
From: Ian Cox
Sent: 22 March 2022 14:52
To: Karen Robson
Cc: John Hayes; Nicola Anderson; Paul Conroy
Subject: Consett & District Cricket Club - DCCC/PLA0435
Attachments: Redacted Durham Constabulary.pdf; Redacted Mr J Hayes Environmental Health.pdf; Redacted Premises Licence.pdf; Police:E Health Response.docx; Redacted Club Premises Certificate.pdf; Redacted Club Premises Certificate.pdf; Residents Letter 21:2:22.docx; CDCC Event Risk Assessment.odt

Dear Karen,

In response to concerns raised by Mr John Hayes and Sgt Caroline Dickenson, I have addressed their concerns in the documents attached.

I have copied in Nicola Anderson as she was our first point of contact when applying for the variation as well as John Hayes due to me having his e-mail address from the concerns he raised which I had been copied into. I have also copied in PC Paul Conroy as I met with him during the notice period to discuss concerns that the Police may have regarding our application and how best to move forward with regards to addressing them. I do not have a contact e-mail for Sgt Dickenson but trust that you will be able to ensure that the contents of this e-mail are made available for her to view at her convenience.

I would also like to address that during the 2021 cricket season, I did all that I could to open and transparent with the council and licensing authorities by initiating contact regarding covid compliance when first re-opening and had site visits from Paul Hays who inspected what we were doing prior to opening on Saturday 17th April and also had spot checks from designated officials at times when we were open. One of such occasions was on Saturday 29th May when one of the events referred to that took place under a TENS was taking place and they stated at the time after a full inspection of the premises that they were very impressed with how organised everything was. Unfortunately, I cannot recall the names of the two individuals who visited on that day but you may have some record as to who was rostered to be carrying out said duties on that given date.

I believe that at every stage, both the club and myself have welcomed feedback from residents and local authorities and have made valid attempts to rectify concerns, something that I have gone in to more detail about in the attachment - Police/E Health response. As a club, we are more than willing to make compromises to the submitted application based upon recommendations from local authorities and the feedback of our local neighbours and welcome any further questions or suggestions for us to be able to do this.

Thank you for taking the time to consider what I have prepared and what measures we are taking going forward.

Kind regards,

Ian Cox

Sorry that I haven't been in touch with you sooner regarding our premises license variation. I have been digesting the representations made by both Durham Police and Environmental Health as well as concerns raised by local residents.

The application was made under the guidance of licensing officer Helen Johnson, and she advised which conditions should be removed and which hours to apply for licensable activities.

The following were conditions that I was recommended to remove;

- **Prevention of Crime and Disorder** - Clear and conspicuous notices asking people to behave in an orderly manner as they leave the premises - We do however have large signage on the exterior of the building to address this as well as notices displayed inside the club, as a result, I'd have no issue with retaining this
- Custom will not be sought by means of personal solicitation outside or in the vicinity of the premises - Due to our location this is not something we would consider doing anyway but again if it is felt it is better retained, then I am happy to do so.
- **Public Safety** - Compliance with fire safety requirements, Fire exits and equipment clearly marked, Staff being aware of H&S requirements, First Aid facilities being available - Was told these were not required items as part of conditions so had therefore removed them. We do comply with all of the above however.
- **Prevention of Public Nuisance** - The building is 'stand alone' and is far enough away to minimise noise - Was advised to remove this as this would not apply for occasional marquee events.

I did add in the section about prevention of public nuisance that while conducting any marquee events, that regular sound checks would be made and logged.

I have received an objection from the Police which was written by Caroline Dickenson. I have attached this alongside the two current licenses held by the club, our existing Club Premises Certificate and our existing Premises Licence.

Both the Police and Environmental Health make reference to the fact that as a club, we have removed the conditions about door supervisors and the idea of hosting Under 18 music lead events. This has been a massive error on my part when filling out the application form and copying up conditions from our existing Premises License. These are both conditions that I would wish to still have included and if it is possible to make an amendment at this stage then I would be delighted to be able to do so.

Despite the objections stating that mediation is not a recommended course of action, I am more than prepared to take feedback on board in order to demonstrate that in my role as DPS, that I take these concerns seriously and that we have no desire whatsoever to move the function of licensable activities away from the premises being a cricket club.

I was advised to apply for maximum licensable parameters for all of the licensable activities and will explain each section and why they were conducted as such;

- The observation about a vast increase in our opening hours is not actually the case. As a club, we are already licensed via our Club Premises Certificate to be open from 1100-2300 Monday to Friday and 1200-2230 on a Sunday. This has been the case since 2005 and we have never sought to maximise the full extent of these available trading hours. I merely applied for these opening hours in our variance relating to the Premises Licence to effectively bring the two licenses in line with each other. We will not be opening and encouraging people to drink from early hours of the day on a daily basis, this is merely to give us the flexibility to offer refreshments on the infrequent occasion that the club hosts a Durham County representative game or when any schools tournaments are staged at the ground. At this moment in time, the only scheduled instance of this is an Over 60's fixture taking place against Yorkshire on Tuesday 7th June. This is just to negate the need to regularly submit TENS for such occasions.
- The earlier opening times for weekends is due to junior matches being played on Saturday or Sunday mornings. We have no desire to be encouraging the consumption of alcohol at 10am on either of these days, and if there is not a junior game taking place on these days, the bar will have no reason to open. I just believed that it was better to be compliant with stated opening times than to be running a tuck shop style service during the playing of games from a serving area which also has licensable products and risk repercussions if any accusations were made that we are trading outside of our permitted hours. The early morning openings on these days are merely to sell soft drinks, tea, coffee and such things as hot dogs.
- The licensable activity of dancing - I was advised that as a result of music potentially being played that there is always a likelihood that patrons may choose to dance. To avoid all doubt, it was advised that this should be submitted as a licensable activity so that we would be fully compliant with regulations should patrons choose to decide to dance while at the premises and avoid any potential ambiguity around whether or not patrons were actually allowed to dance, despite the fact we as a venue aren't openly encouraging them to do so
- The provision of indoor sporting events - We currently have a darts team who play in a local darts and domino league which takes place on Tuesday evenings during winter months. I was advised that I should have this recorded as a licensable activity due to the fact it is taking place inside of our licensed premises. Due to the size of our premises, there are no other possible indoor sporting events that could take place and the frequency of these occurrences merely depends on the organised fixtures. At the moment the team plays no more than 12 home games per season with a maximum attendance of around 20 patrons at each.
- The provision of live music - Again, I was advised that it was best to apply for this in keeping with our applied for opening and serving hours. I can however see why some people would interpret this as being something that is suddenly going to happen all of the time but this is absolutely not the case. I am happy to revisit this and have different

timings in place for this. For example no live music is likely to be required Tuesday to Thursday or if it ever was maybe only indoors on an evening for a short period. It could be written in that although we could be allowed live music within the sound proof building on Friday, Saturday and Sunday evenings until midnight, that for the purpose of our very infrequent marquee events, that the music would finish earlier, as I would fully expect it to within an outdoor setting. A possible suggestion of 11pm on this but happy to take feedback on this matter. Could also happily revisit the potential start times in order to show that all day music events are not what the club aims to do. Very much open to suggestions on this point.

- The provision of recorded music - This was submitted as the same as the opening hours as when the bar is open, there will generally be some pre-recorded background or 'piped' music being played. This is very much background music set at conversational levels as opposed to the main feature of being open as most people enjoy a little background music to supplement their conversations. Again, I'm happy to take feedback on this but do not see this as a cause for concern myself in terms of nuisance or anti-social behaviour.
- The sale by retail of alcohol - Our current premises license already permits us to sell alcohol anywhere on the premises. This can be done via either the fixed upstairs bar or from any temporary bar set up on the premises. A temporary bar is not something that has been utilised on many occasions, only for the handful of marquee events we have had. However, by having a fixed serving point as per the variance submission, it gives us much greater control of regulated sales via fully trained staff in a controlled serving environment rather than a table top alcohol stand which is potentially open to abuse. This as per our upstairs bar is to be staffed by only trained staff or volunteers who are fully aware of correct serving practices, challenge 25 regulations and all other licensing objectives as stated to them via training from myself as DPS. In terms of this, because the submission sheet is very black and white, I was unable to suggest how this would be managed, however on any normal day, we would only propose that the downstairs bar be open until 2200. This is something that is reflected in my TENS submissions in 2021 as a result of comments made by Mr and Mrs Lidster regarding the noise complaint on a Friday evening. This however isn't something we would normally have expected to happen but owing to Covid guidelines making for exceptional circumstances, we had not been allowing the use of our inside bar at all at this point. Going forward, I would happily make it known that we have no intention to use the downstairs serving point any later than 2200 and would actively encourage patrons to be moved upstairs at the earliest possible convenience upon completion of any cricket match that has been taking place in order to minimise the risk of any noise disturbance to local residents.

