

ITEM 4 – ADDITIONAL INFORMATION FROM THE LICENCE HOLDER

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ADDITIONAL INFORMATION FROM PREMISES LICENCE HOLDER

CONDITIONS

GENERAL

TRAINING

1. All staff will be trained in their responsibilities under the Licensing Act 2003 and other relevant legislation relating to age restricted products. This training will be updated /refreshed on a regular basis and records will be kept of this.

INCIDENT LOG

2. An incident log shall be kept at the premises, and made available on request to an authorised officer of Durham County Council or the Police. It must be completed within 24 hours of the incident and will record the following:
 - (1) all crimes reported to the venue
 - (2) all ejections of patrons
 - (3) any complaints received concerning crime and disorder
 - (4) any incidents of disorder
 - (5) all seizures of drugs or offensive weapons
 - (6) any faults in the CCTV system, searching equipment or scanning equipment
 - (8) any visit by a relevant authority or emergency service

REFUSALS REGISTER

3. A refusals register must be kept at the Premises and maintained up to date at all times recording the date time, type of product refused, reasons for every refusal to sell alcohol to a customer and the name and signature of member of staff refusing the sale. The refusals record must be made available to Durham Constabulary or an Officer of a Responsible Authority on request, or during an inspection. The Premises Licence Holder or the Designated Premises Supervisor must monitor the Refusals Register every month and must sign and date the Refusals Register when this has been completed, or if the Refusals Register is electronic the check and date and time of the check must be clearly recorded.

CCTV

4. A digital Closed Circuit Television System (CCTV) will be installed and maintained in good working order and be correctly time and date stamped.
 - i. The system will incorporate sufficient built-in hard-drive capacity to suit the number of cameras installed.
 - ii. CCTV will be capable of providing pictures of evidential quality in all lighting conditions, particularly facial recognition.
 - iii. Cameras will encompass all ingress and egress to the premises, the immediate area outside the frontage of the Premises and all areas where the sale/supply of alcohol occurs.
 - iv. The system will record and retain CCTV footage for a minimum of 28 days.
 - v. The system will record at all times when the Premises are open.
 - vi. The system will incorporate a means of transferring images from the hard-drive to a format that can be played back on any desktop computer.
 - vii. The Digital recorder will be password protected to prevent unauthorised access, tampering, or deletion of images.
 - viii. There will be at all times, when the premises is open, a member of staff on duty with access to the CCTV system who is trained in the use of the equipment.
 - ix. Upon receipt of a request for a copy of CCTV footage from Police, or Officers or any other Responsible Authority, the member of staff will produce the footage within 24 hours, or less if urgently required for investigations of serious crime.
 - x. CCTV footage must be made available to be viewed by Durham Constabulary or an Officer of a Responsible Authority upon request or during an inspection.

PREVENTION OF CRIME AND DISORDER

SIA DOORSTAFF

5. The number of SIA licensed door staff on duty shall be subject to a risk assessment, which shall be documented and made available to the responsible authorities upon request. This condition applies both to normal days as well as to event days.

Where there is a requirement for SIA licensed door supervisors, the licence holder shall ensure that

- a) they are on duty at the entrance of the premises at all times whilst it is open for business and remain on duty past the closing time of the premises for a period until all patrons have dispersed from the locality. Door supervisors will patrol areas around collection points for taxis by the premises to prevent disorder.
 - b) at least one licensed SIA door staff on duty at the premises shall be equipped with Body Worn Video (BWV), capable of recording audio and video in any light condition as per the minimum requirements of the Durham Constabulary. That person shall be required to attend all incidents that require intervention.
 - c) all BWV recordings shall be stored for a minimum period of 31 days with date and time stamping, and
 - d) viewing of recordings shall be made available immediately upon the request of Police or Durham County Council.
6. All door supervisors working at the premises are to sign on duty when they start work and off duty when they finish. All door supervisors must wear their SIA badge in a clear sleeve arm holder. Door supervisors working outside the premises will wear hi-visibility coats. Where door supervisors are used the premises will retain a profile of all door supervisors that have worked at the premises in the last 3 months. A profile will consist of proof of ID (copy passport, photo driving licence, SIA badge) and proof of address dated within the last 6 months (copy bank statement, utility bill etc). No proof of address needed if proof of ID is photo driving licence. Door supervisor profiles must be retained at the premises and be made available for inspection immediately on request of any of the responsible authorities. Door supervisors will work past the closing time of the premises for a period until all patrons have dispersed from the locality.

