responsible for the management of the premises at the time of the incident.

The logs shall be kept for at least 12 months following the date of entry and be made available for inspection and copying upon request of an authorised officer of a responsible authority.

The Licensee will install and maintain comprehensive CCTV coverage at the premises. This CCTV will be applied to enforce the terms of the licence, including preventing crime and disorder, both during and following service.

The CCTV system shall conform to the following points:

- 1) Cameras will be installed at sites to observe the entrance and exit doors, both from inside and outside perspectives.
- 2) Cameras on the entrance will capture full frame shots of the heads and shoulders of all people entering the premises, i.e. capable of identification.
- 3) Cameras viewing till areas will capture frames not less than 50% of screen.
- 4) Cameras overlooking floor areas will be angled to give an overview of the premises.
- 5) The CCTV installation should be capable of visually confirming the nature of the crime committed.
- 6) Provide a linked record of the date, time and place of any image.
- 7) Provide good quality images – colour during opening times.
- 8) Operate under existing light levels within and outside the premises.
- 9) Have the recording device located in a secure area or locked cabinet.
- 10) Have a monitor to review images and recorded picture quality.
- 11) Be regularly maintained to ensure continuous quality of image capture retention.

- 12) Have signage displayed in the customer area to advise that CCTV is in operation.
- 13) Digital images must be kept for 31 days.
- 14) Police will have access to images at any reasonable time.
- 15) The equipment will have a suitable export method, e.g. CD/DVD writer so that the Police can make an evidential copy of the data they require. This data should be in the native file format, to ensure that no image quality is lost when making the copy. If this format is non-standard (i.e. manufacturer proprietary), then the manufacturer should supply the replay software to ensure that the video on the CD can be replayed by the Police on a standard computer. Copies must be made available to Police on request.

Public Safety

Health and Safety Risk assessments will be undertaken and staff shall be trained therein.

Appropriate fire safety procedures will be in place, including fire extinguishers (foam, H₂O, CO₂), fire blanket, internally illuminated fire exit signs, numerous smoke detectors and emergency lighting (see enclosed plan for details of locations).

All appliances will be inspected annually.

All emergency exits shall be kept free from obstruction at all times.

A First Aid kit will be placed on the premises and a qualified First Aider in attendance on the premises at all trading times.

A log book or recording system shall be kept upon the premises, in which shall be entered particulars of inspections made, those required to be made by statute and information compiled to comply with any public safety condition attached to the premises' licence that requires the recording of such information. The log book shall be kept available for inspection when required by persons authorised by the Licensing Act 2003 or associated legislation.

Adequate access is provided for emergency vehicles.

All parts of the premises and all fittings and apparatus therein door fastenings and notices and the seating, lighting, heating, electrical, ventilation, sanitary accommodation, washing facilities and other installations, will be maintained at all times in good order and in a safe condition.

No fumes, steam or odours shall be emitted from the licensed premises so as to cause a nuisance to any persons living or carrying on business in the area where the premises is situated.

The Prevention of Public Nuisance

Music will not be played beyond 10 pm.

Music volume will remain under control and within the sensible arrangements with a full and careful consideration of the public members.

All customers will be asked to leave quietly. Clear and legible notices will be prominently displayed to remind customers to leave quietly and have regard to our neighbours.

Prominent, clear and legible notices will be displayed at all exits requesting the public to respect the needs of nearby residents and to leave the premises and the area quietly.

Deliveries of materials necessary for the operation of the business will be carried out at such a time or in such a manner as to prevent nuisance and disturbance to nearby residents.

The Licensee will ensure that staff who arrive early morning or depart late at night when the business has ceased trading, conduct themselves in such a manner to avoid causing disturbance to nearby residents.

Customers will be asked not to stand around talking in the street outside the premises, and asked to leave the vicinity quickly and quietly.

A specific taxi operator will be nominated for staff and customer use. The company's telephone number is advertised to customers. The operator and all drivers are aware that they should arrive and depart as quietly as possible; should not sound vehicle horns as a signal of their arrival or leave engines running unnecessarily.

The movement of bins and rubbish outside the premises will be kept to a minimum after 10 pm. This will help to reduce the levels of noise produced by the premises.

Bright lights on or outside the premises will be positioned and screened in such a way so as to not cause a disturbance to nearby residents.

Adequate waste receptacles for use by customers will be provided in the local vicinity and will be emptied with appropriate regularity.

Regular maintenance will be carried out on all plant and machinery to ensure that noise disturbance from such sources is kept to a minimum.

A telephone number will be made available and displayed in a prominent location where it can conveniently be read from the exterior of the premises by the public for local residents to contact in the case of noise nuisance or anti-social behaviour by persons or activities associated with the premises. The telephone number will be a direct number to the management who are in control during opening hours. A record will be kept by management of all calls received, including the time, date and information of the caller, including action taken following the call. Records will be made available for inspection and copying by an authorised officer of a responsible authority throughout the trading hours of the premises.

The Premises' Licence Holder or nominated person shall control the sound levels of the music.

A record shall be kept of any monitoring, including:

- The date, time and location of the monitoring
- The name of the person monitoring
- Any action taken.

Records shall be kept for at least 6 months following the date of entry and be made available for inspection and copying upon request of an authorised officer of a responsible authority.

Noise levels in outside areas will be monitored and controlled to minimise any potential impact on local residents at all times.

Customers will be advised on the need to respect local residents, where appropriate. Any patrons continuing to cause any disturbance or disorder will be asked to leave the premises.

Steps shall be taken to ensure that any patrons drinking and/or smoking outside the premises, do so in an orderly manner and are supervised by staff, so as to ensure that there is no public nuisance or obstruction of the public highway.

The Protection of Children from Harm

The Licensee and staff will ask persons who appear to be under the age of 25 for photographic ID, such as proof of age cards, the Connexions' Card and Citizen Card, photographic driving licence or passport, an official identify card, bearing the photograph and date of birth or bearer.

All staff will be always fully trained for underage sales prevention regularly. This training will be recorded within a log book to ensure ongoing compliance.

All bar staff, supervisors and managers will be trained in the legality and procedure of alcohol sales, using the SWERCOTS' online training pack (or equivalent), prior to undertaking the sale of alcohol and then at least every (insert) months.

Training shall be signed and documented. Training records will be kept on the premises and be made available for inspection and copying to an authorised officer of a responsible authority on request. The documentation relating to training should extend back to a period of three years and should specify the time, date and details of the persons, both providing the training and receiving the training.

There will be in place a written age verification policy in relation to the sale or supply of alcohol, which will specify a Challenge 25 as proof of age requirement. This means that staff working at the premises must ask individuals who appear to be under 25 years of age, attempting to purchase alcohol, to produce identification. The only acceptable identification documents will be:

- A photo driving licence.
- A passport.
- An identification card carrying the PASS hologram.

Unless such identification is produced, the sale of alcohol must be refused.

This policy will include documented steps taken to prevent adults from purchasing alcohol for, or on behalf of, children under 18.

An alcohol sales' refusal register shall be kept at the premises and be maintained to include details of all alcohol sales refused. The register will include:

- 1) The date and time of refusal.
- 2) The reason for refusal.
- 3) Details of the person refusing the sale.
- 4) Description of the customer.
- 5) Any other relevant observations.

The refusals' register will be made available for inspection and copying on request of an authorised officer of a responsible authority.

All entries must be made within 24 hours of the refusal.