I am fully aware of the concerns raised in relation to previous complaints. There was one dated February 2018, at this point I was not the DPS for the club and as such, believe that there was no official staff training documents in place, just that only committee members were permitted to serve behind the bar. Since becoming DPS, I have ensured that correct staff

training takes place and is adhered to and that no after hours use of the premises is to take place by making staff aware of the financial implications to both themselves and myself for misuse of the premises.

I fully believe that despite some mistakes, we have taken on board all feedback and will always continue to do so and are taking all reasonable measures to demonstrate that we are considerate of the needs of our neighbours and are more than happy to work with local authorities on all licensing matters and with the community also.

I reached out to the community via leaflets that I distributed which invited them to visit us at the club (see attached), sadly, no one attended. I also provided my contact details (e-mail and phone) so that anyone concerned could get in touch with questions that they would like us to answer. Only one resident took the opportunity to do this and I answered her questions as fully and honestly as possible.

The primary purpose of this premises is that of a cricket club and there is no want or desire to shift away from this purpose to become a 'town centre' style bar which encourages prolonged periods of alcohol consumption or any forms of anti-social behaviour.

As far as further matters go, we are installing a CCTV system at our own cost to enable us to monitor even more closely the behaviour of our patrons which will cover both our upstairs bar and our downstairs patio area. The CCTV has a recording capacity of up to 40 days. This also means that if there are any incidents reported by our staff, they can be reviewed by myself as DPS, and if further action is required then it can be taken or details of any incidents handed to the relevant authorities to be dealt with depending upon the severity of the incident.

Upon the recommendation of PC Conroy, I have also drafted a risk assessment sheet. This was suggested for any time we wish to host a marquee event so that we can pre-plan and inform the relevant authorities of what is proposed for the event and what measures will be put in place for any individual event such as; numbers in attendance, requirement for door supervisors, numbers of staff required etc. I have also attached that skeleton document for this.

I thank you for taking the time to read over my response to your concerns and will be more than happy to take any further questions or action deemed necessary to show that I am genuine in my actions to ensure we are fully compliant with all parties from the community to the various licensing bodies.



Dear Resident,

It has come to our attention that there was been some misinformation circulating regarding our recent licensing application. We understand that the recent communication has misrepresented our application and this is causing understandable, but unnecessary, anxiety regarding the license variation.

As you will all know we currently have an active license for the premises for which we are still compliant with the terms of, the recent license variation application is to ensure there is clarity regarding the activities within the cricket club, and is not an application to change the nature, frequency or type of activities we currently host.

We are a family friendly, inclusive and community minded sports club, which strives to ensure that the youth of the community have the opportunity to develop, enjoy sports and socialise together.

The licensed activities on the premises will remain predominately as fund raising activities which are infrequent and planned well in advance, with the experience of the local residents and the community at the forefront of our mind, alongside the current limited bar service.

There is no proposed change to the entertainment elements compared with our current license.

There will be no increased footfall, nor vehicles, accessing the premises, and the license variance which would allow us to open the bar earlier in the day is to cater for the isolated incidents whereby we host a cup match on a weeknight, but mainly to ensure that should the bar be open to sell soft drinks and sweets during the children's training that there is no concern that this contravenes our current license.

A brief overview of the highlighted concerns addressed on the blue sheet posted through your doors can be explained here;

Noise Levels – We do not plan to start hosting a plethora of outdoor events or plan to turn the club into a festival type venue. Our larger events will continue to be very small in number and these include such things as a family fun day.

Antisocial Behaviour – Upon consultation with the council when applying for our license variation, a number of combative measures were discussed to ensure that we do our part to prevent antisocial behaviour. We have listened to past feedback from residents and the council and as a result have ensured that events of some nature will not take place at the club at all going forward. A list of the measures we have proposed is incorporated in the license application itself.

Traffic & Parking – As we don't plan to open as a 7 days per week 'pub', the frequency of our deliveries will remain exactly the same. In summer months we have a dray once per month, on odd occasions twice dropping off kegs to the club as well as a once a week waste collection. Any other deliveries are likely to be in-keeping with continual effort to improve the facilities at the club. Visitors to the club will continue to use the car parks attached to the club at the top of Hope Street as they have done in the past as there is more than sufficient space when cricket games are taking place.

The full application can be viewed by sending an e-mail to licensing@durham.gov.uk. We encourage you all to read this in full if you are able to do so. Our Designated Premises Supervisor (Licensee), will be available on Sunday 27th February at 2pm to answer any questions local residents may have regarding the planned activities in the club and the rational for the licence variance application. A copy of the application will be available at the club for you to view on this date.

Alternatively, you can contact our DPS direct if you wish to ask any questions or seek clarity by sending your questions via an e-mail to _____ or contact Ian on _____

We continue to be open and honest regarding our license variance application and would relish the opportunity for you to join us to discuss any concerns.

We look forward to seeing you all soon.

Residents Concerns Addressed

As a club, we understand that local residents may have concerns over the proposed license variation so we wish to answer each of the points raised on the letter that was distributed by Carolyn on or around the 21st February 2022.

Many of you are likely to be unaware that the club holds two different kinds of license; The first of which has been held by the club since 24th November 2005, is a Club Premises Certificate. This license permits the club to be open and serving alcohol between the hours of 1100-2300 on days Monday through Saturday and 1200-2230 on a Sunday. The license reference number for this license is DWTSCA0016 and this license is still valid and will continue to be renewed on an annual basis. As part of the terms of this license, the club is able to be open all day, every day whilst selling alcohol from the upstairs bar provided that the patrons are paid up members of the club or guests who have been signed in by bona fide members of the club. This license covers us for “on” (drinks consumed on the premises) and “off” (drinks which can be taken home in a sealed container) alcohol supplies. We don’t advertise or encourage the off sales of alcohol, as we believe people should have consumed a comfortable amount during their visit and we do not wish to be responsible for any binge drinking that may occur as a result of “carry outs” being purchased.

We also have a the Premises License – DCCC/PLA0435 which the letter you have all received has made you all aware of as the one we wish to vary. This license allows us to be more open in terms of being able to welcome occasional guests to use our facilities.

For example, the use of this license means that those who have visited our Friday evening All Stars sessions are able to utilise our bar facility during their visit without the requirement for them to be paid up social members of the club. This also means that the club has the freedom to advertise externally what is happening at the club at any given time via our websites, social media and any other outlets we wish to pursue such as flyers into local schools or businesses.

Despite the fact that we have the ability to be open for 82.5 hours per week as per our current licenses, we have no desire for this to be the case. If we did, then we would already have been doing so long before now given that we have legally been able to since 2005. As you are all aware, we are a cricket club and that is the primary function of our venue. The ability to serve alcohol is a fund raising tool which enables us to maintain and improve our facilities on an annual basis.

As a volunteer ran organisation, we have no desire to move away from this current status as a cricket club and extend the hours which the club would be regularly open.

One concern addressed by Mr and Mrs Lidster seeks clarification around planning permission at the club.

The toilet facilities which were upgraded when Blackfyne school closed, were done under the stewardship of Durham County Council so that there was an accessible toilet facility available to visitors to the cricket, football or running facilities nearby. We therefore assume that DCC will have ensured compliance with building regulations when doing so.

The new downstairs bar is not an alternation to the fabric of the building but merely a re-purposing of an existing room at the club. The building itself has not been altered to do this work as it is a serving hatch type of arrangement as opposed to a sit in bar/lounge facility. The only alterations are a tidy up of the room and ‘furniture’ installed to the room.

Blue Sheet Questions Answered

NOISE LEVELS;

As a club, we are aware of the demographic of our neighbours and their needs not to be disturbed. We will not try to pretend that there have not been any complaints in the past as we know that there has been. We do take on board any feedback from residents when it comes to any disturbances that have been caused by patrons or activities at the club.