ID SCANNER

7. On each day the premises are open for licensable activities, from 21:00 until close all customers entering the premises shall have their ID scanned on entry. The details recorded by the ID scanner system shall be made available to the Durham Constabulary and the local authority upon request.

SEARCHING OF CUSTOMERS

8. On each day the premises are open for licensable activities, no customers shall be admitted or re-admitted to the premises after 21:00 unless they have been subject to a metal detection search and, if the search metal detector is activated, or at the discretion of staff, then physically searched, which will include a 'pat down search' and a full bag search. Searches shall be monitored by the premises CCTV system. The searches will be conducted in accordance with the premises' vulnerability policy.

LAST ENTRY TIME

9. There shall be no entry or re-entry for the public after 01:30 (except smokers, or in exceptional circumstances, if someone leaves the venue i.e. medical reasons, they will be searched upon reentry).

SERIOUS ASSAULT

10. In the event that a serious assault is committed on the premises (or appears to have been committed) the management will immediately ensure that:
 - (1) The police (and, where appropriate, the Ambulance Service) are called without delay;
 - (2) All measures that are reasonably practicable are taken to apprehend any suspects pending the arrival of the police;
 - (3) The crime scene is preserved so as to enable a full forensic investigation to be carried out by the police; and
 - (4) Such other measures are taken (as appropriate) to fully protect the safety of all persons present on the premises.

VULNERABILITY POLICY

11. A copy of the premises' dispersal policy shall be made readily available at the premises for inspection by a police officer and/or an authorised officer of Durham County Council.

PREVENTION OF PUBLIC NUISANCE

12. Signage will be displayed in a prominent position on the premises requesting customers to leave the premises quietly and respect the local residents.
13. All waste will be disposed of appropriately and staff will ensure that the frontage is kept clean and free of any litter.
14. Any deliveries which are made to the premises in anti-social hours will be carefully monitored to ensure noise is kept to the minimum.
15. Staff will receive training on facilitating and encouraging patrons to leave the premises in a quiet and considerate manner.
16. A copy of the premises' dispersal policy shall be made readily available at the premises for inspection by a police officer and/or an authorised officer of Durham County Council.

PUBLIC SAFETY

17. The premises licence holder shall conduct a risk assessment for the general operation of the premises. This will include fire, health and safety and emergency evacuation. It will cover all areas of the premises, including the bar/restaurant, basement and any outside areas.
18. The premises' fire risk assessment will be made available to any responsible authority immediately upon request.
19. The Licence Holder shall ensure that all emergency lighting is checked on a weekly basis. Entrances, exits and passageways shall be kept clear.

THE PROTECTION OF CHILDREN FROM HARM

20. The premises licence holder shall adopt the Challenge 25 scheme and appropriate signage will be placed at the entrance to the premises and adjacent to any bar servery. The premises will operate a policy whereby any person attempting to buy alcohol or any person attempting to gain entry for premises who appears to be under 25 will be asked for photographic ID to prove their age. The ID that will be accepted is a passport or driving licence with a photograph.
21. The premises licence holder shall display Challenge 25 posters in prominent positions within the premises, including at the point of sale and the entrance to the premises.