As an example of this, the club hosted a DJ style event in a marquee on Friday 19th July 2019. It was something that we hadn't tried before and gained a reasonable level of interest for patronage. However, given feedback from local residents and Environmental health, we realised how short sighted we had been in terms of the level of disturbance that this event would cause. The nature of the repetitive bass driven nature of the music is clearly not suitable for the area in which the club is situated and as a result, it was an easy decision for the club to ban any such events from taking place ever again.

Another example of a noise issue, was in 2021 when patrons were sat in our beer garden late on a Friday evening. Although we had not breached our terms of license as per times of day to be serving patrons, we do recognise that with noise still taking place after midnight that this is not acceptable. This was a difficult scenario due to covid regulations that were in place at the time, meaning that we were unable to accommodate these patrons inside the clubhouse. Upon feedback received from Mr and Mrs Lidster, we immediately reviewed our outside drinking hours and decided that patrons would not be able to be served any later than 2200 on evenings outside and our TEN applications will support this as we believe that is a far better solution. At this point we had been able to welcome patrons back into our clubhouse bar and instructed staff and members that they should revert to using the indoor bar as soon as possible after the completion of games and definitely not later than 2200, something that has been rigidly adhered to.

There is no plan to start having disturbances earlier in the day, all day or for the club to suddenly be open far more frequently. We do wish to continue to host a small number of marquee events during the summer each year. The last of these which was held in July 2021, a charity evening which featured an old timers cricket match, auction, raffles and music in the marquee was a success in terms of behaviour and procedures being followed. We were pleased to see Mr Lidster in attendance at this event who complimented us on the fact that we were taking steps to ensure acceptable levels of noise and behaviour. Extra signage has been permanently installed at the club to remind patrons of what is expected of them and sound level checks were taken at points around the perimeter throughout the evening. All readings were below 40DB which equates to the level of quiet chat, not something that would cause a disturbance and is something that will continue to be done at any future events.

ANTI-SOCIAL BEHAVIOUR;

Again as in the noise levels section, we won't be burying our heads and pretending that there have never been any concerns raised in terms of anti-social behaviour.

In terms of damage to property, we are not aware of this ever having been an issue and is certainly not something that we would condone but instead actively discourage.

The club has a full set of rules for both members and visitors for what is expected from them when visiting the premises. We also display signage both internally and externally to remind visitors of what is expected from them. These have been amended and made more visible as a result of feedback from residents.

We frequently remind both members and visitors to respect both our own facilities and the property of nearby residents. We have been saddened to learn that some residents report this not to have been the case and we certainly do not encourage behaviour of this nature when patrons are leaving the club.

In terms of people being picked up at the end of Hope Street, we always encourage people to book taxis with local providers and have contact numbers for all local taxi firms published in the clubhouse and supplement this with additional signage at marquee events which explains to patrons to book their taxis from the club itself and to ensure prompt departure upon arrival of their vehicles. We do not wish for patrons to be collected from outside of residents homes or be lingering in those areas which would provide residents with cause for concern.

Mr Whittaker provides reference to empty cans, bottles and glasses found on the street. An instance in 2020 saw him confront one of our playing members over such an issue with the empties that he had collected whilst administering blame upon the cricket club. The bag of empty glasses that he produced to our club member bore no resemblance to any of the products on sale at the cricket club and were in fact from products sold at the nearby Cricketers public house. During 2020, in light of the concerns of the general public around infection control, we as a club decided that all of our drinks would be served in recyclable plastic glasses. No 'proper' glassware was used at any point during 2020. Mr Whittaker was invited to come and see the evidence of this for himself and refused while still maintaining that it was entirely the fault of the cricket club when we had the ability to prove our innocence.

As a club, we provide adequate facilities for patrons to seek relief for themselves relating to their bladder movements or if they are feeling unwell. We are appalled at reports of patrons who are alleged to have urinated outside of our premises boundaries and is certainly not something that we as a club would ever condone or encourage. We pride ourselves on maintaining clean and useable facilities which are cleaned regularly by an external company and are certainly in a much more user friendly state than those in many public houses that I have visited during my years of being allowed to do so by law. We ensure that there is adequate stock of toilet paper, hand washing facilities and since the outbreak of Covid, sufficient sanitising products. We take hygiene seriously and we agree with residents that there is no reason that anyone should be conducting such actions but we feel that we provide more than adequate facilities to ensure that this should not happen.

TRAFFIC/PARKING;

There is no reason that our license variation will see an increase in traffic to and from the premises. The vehicles will not be required to be at the ground for longer than they already have been doing as the length of cricket matches will remain the same as they have been for quite some time. Matches on a Saturday begin at 1pm, with players generally arriving at around midday and the games finished by 7.30pm at the latest. Midweek games again will continue to begin at 6pm with a usual finish time of around 8.30pm, players generally arrive around 5.30pm for these games. The cars associated with the playing of games are always all parked within either of the car parks belonging to the club as there is more than sufficient space for the players and officials of both teams to do so with plenty of room to spare for any spectators on the day. We can say with confidence that there are no cars parked on Hope Street or in Redwood Court on match days that are in any way associated with activities at the cricket club.

Deliveries to the club will remain as infrequent as they currently are. At the very most during summer months, we have two deliveries from the brewery which takes place during daytime hours on a Friday. We always plan ahead in terms of what stock is going to be required and order accordingly in an attempt to keep deliveries to once a month. During the winter this is even less frequent with a delivery once every two months. There will be no increase in deliveries as we are not attempting to have a surge in sales that would require such a thing.

Bin lorries come to the club once a week on a Wednesday, again during daytime hours as per any household collection that the nearby residents would experience and therefore cause no disruption as the bins are located within the gated area of the club premises. The lorry enters the premises, empties the bins and leaves again causing no disruption to through flow of traffic.

In the early part of 2021 we had a handful of deliveries of materials in order for us to carry out improvement works to the club and this is something that can never be ruled out as we seek to continue to keep up the high standards of our facilities. This however is extremely infrequent and again, the vehicles only park up inside the club premises to offload their cargo so cause no disruption to through flow of traffic for residents or emergency services.

In terms of vehicles accessing the club, this is something we have little control over. We do always remind our visitors and members to be considerate when arriving at and leaving the premises. Due to the nature of Hope Street itself, it is impossible to be seen to be speeding along the street owing to the nature of the residents cars parked on this street and the length of the road making that level of acceleration almost impossible. As for the choice of music of drivers in their own private vehicles, this is something that is sadly beyond our control, although we do not condone this being played at what is perceived to be an unacceptable level to residents.

When fun days have taken place, the majority of people who have attended have been from the local community and have walked to the club when doing so. Again we have ample provision of parking available and given that the numbers who attend are relatively small, we don't see how this is something that we can have full control over. However, IF such an event takes place in the future, we will explore ways of attempting to marshall the street and encourage people not to park in a manner as to cause a nuisance or disturbance. We haven't held such an event since 2019 however and owing to the amount of work required for such an event for a bunch of volunteers for minimal reward to the club, it is difficult to see how we can make a community event worthwhile in the future.

IN SUMMARY;

We as a club are not here to promote irresponsible drinking in a town centre style pub/nightclub. Anyone seeking this kind of lifestyle is not the kind of person we would wish to welcome. Instead these people would perhaps be far better suited to visiting Consett centre itself or nearby cities of Durham or Newcastle.

We merely seek to be able to raise enough capital via match day bar revenue and extremely limited marquee based social events to allow us to continue to improve the sporting facility we offer to the wider community.

I appreciate the comments around Alcoholics Anonymous and what we offer to children as refreshments while they visit the club. However these are far from constructive observations. The majority of soft drinks on sale are sugar free with the diets and tolerances of children in mind and for all we do sell sweets and crisps, it is up to parents what they allow their children to consume. We are not there to lecture the local community on their eating habits. We try to do our bit by promoting a healthy environment of companionship, team work and exercise which enables children and adults alike to improve their physical and mental wellbeing after what has been an extremely challenging two years for everyone due to the Coronavirus pandemic.

I have responded to both Durham Police and Environmental Health with the suggestion of making compromises to our application and to have conditions placed on the license to show that we are taking the concerns of everyone seriously. You are likely to have seen these documents as a result of my submission to the council.

As DPS of the club, I have to provide staff training to ensure correct practice. I have submitted our training manuals to make you aware of what our staff must know and comply to when working to serve on the bar. We as a club also ensure that we do not have any irresponsible drinks promotions and I have enclosed our current price list to show that while we are competitive in terms of pricing, we are not encouraging binge drinking through the sale of cheap alcohol to patrons.

I thank you for taking the time to read through what I have prepared and hope that we can establish a workable relationship with the local community which goes from strength to strength and that we can be seen as approachable, understanding and sympathetic to the needs of nearby residents.

Consett and District Cricket Club Bar Operating Procedures

Below is a guide on how to operate safely on the bar at the club as well as instructions on how to change kegs, optics, fill fridges correctly, maintain cleanliness and normal practice of serving on the bar at any time.

Also included is the framework for the current Government guidelines regarding Challenge 25 which promotes the safe sale of age restricted products, what to look out for and what can be sold to persons of which age. This is the most important part of any licensed premises operation due to the implications involved by making unsafe sales or restricted products to those who are not of the correct age or of sound mind to be making such purchases.

Here are some useful contacts for anything relating to the bar and who you should direct your queries to, these people are all keyholders for the building too;

Designated Premises Supervisor – Ian Cox –

Safe operating procedures, licensing queries, age restricted product queries, training for working on the bar – use of till, serving of drinks, changing kegs or optics etc, low stock levels, change for the till and any issues encountered during opening such as customer behaviour or damages to the premises.

Bar Manager – David Wilkinson –

Faulty bar equipment, changing of kegs and optics, low stock levels, change for the till, cleaning of lines training.

Club Treasurer – David Williamson –

Payment for shifts worked on the bar, stock inaccuracy queries, iZettle issues for taking payments, change for the till.

Health & Safety in the workplace

You will find Health & Safety guidance posters behind the bar. These provide you with guidance as to what to expect from us as the employer, how to keep yourself safe in the workplace and what to do if you come across any issues.

If you are unfortunate enough to have an accident while working at the club then you **MUST** fill in the accident book. This may seem trivial but it allows us to keep a record of anything that has happened in case we need to refer back to it at a later date. If you are busy at the time, you can fill it in at the end of your shift if you wish but it has to be done. It will protect both yourself and us as a club in case we need to revisit anything which has consequences further down the line and also means that we can continue to be compliant with all Health & Safety regulations.

OPENING UP;

- If you are opening up you will need to go through some quick checks when doing so. You will start by opening up the downstairs shutter and door to gain entry to the building. Check for any obstructions to access to the building or on the stairway and ensure there is a clear pathway for any staff/volunteers as well as safe passage for customers.
- Ensure that the balcony doors are unlocked and that the roller shutter behind them is open for the duration of the opening period – although this is not the recommended route for leaving the building due to the height of the balcony, it has been deemed safe enough to be used as an emergency escape exit in case of fire by the local fire brigade should the usual access route be blocked off for any reason meaning that people need an alternative exit route. The door can be kept closed once unlocked but easy use of this must be maintained at all times. The keys for this door and shutter are behind the bar hanging up on the pin board.
- Turn lights on in both the male and female toilets and ensure that they are clean and useable for the period of opening ahead. Ensure there is adequate provision of toilet rolls, hand towels and hand washing soaps or liquids. Spare toilet rolls and hand towels can be found in the bar cellar.
- As the club is open mostly on evenings then please ensure adequate lighting is provided, especially for the outside of the building. There are two external lights facing the car park, the switch for one of these is at the bottom of the stairs as you enter whilst the other is behind the bar on the switches situated just underneath the iPad mounted on the wall. Please ensure that these are switched on throughout evening opening so that customers have visibility when entering and exiting the premises.
- Check that the customer area of the bar is clean and well presented, tables and chairs neatly laid out and that surfaces are clean from previous opening. If they are not, there will be a spray bottle of cleaning solution and cloths available behind the bar, so please give the tables a wipe down so that they are clean ready for customers arriving.

SETTING UP THE BAR;

- Firstly go into the bar cellar and ensure that everything is switched on ready for service. In here you will need to do three main things, switch on the cooler which keeps all draught chilled – this is done by switching on the mains socket located just above the cooler at the back of the cellar.

Secondly you will need to turn on the gas for the draught beers – simply twist the knobs on the top of the two bottles to the open position as indicated on the bottles. When you have switched them on keep an eye on the pressure gauges to make sure gas is coming from them, if there isn't then you may need to change the bottle. **Make sure when changing a bottle that you replace with the correct concentration of gas as we currently use both 60/40 and 70/30. The bottles will be labelled.**

Thirdly you will need to make sure the lines from the kegs are engaged – check the kegs which have lines running to them, twist the connector clockwise until it is tight and then press the handle down to lock it in.

- Next you will need to check the through flow. Go up to the bar, make sure drip trays are in place for all draught pours and then test the flow of each. Use a jug to catch the run off and pull a small amount of each draught product through the lines (no more than a quarter of a pint will suffice) to ensure that it is coming through ok and then it is ready to be served.

- Check fridges are fully stocked – If they aren't then spares of what we have on sale can be found either at the back of the bar around the small fridge or downstairs in the bar store. Please try and keep fridges well stocked to ensure that customers can be served chilled products at the correct temperatures, after all no one wants to pay for a warm drink unless its tea or coffee.

- When stocking fridges please consider that everything has a use by date. Pull forward the stock that is currently in the fridges and fill the new product to the back of the fridge to maintain stock rotation. Out of date products cost the club money and will ultimately lead to unwanted price increases to cover the cost of waste.

- When stocking fridges please ensure that all labels face the front. This may sound OCD but it makes it much easier to recognise what a product is and makes them more recognisable to both the server and the customer who may not yet have decided what they wish to order.

- Ice will be available for the customers, bags of this can be found in the bar store in the freezer. There is an ice bucket kept on the bar or draining board under the bar. Fill this as necessary from the bags kept in the freezer and return half used bag to the freezer rather than waste them.

- Turn on the glass washer. To do this open it up and make sure the cylindrical plug is placed into the hole at the bottom of the washer first. Then turn on the wall switch located above the washer to the right and then press the green power button. The washer will auto fill once switched on which will make it ready for use. To operate the glass washer, simply place a full tray of glasses into the washer and press and hold the orange button until it lights up and begins to wash. Once finished, remove the tray and place on the draining board to allow the glasses to cool before using them again or putting them back onto their correct shelves.

- Check the till drawer and ensure that there is a sufficient amount of change available for the opening period ahead. This will usually have been taken care of by Colin, David or Ian in advance. Of course we do now take card and you can encourage people to use this method instead if you think you will be struggling to provide change from cash payments.

OPERATIONAL TASKS WHILST OPEN

While you have patrons in the bar you will need to be aware of the following to ensure good service is provided;

- **Keep tables clear of empties** – take used glasses back to the bar to be washed, some people will bring them back when ordering their next drinks but some won't so you will need to keep an eye on those tables who don't. There is only a limited supply of glasses behind the bar so it is in your best interests not to run short of them or you will have difficulties when serving certain drinks.
- **Empty cans and bottles** – There are several bins inside the bar area. Some are marked for general waste (non-recyclable materials) and some for recycling (cans, card, recycled plastics). Behind the bar there is a large bin available for glass. You **MUST** ensure that the correct waste is placed in the relevant bins. As a club we are fined for cross contamination of waste products put into our large outdoor bins. If you are unsure if something can be recycled then please place it into the general waste. Please encourage patrons to do the same if you see them incorrectly disposing of waste.
- **Check toilets** – Please make checks of the toilets roughly every 2 hours to maintain cleanliness and that levels of sanitation and cleaning products are maintained. There are lists up in each toilet, please sign and date these to show that you have done this.
- **Bar Area** – Please keep the bar area clear and tidy as this is the main point of customer interface. Wipe down regularly and remove empties from the bar to keep plenty of room for service and to provide a good impression to customers.
- **Wash Glasses** – When you have a tray filled up, don't forget to pop it into the glass washer to keep your clean and available glass levels as high as possible. Do not serve drinks into hot glasses as this will have a detrimental effect on the finished product and could lead to customers asking for refunds or replacement drinks, something which may again lead to an increase in prices to cover for waste.
- **Use Correct Glasses** – When serving drinks, make sure you serve them in the correct glass. We have branded glasses for the products on sale so ensure the drink reflects the branding on the glass. Glasses are designed and shaped to try and provide "The perfect pour" so don't serve lager in a beer glass and so on. For example if you were to run out of available Amstel glasses, use the Fosters ones as an alternative, NOT the beer or cider glasses as it will result in a sub standard pint being served. Also make the customer aware that the product is what they requested and why you had to provide them with an alternative.
- **Indoor vs Outdoor Drinking** – On match days during the season you will find that people may want to take their drinks downstairs and walk around the field with them or sit on the grass. Ask before pouring the drinks where they intend to consume them. If they are going outside then their drinks **MUST** be poured into plastic glasses – the pleas of but I don't like mine in a plastic glass are not a reason to ignore this. Our license states that you have to serve into plastic when people are drinking outside, failure to do so will see you as the server handed a fine, as well as fines for the Designated Premises Supervisor and the club. If the customer does not wish to comply with this rule then you are to refuse them service as it is yourself you are going to get into trouble should licensing or police pay a visit to the premises.
- **The Balcony** – This is classes as part of our indoor bar licensed area. People who intend to drink on the balcony are welcome to take proper glasses out here to consume their drinks.
- **Smoking**- As of 2007 it became illegal to smoke inside pubs, clubs and many other premises and work places. Therefore it is against the law to smoke inside the club. There is a smoking station at the bottom of the stairs to the right. Also it is not against the law to smoke on the balcony, although we don't openly encourage it. If people are doing so, then please direct them to the ends of the balcony away from the doors and remind them to dispose of their cigarette butts responsibly – there will usually be a bucket outside for them to do so.