Bar 1

Search Policy

1. We operate a zero-tolerance policy on drugs and weapons and anybody found in the possession of drugs or weapons will be refused entry.
2. This search policy has been created to reinforce the 4 licencing objectives.
 - The prevention of crime and disorder.
 - Public safety.
 - The prevention of public nuisance.
 - The protection of children from harm.
3. A sign highlighting the search policy as a condition of entry will be clearly displayed at the entrance to the venue and in the bar area. The sign will state: “To provide our patrons with safe and comfortable surroundings, we will request permission to search people entering these premises as a condition of entry. Thank you for your cooperation”.
4. The venue will be searched daily prior to the evening opening to ensure that people have not secreted weapons or illegal substances during the day prior to any evening function.
5. Entry into the premises is conditional upon a search prior to entry in accordance with the relevant condition on the premises licence.
6. Searching will take place after customers have passed through the ID scanner to ensure that details are captured of any individual found to be carry a weapon or suspected illegal substances. This will provide ‘best evidence’ for any potential police investigation.
7. The area where searches take place will be covered by CCTV.
8. Searches will be carried out by qualified SIA door staff. There should always be 2 staff present to protect against any potential allegation. At least one member of SIA staff will wear a body warn camera.
9. How to perform the search:

- The search must be conducted by a member of staff or door staff. Females will be searched by female staff, males by male staff.
- You must request permission from customers to conduct a search. If the customer refuses, they should be automatically denied entry/ejected.
- You should not open customers' bags; the customer must open their own bags, coats and empty out their own pockets at your request.
- All searches should take place with a witness present preferably in an area with CCTV coverage.

10. Search wands will be used to detect any concealed items and all bags will be searched.

11. Items confiscated during any search will be securely retained, logged against any CCTV record or ID scanner detail, and retained until collected by the police.

Bar 1

Vulnerability Policy

There are a number of bespoke policies that address vulnerability in Bar 1's operating schedule. All are designed to address the 4 licensing objectives of

- Prevention of crime and disorder
- The prevention of public nuisance
- Public safety
- The protection of children from harm

The consumption of alcohol raises the risk level attached to each of the objectives and the following policies, to be read as part of the vulnerability policy, are designed to address the vulnerabilities of both customers and staff.

These policies are.

- Risk Assessments
- Drugs policy.
- Drink spiking.
- Search policy.
- Ask Angela/Wave training.
- The use of an ID scanner.
- The employment of SIA security staff.
- Age verification.
- Comprehensive use of CCTV.

Risk assessments are required for events. These assessments will identify events that have the potential to cause problems. The venue will refuse to agree to an event if problems are identified during the process. The venue operators will also listen to police advice on any particular event and act upon the advice. All individuals that apply to hold an event will have to provide suitable ID and there will be a social media review on all available material.

Drug policy provides information for staff working at the venue and the measures to be adopted to prevent the use of illegal substances in the venue. The policy also highlights the right to refuse entry if an individual is suspected to be under the influence of a controlled substance.

Drink spiking is a clear vulnerability for customers in any venue. Drink testing kits are readily available at the bar for any customer to test the content of the glass. Notices throughout the venue highlight the issue and the availability of testing kits.

The search policy protects both staff and customers. Customers are searched during the hours that have been identified to reduce the potential for illegal substances and weapons being taken into the venue. This policy will be carried out by authorised SIA staff employed by the venue.

There is an age verification policy that is supported by the use of an ID scanner. After 21.00 all customers will have to present suitable ID to be scanned and checked by SIA staff.

The venue is comprehensively covered by CCTV and the system has been signed off signed off by Birmingham Cities licensing departments. Notices informing customers that the venue is covered by CCTV will be displayed at the entrance to the venue and at other key locations.

ASK ANGELA/WAVE TRAINING

Welfare And Vulnerability Engagement (WAVE) training aims to create awareness of vulnerability, their responsibilities it and how to deal with it.

This training will be part of Bar 1's staff training to increase the skills, knowledge, and confidence to identify vulnerability at the venue and making appropriate interventions.

The WAVE training is based upon 5 key principles.

- Preventing and reducing violent crime linked to the licensed economy.
- Preventing and reducing sexual offences
- Reducing preventable injury linked to alcohol and drug use in the licensed economy.
- Reducing opportunities for criminal activity and anti-social behaviour in licensed premises
- Promoting partnerships and engagement with communities and key stakeholders in the licensed economy.

ASK ANGELA

Staff training will include the use of the code phrase 'Ask Angela'. Staff will be trained to support people who feel unsafe, vulnerable, or threatened. The use of the phrase will prompt members of staff to support and assist any customer seeking help.

Signage highlighting the scheme will be prominently displayed throughout the venue.