- **Music and TV** – We are licensed for the broadcast of both music and TV inside the club. This covers radio, pre recorded music, live entertainment (band, singer, karaoke etc) and live TV for which we have paid the correct subscriptions for. Streaming of live sports or TV is illegal and therefore not allowed inside the clubhouse at any time. Yes other places may do it and that is their choice but we as a club cannot afford to pay the level of fines associated with being caught for such activity so it cannot happen. Unfortunately due to the ridiculous demands and costs of Sky/BT sports we don't have these either so you would have to pass on apologies if a customer requests a certain sporting event to be put on screen that is not available on terrestrial TV.

- **Spillages and Breakages** – Accidents do happen as we all know. In the event of any spillages or breakages please ensure that these are dealt with immediately. The health and safety of the customers comes first and foremost. All of the necessary cleaning materials can be found located in the kitchen including; dust pan and brush, mop and bucket and cleaning fluids and solutions depending upon what is required.

- **Product Availability** – Please ensure that you keep an eye on your stock levels during service to have availability for customers at a premium. This helps the customers to get the product that they desire and helps to maximise our sales by having the product readily available. Remember to keep labels facing the front when stocking up and keep to the layout in the fridges at the start of your shift rather than just putting things in wherever you see a gap as this just creates more work for someone else further down the line. If you do run out of a product, make yourself aware of similar alternatives which you can advise the customer that we have available as this will make you more efficient when serving and dealing with a query.

- **Optics** – Some spirits will sell well during a shift and may require being changed. New bottles are either kept on the back of the bar or underneath the sink. For the bottles on the optics these are easy to change. There is a pin behind the base of the bottle, pull this pin down to release the bottle from its housing and then slide the bottle forward to remove it. Remove the optic from the bottle and replace it with an exact product. Once a new bottle is attached to the optic, slide it back into its housing and pull the pin down. Push until its as far back as it will go and release the pin, attempt to move the bottle to ensure that it is locked into place. As for spirit bottles with the blue plastic pouring spouts, simply remove the spout from an empty bottle and place onto a new one. Again DO NOT cross contaminate with different products. If there is not a replacement available, dispose of the empty bottle. Then thoroughly wash the pouring spout and place it on the back bar. Also notify Ian or David of the need for replacement stock to be ordered.

- **Empty Kegs** – If when pouring draught products, they stop flowing then there is a pretty certain chance that the keg is empty. You will need to go to the bar store to change these. On the wall you will see labels for each product above the kegs. Each of these receptacles has a colour coded hose attached to it which connects to the keg. Trace to the required keg depending upon which product has ran dry. Once located lift the handle on the connection device attached to the keg and turn anti-clockwise until it becomes loose. You will find that as much as possible the kegs are stacked like for like adjacent to each other. Remove the empty one from the area. Check the available kegs for that product if there are more than one for the one with the SHORTEST date. This is the next one you should use. Remove the plastic cap from the connection point of the keg. Now much like when opening up place the connector into the hole and twist clockwise until it feels tight. Push the handle down and you should have a secure connection. At this point, trace the hose back to the parts mounted on the wall to the relevant one for your changed product. You will see that the plastic vessel is empty compared to the others alongside it. There is a plastic push button on top of this, press this in short, sharp bursts to allow this to fill up with liquid from the keg. On the bottom right of this you will see a small knob, pull this down, wait a few seconds and then push it back into place to release the floating ball back into place. Once the vessel has refilled you are ready to continue to serve this product.

If you wish to be given a practical demonstration of how this works then please ask David or Ian for guidance as the above explanation may cause some confusion.

June 2021

TAKING AND PROCESSING PAYMENTS

The bar will always have up to date price lists of regular stock posted on the walls for customer viewing (as per licensing regulations) and for the benefit of those working behind it.

There is a till with a drawer in it for handling cash payments, however this is only used for storing cash and not to be used for ringing in of transactions. Do not fully close the drawer as it tends to jam for some reason so just leave it slightly ajar and access it when handling cash payments and gathering change for customers.

All transactions are now processed through the club iZettle account which runs on the iPad mounted on the wall. All products have been loaded into this and it is an entirely touch screen operation for ease of use. Having this also enables us to be able to keep a true record of stock and takings whether this be through cash or card. Yes, big brother (Colin) is watching you! If you do have any sizeable spillages or breakages then please inform Colin of these in order for stock taking and auditing to be kept correct to match up with what goes through the till.

The iZettle is regularly updated with any new products or special offers to avoid any confusion. Each square on the screen relates to a specific type of product, for example – there are headers of things such as pints, halves, cans/bottles, wines and so on. Identify the product you are about to sell and tap on the relevant box to open the choices. In pints you will see Amstel, Fosters, Strongbow, Maltsmiths and Theakstons with the prices attached. Tap on the required product to add it to the ‘basket’ and do so until an order is complete. Once done select the pay option on the bottom right of the screen and then select the payment method of cash or card. For those paying by card there is a card reader on the bar. This works contactlessly with card and smart phone, smart watch etc and will accept pretty much every major card going. It also facilitates chip and pin for those who require it. The entire system is relatively straight forward to use but anyone who wishes to be given a run through of how it works then please don’t hesitate to ask Ian to show you. We would prefer you to ask than be doing it wrong and therefore incorrectly charging or not charging at all.

ALL PURCHASES MUST BE PUT THROUGH THE IPAD, JUST THROWING MONEY INTO THE TILL DRAWER IS NOT ACCEPTABLE AND MUST NOT HAPPEN! ALL PURCHASES NEED TO BE ACCOUNTED FOR.

If taking cash payments the iZettle will keep totals for you and tell you correct amounts of change to give should you wish to ask it to do so, again you can be shown this in person should you not wish to have to work it out for yourself.

NB if there is more than one person on the bar – DO NOT start to put your order into the iPad for sale until you have served all of the drinks, this will hinder your colleague if you leave half an order on the screen while pouring drinks as they will not be able to process theirs while you have left an order ‘open’. Learn to memorise orders, after all it’s only usually a couple of drinks and we should all have enough concentration to be able to do this effectively.

Again any questions, please ask Ian and he will be happy to answer them.

END OF SHIFT AND CLOSING OF THE BAR

- **Calling Time** – Time should be called in accordance with our scheduled opening hours. Therefore Sunday to Thursday, ‘Time’ should be called at 2300 and on a Friday and Saturday ‘Time’ should be called at 00.30. You are allowed 30 minutes drinking up time on all of these occasions but you **MUST NOT** serve or process payments for orders after the ‘Time’ calling cut off point.

- **Once Time Is Called** – At this point you begin to shut down the bar. Collect in all empties and dispose of these into the correct bins and place dirty glasses into the washer to be cleaned. Drip trays and rubber bar runners also need to be cleaned and they too can be placed into the glass washer to be cleaned. Wipe down the surfaces of the bar with suitable cleaning fluid and cloths and wipe down tables that are empty making sure all are done as people leave. Tidy up any rubbish left lying around also and leave the place as presentable as possible. Take responsibility rather than leaving it for others.

- **Check The Toilets** – Give the toilets one final check for mess, empties or any potential damage (make sure this is reported ASAP if it is found). Top up toilet roll, hand cleaning supplies or hand towels as necessary and turn off the lights.

- **Lock The Shutters** – Make sure all shutters on the balcony are securely locked and fastened and then pull down the main door roller shutter and lock this too. Then close the main door and ensure that it is locked and bolted securely.

- **Tables and Chairs** – Make sure as well as wiping down the tables that all tables and chairs are placed back into orderly positions ready for the next time the club is due to be open as this may be before the cleaner is next due to visit.

- **Fridges** – Check that fridges are fully stocked based upon stock availability. Labels to the front etc. Leave gaps for stock shortages and inform David or Ian of any stock that needs replenished or is running low and they will ensure that more is ordered or purchased.

- **Empty The Bins** – If possible condense all general waste into one large plastic bag. Do not empty glass and recycling bins late at night as this will upset our neighbours which we don’t wish to do. Tie up the full bin bags and leave them in the bar store for the time being. If other bins are full make David and Ian aware of it and they will ensure that they are emptied before they are next due to be used.

- **Turn Off The Beer** – Once you have finished the tasks upstairs and everyone has left you are ready to shut down the beer. This is easy to do. Go into the bar store, flick the wall switch for the cooler to the off position, turn off the two gas bottles and lift the handles on all five of the kegs in use.

- **Time For Home**- If you have carried out all of the above to the best of your ability then you’ve more than likely done a good job. Give yourself a pat on the back and do your last quick tasks. Make sure that the external lights have been switched off (don’t forget about the switch behind the bar!). Then its time to leave, switch off all other lights behind you. Lock the main door, pull the shutter down and make sure this is locked and secured correctly.

You can now go home or go about your business as you wish.

CHALLENGE 25 AND CUSTOMER SAFEGUARDING

Challenge 25 is an initiative set out by the government to help maintain safe practice in licensed premise environments. Some people (age dependant), may remember previous schemes such as Challenge 21 and RU18. This guidance was first published as a way of ensuring that age restricted products are not sold to people under the prescribed age permitted by law and that people in vulnerable positions are not mis sold restricted items.

As a licensed premises it is imperative that anyone who is involved in the sale of restricted products is aware of which products are placed on the restricted lists and why they are. They must also have an understanding of when to challenge people before making a sale as well as when it is safe to make a sale and when it is not.

As much as a lot of this may seem like common sense to many people, there will be some rules and laws which could come as a surprise to many of you. Unfortunately the breaking of these laws carries severe penalties such as hefty fines and possible prison sentences.

As a club with a small turnover we must ensure that we have protected ourselves against this and do not fall victim to any of the possible scenarios which will be outlined below. Our main source of revenue comes from our bar, without a bar or license we could potentially find ourselves in the awful position of ceasing to exist as a club.

In this document it is hoped that you can be provided with the facts and knowledge to provide safe service when working on the bar at the club, whether that be in the clubhouse or outside in the marquee for our larger events. The principles are exactly the same for both and should ALWAYS be applied. When it comes to licensing regulations, it is far better to offend someone by not serving them rather than taking a chance and making a fatal mistake.

This is designed to be an easy to understand brief of what is expected from you when making sales and a much condensed down version of the day long course that our Designated Premises Supervisor attended in order for us as a club to have an open license.

We changed to this open license in order to give us greater flexibility with regards to advertising social events, who is allowed to attend as a guest and open up further possibilities of allowable social events that can take place on our premises.

As a result of the change of licence, we can now host activities of any nature in the club or a marquee on the club premises APART FROM 18th birthday parties. This was part of an agreement with the council when deciding the terms of our license. It is something they have pushed for with the majority of venues over the last few years due to the amount of underage drinking taking place at such events and the necessity for police or paramedic intervention due to inexperienced drinkers finding themselves in situations of distress.

Clearly this is something we wouldn't want to have to deal with as a club and would much prefer not to have to contact the emergency services to come and help out at any of our social events. Safety of our patrons is absolutely paramount as well as the safety and protection of our volunteers and staff.

CHALLENGE 25, WHAT DOES IT MEAN?

Basically, challenge 25 means what it says. If you suspect that someone appears to be under the age of 25 then you must challenge them to prove that they are old enough to purchase restricted products. The cut off point for this has changed over the years to try and remove any grey areas. Once over the RU18 campaign may have left a certain level of ambiguity in deciding whether someone looked 17 or 18 – hardly much of a difference, before challenging them to provide proof of age. Over time this was raised to 21 as a cut off but even that was proven to be insufficient given the ability of people to dress themselves in a manner to make them look older – certain clothing, make-up and so on can all give a false impression of a persons actual age. By insisting on challenge 25 you can at least have a much higher chance of catching anyone under the legal age limits when you're aiming 7 years above the actual legal requirement.

However, just because someone may have older looking features, this doesn't always guarantee that people 'look like they're ok' to be served. Someone being particularly tall doesn't guarantee that they are older than someone much shorter. The same as males with facial hair for example, everyone starts their development into adulthood at different times so again this doesn't guarantee that they are of legal age to buy restricted products.

Again females can find several ways to make themselves appear older – the use of make up, older looking clothes, height gained from platform or heeled footwear as well as body enhancing undergarments can all give them impression of them being much older than they actually are.

Hopefully by adopting a challenge 25 mentality you will have an almost guaranteed success rate in identifying anyone who may be underage.

WHY IS THIS IMPORTANT TO US?

Challenge 25 is important to us as a club because we do not want to be caught out serving restricted products to those not old enough to buy them. Unfortunately the days of 'oh he will be fine he's only having a couple' are long gone. Due to things like social media, these things often end up in the public domain and as a result we simply cannot take any risks with these rules, even if the person is one of our own club members.

The police and/or council would still have every right to seek prosecution based on second hand evidence seen in such domains and we would be powerless to fight it. As far as i'm aware we don't have any secret specialist licensing defence lawyers amongst our members who could pull rabbits out of a hat on our behalf.

It is also important due to the fact that if an illegal sale was made the penalties are threefold – if a fine is deemed to be appropriate then this would be on three tiers – one for the server, one for the DPS and one for the club itself, these also escalate to a larger amount as they go through that list. Neither yourself, Ian or the club can afford to be paying these fines.

I'M WORKING ON THE BAR, WHAT SHOULD I DO?

If you are working/volunteering on the bar then you should always take an over cautious approach. We are aware that we have younger members who drink in the bar who are under the age of 25 and don't look over that age either. However as bona fide club members we are all aware of their legal age so it is not necessary to be asking them to produce ID every single time they go to the bar. However if we have guests in the bar area and you have any doubts based on the Challenge 25 theory, then ask them to prove their age. If they are old enough then they will totally understand why they have been asked and will be happy to prove their age in order to buy a restricted product. Do not leave things to chance.

We will be getting a data sheet for behind the bar for recording any instances where ID has been asked for. On this sheet, you will record the time and date that you have asked someone to prove their age, why you asked, and if you were satisfied that they proved their age – or if they didn't that you refused them service.

This may sound a little over the top, however it is good practice to keep such a log and is strongly supported by both the council and the police. Many other pubs, restaurants, supermarkets etc do this as well, you just probably didn't know about it until now.

Accepted forms of ID are; Passport, Drivers License (provisional is ok), A CitizenCard or Armed Forces ID. All of the above will include date of birth, a colour photo and a Hologram type logo somewhere on them. These are the way of knowing whether or not the ID being used is real or fake. If in doubt about the credibility of the ID produced then you again MUST refuse service.

PROXY SALES, WHAT ARE THEY?

A proxy sale is where you suspect that someone is buying alcohol for the consumption of someone underage. This again is illegal even though the person you are serving is over the prescribed age. This can often be a tough thing to police as it is common practice for people to drink in rounds and the offending person may never actually come to the bar or even be visible from the bar. However if you do suspect that someone is attempting to buy alcohol on behalf of a minor you should refuse to serve them. DO NOT just refuse to serve them the drink intended for the minor but cease all service to this party immediately as there is no way of knowing that they won't continue to pass some of the purchased alcohol to the minor.

FINES FOR SERVING MINORS

The fine for selling or supplying alcohol to children is **£5,000**, however it is not capped at this amount. Personal licences can be suspended or forfeited on a first offence. The fine increases to **£20,000** for persistently selling alcohol to children. This is the sale twice in three months from the same premises. Alternatively, the premises may be prevented from selling alcohol for a period of 48 hours to 2 weeks. These fines have no upper limit applied to them and can be adjusted depending on how seen fit and would apply to the server, the DPS and the club itself.

SALE OF ALCOHOL TO DRUNK PEOPLE

This may seem like quite an unusual title given that people drink alcohol to get drunk but there are laws around this. The definition of drunk is as follows - *affected by alcohol to the extent of losing control of one's faculties or behaviour.*

Based upon this dictionary definition then it is up to yourselves as servers to determine whether or not the customer has reached the point of losing control.

There are a number of reasons for this. Despite the fact that customers choose to enter the venue and intoxicate themselves, it still falls to the premises itself to ensure the safety of the customer as part of their licensing agreement. We must maintain their welfare during their visit and with an eye on their journey elsewhere afterwards, whether that be to another premises or making their way home. This may sound like common sense but here is an example of where it can go tragically wrong -

A case several years ago saw the most tragic of outcomes. A young man had been out for the evening enjoying a night out. The final venue on his night out continued to serve him despite the fact that he had greatly exceeded the above definition of drunk.

At the end of the night he left the premises, albeit it somewhat unsteadily and headed for home – unfortunately he never got home. On his way home, much hampered by his ever increasing drunken state he fell over, banging his head. He would be knocked unconscious by the blow and sadly died as a result having lay stricken for several hours before being discovered.

Upon investigation, the police decided that he had been irresponsibly served alcohol to excess and that this was the major contributing factor to his death. As a result, the bar person and DPS were charged with manslaughter by proxy and the venue itself was stripped of it's license.

Now this is a very extreme and unfortunate case but just shows what can happen and gives more context to why people need to be more aware of the dangers of alcohol and the misuse of it. The last thing we want is for anyone who has been a customer of our club to suffer such a fate, nor do we wish to see any of our members face criminal charges as a result. It's easy enough for people to just ask for one more but if you think they've already had enough, then do both yourself and them a favour and offer them water or a soft drink rather than allowing them more alcohol as it could save a life and also save ruining yours too.

Bearing such things in mind, free drinking water should always be made available when the bar is open. As we have taps then the cost of this to us is minimal and if someone requests it then by all means provide a glass of tap water. If for any reason the water supply wasn't working and someone requested free drinking water, then we would be legally obliged to supply bottled water free of charge. This is very unlikely to ever come up but at least makes you aware of where we would stand from a legal point of view.

FINES FOR SERVING A DRUNK PERSON

It is illegal to knowingly sell alcohol, or attempt to sell alcohol, to a person who is drunk. It is also illegal to allow alcohol to be sold to someone who is drunk.

Those who could face prosecution include:

~~any~~one who sells alcohol at the premises

~~the~~ premises licence holder and premises supervisor

~~any~~ member or officer of a members club who could have stopped the sale

the premises user where there is a temporary events notice

It is also an offence for a person to knowingly get, or try to get, alcohol for a drunken person on a licensed premises.

Breaking the law could result in a fine of up to £1,000. If the convicted person is a personal licence holder, they could lose their licence.

SERVING CORRECT MEASURES

Draught beers, lagers and ciders must always be served in half pints (283ml) or multiples thereof – eg a pint (568ml). The glasses behind our bar are designated as half or pint glasses with the exception of the larger Pepsi glasses and wine glasses. DO NOT use these to serve draught drinks.

Wines should be available in several measures, starting with the smallest measure of 125ml when served from a large bottle. However as we only sell single serve bottles then this is acceptable to serve them in the size of bottle they are packaged in – usually 184ml

All spirits must be served in the correct measures displayed on the optics. Our optics state that we serve our spirits in 25ml measures, the blue plastic pourers on bottles will also dispense a 25ml measure with a single pour. We as a club will permit the sale of single or double measures of any spirits on sale in one drink. We will not allow the service of trebles or multiples higher than that.

If anyone enquires as to the strength of their drink also known as ABV, we have published these on our price list in line with licensing guidelines. If we do happen to have a guest drink and a customer enquires, then the information will be printed on the label of the bottle or can so please have a look on behalf of the customer and furnish them with the information that they require.

ANY QUESTIONS?

If you happen to have any questions regarding any of these policies, please do not hesitate to speak to Ian the DPS for the club and he will do all that he can to answer your queries or provide you with further information on any subjects you are uncertain on or provide further training if necessary. If you need to contact him then he can be reached on either _____ or via _____

ILLEGAL SUBSTANCES – WHAT TO LOOK OUT FOR

Unfortunately there seems to be a rise in the use of recreational drugs and illegal substances by people in every day life, not just during nights out. As a club who pride themselves upon being a community organisation

As a licensed premises, it is imperative that we are vigilant against such activity. It cannot be allowed to take place on or around our premises as it is illegal, as well as extremely dangerous for those who have consumed them.

Below are some signs to watch out for with regards to spotting any potential drug use and what to do if you spot any of them.

SIGNS

- Groups gathering in toilets. No one needs assistance with a comfort break.
- People attempting to conceal their actions or find secluded areas of a venue to conduct conversations or ‘business’
- Changes in mood or behaviour patterns of any patrons
- Inability to maintain focus or concentration
- Dilation of pupils
- Inability to control facial functions - ‘gurning’ for want of a better term

ACTIONS

- If you spot people behaving suspiciously, approach the area and try to ascertain the nature of their business. Be aware not to put yourself into a compromising situation when doing so and seek assistance from club members if necessary.
- If you see anything illegal taking place, you **MUST** tell the guilty party or parties to leave the premises **IMMEDIATELY**. Take note of who they are and write this up in the refusals book so that we can liaise with the local authorities. If you know their ID then please include names, if not then a detailed description will be required.
- Anyone who is caught taking or selling illegal substances will be banned from the clubhouse and premises indefinitely – you must inform the DPS of any such instances if he is not on site as soon as is practical for you to do so.
- If you suspect someone has been taking drugs based on some of the above signs but have no solid proof, curtail their service for the evening and ask them to leave the premises at the earliest possible time. Again report to DPS and fill in the refusals book so that a decision can be made with regards to further action to be taken or any possibility of gaining evidence from others in attendance.

LOOK AFTER YOURSELF

If there is an incident that needs to be dealt with and you are working alone, seek the assistance of club members if you feel that it could be an intimidating situation.

If this option isn’t available to you then phone the police to assist with any problems. At the end of the day these people are acting illegally and choosing to do so on a legally licensed premises. This could result in criminal prosecutions for people associated with the club and the loss of our license. The police would be much happier that we are reporting such things first hand than it being an after thought a few weeks down the line and they would fully support any bans we have placed on people we believe to be acting in such a manner.

As always, any questions then please get in touch with Ian to discuss the matter further.

Consett and District Cricket Club

Rules

1. Name

The club shall be called the "Consett and District Cricket Club."

2. Objectives of the Club

The objectives of the club are the promotion of cricket and other sports and the provision of opportunities for recreation and social activities for both adults and children.

3. Membership

The club will consist of an unlimited number of members. Any person shall be deemed to be a member of the club upon payment of the appropriate subscription.

Consett and District Cricket Club has adopted a policy of equality of opportunity, which means that it will not discriminate against anyone by reason of:-

- Gender
- Race
- Ethnic origin
- Colour of skin
- Religious belief
- Age
- Impairment
- Sexuality

Upon acceptance, a new playing member must be registered with the Northumberland and Tyneside Cricket League before becoming eligible for selection. Playing members must play for the team for which they have been selected by the Selection Committee.

It is a condition of membership that members always conduct themselves in a reasonable manner at meetings, in premises used by the club, and whilst representing the club in any playing or other capacity. A member may be suspended from the club for failure to observe this, or for any other conduct not in line with the aims of the club. Any member so suspended has the right to appeal to the following Management Committee meeting, before expulsion from the club takes place.

The club may invite selected people to become Vice-Presidents.

Any member wishing to resign must do so in writing to the Secretary, and, if all due subscriptions have been paid, they shall then cease to be a member of the club.

4. Management

The affairs of the club will be managed by a committee consisting of:-

- President
- Chairman
- Secretary
- Fixtures Secretary
- Treasurer
- Captain 1st XI
- Vice-Captain 1st XI
- Captain 2nd XI
- Vice-Captain 2nd XI
- Captain 3rd XI
- Vice-Captain 3rd XI
- At least 4 club members [if possible one to be under 21]

The above committee, any four of whom shall form a quorum, will be elected annually at the Annual General Meeting and will have powers to co-opt as necessary.

5. Annual General Meeting

The Annual General Meeting will usually be held in November each year and not more than fifteen months later than the previous Annual General Meeting, for the following purposes:-

5a To elect:-

- President
- Chairman
- Secretary
- Fixtures Secretary
- Treasurer
- Captain 1st XI
- Vice-Captain 1st XI
- Captain 2nd XI
- Vice-Captain 2nd XI
- Captain 3rd XI
- Vice-Captain 3rd XI
- Honorary Auditor
- League Representatives x 3
- Child Welfare Officer

5b To elect a Management Committee as per rule 4.

5c To elect a Selection Committee. This committee shall consist of an odd number and not more than nine members, five of whom shall be Chairman, Secretary, 1st XI Captain, 2nd XI Captain and 3rd XI Captain. In the event of non-availability of any captain, the respective vice-captain shall attend.

5d To elect a Bar Committee, consisting of not less than three members, to administer and control the running of the bar. All members of the bar Committee must be aged 18 years or over.

This is no longer relevant so instead – The club must have a Designated Premises Supervisor as per the terms of the license granted by Durham County Council. This person will be responsible for overseeing the bar operating procedures are met, drawing up safe operating practices and ensuring that they are met by persons who are undertaken to man the bar, ensure that all legal framework is set out and followed by bar persons in regards to sale of restricted products, and ensure that training is given and adhered to. Copies of training manual and legal sales to be kept on file and made available in the club house for reference purposes.

A person may also be elected 'Bar Manager' who can be responsible for stocking of the bar and ensuring the smooth running on a day to day basis.

5e To elect a Grounds Committee of no more than 4 people who will be responsible for the organisation and preparation of the field for all matches organised by the club.

5f To carry out any further business appertaining to the interests of the club.

Forward notice of the Annual General Meeting must be given to members at least four weeks before the intended meeting date, by means of a notice displayed in the clubhouse and on the club website.

A list will be displayed on the club notice board inviting nominations for club officials, together with proposers and seconders for the aforementioned positions. *Submissions may also be made via e-mail to the club secretary but must still be accompanied by separate e-mails from proposers and seconders.*

6. Special General Meeting

A Special General Meeting may be called by the Secretary.

A request for a Special General Meeting may be made to the Secretary, in writing, by three Management Committee members or nine club members, naming the object of the meeting.

The meeting must be held within four weeks of the request being made. Notice of the Special General Meeting must be given to members at least two weeks

before the intended meeting date, by means of a notice displayed in the clubhouse and on the club website.

7. Management Committee Meeting

The Management Committee will usually meet on the second Tuesday of each month, and will meet on no less than 6 occasions during a year. **Minutes will be taken and kept as a true record of these meetings and kept on file for reference purposes by the Secretary or a designated minute taker in the Secretary's absence.**

8. Finances

All funds will be kept in bank accounts in the name of the club. The Treasurer, Chair and Secretary of the club will be signatories on the account and all cheques (**transactions**) will require two signatures.

Detailed income and expenditure accounts will be prepared by the Treasurer and presented to the Management Committee on at least a quarterly basis and at the Annual General Meeting.

A separate bank account will be opened exclusively for use by the Bar Committee. All payments from this account must be for expenditure directly related to the running of the bar. Surplus funds from the bar account will be transferred to the main club account. Detailed bar accounts will be prepared by the bar committee and presented to the Management Committee on at least a quarterly basis and at the Annual General Meeting. **Instead - The 'Bar Manger' and/or DPS to consult directly with the Chair, Secretary and/or Treasurer with regards to purchases relating to stock and equipment for the bar. Excess funds from bar sales are to be passed back across to the club accounts and monitored through the club's POS system. ALL purchases must be accompanied by a receipt which is to be passed to the treasurer immediately after purchases are made to ensure accurate accounts and records are kept. Detailed bar accounts will be prepared by the treasurer and be available to the Management Committee on at least a quarterly basis and at the Annual General Meeting.**

The club may raise funds through subscriptions, match fees and any other fund-raising activities deemed appropriate by the Management Committee. The club may also raise funds by obtaining grants from other bodies. **The club may seek to invite sponsors and community partners to raise funds.**

9. Subscriptions

The rate of subscriptions is to be decided at the Annual General Meeting, after receiving the recommendations from the Management Committee.

The membership classifications are as follows:-

- Full playing membership
- Student playing membership
- Part-time employment membership (16 hours or less)
- Junior playing membership
- Vice presidents
- Social members

Due to changes to the club's licensing requirements, social membership is now no longer required for bar patrons to visit the clubhouse, neither are they required to have to sign in guests. Change *Social Members to Voluntary Social Membership*

All subscriptions will be due on the 1st May each year and if unpaid by the 31st May, the Secretary will advise members in default. Any member who has not paid his (their) subscription by the first Monday after that date may not be considered for selection until the subscription is paid, subject to the discretion of the Management Committee. *Add – Playing members must have subscriptions paid to be covered by the club's liability insurance, as per the terms set out by our insurers. The club will keep a record of those who are paid up members on an annual basis. Players not paid up by the date set out in the above rules, would not be eligible to seek any recompense*

10. Temporary filling of Offices

When any office becomes vacant, from any cause whatsoever, the Management Committee will have the power to temporarily fill such office until the earliest opportunity arises to carry out the normal election procedures.

11. Intoxicating Liquor and Age Restricted Products

Intoxicating liquor will not be supplied or is intended to be supplied to members on club premises, otherwise than by or on behalf of the club.

No person under the age of 18 years shall be allowed to purchase or consume intoxicating liquor on club premises.

Needs revisiting – Intoxicating liquor and age restricted products will be available for sale by and on behalf of the club. Proof of age will be required by and members or visitors based upon the Government backed Challenge 25 scheme. Age restrictions apply to some non-alcoholic products such as high caffeine drinks, which proof of age will also be required for.

No person under the permitted age for these products will be allowed to purchase or consume these products on club premises, which extends to the ground as well as

the clubhouse. The club will also not tolerate anyone attempting to make proxy purchases for those who are under the legal age requirements and they will be asked to leave the premises and could be reported to the correct authorities.

12. Permitted Hours

The clubhouse may be opened from 9.00 a.m. until 11.30 p.m. on all days with the exception of Sundays, Good Friday, Easter Sunday and Christmas Day. Unless otherwise provided by the Management Committee, the hours during which intoxicating liquor may be supplied in the clubhouse shall be as follows:-

Monday to Saturday	11.00 a.m. to 11.00 p.m.
Sunday	12 noon to 10.30 p.m.
Easter Sunday/ Good Friday	12 noon to 2.00 p.m.
Christmas Day	7.00 p.m. to 10.30 p.m.

The licensing hours will need a tweak, however these will have no choice but to be agreed to as they are a legal requirement as set out by the council, so there is no point of debate on how these are written up as they are set in stone. Exceptions can be made by applying for Temporary Event Notices (TENS) from the council, if we so wish to do anything outside of our normal operating hours and I will write that in accordingly once i've been to the club and checked over our exact licensing hours.

13. Visitors – Due to new license, this section is no longer relevant.

The admission of guests to club premises will be allowed only if the guest is accompanied by the member introducing such a guest. Each member may introduce 2 guests per day. The member shall be responsible for the conduct of the guest while on club premises. Junior members [aged 18 and under] are not allowed to introduce guests to the club.

All members, officials and supporters of any visiting clubs playing at Consett and District Cricket Club, together with match officials, will be regarded as temporary members of the club for that day, and will be entitled to all the privileges of the clubhouse, other than those regarding voting or introducing visitors and guests.

The club welcomes all visitors. All we ask is that they respect the rules of the club and maintain courteous behaviour and respect for the club and its facilities whilst visiting. Failure to do so may result in a request from a member of the Management Committee asking you to vacate the premises or having to escalate the matter to the relevant authorities depending upon the severity of the situation.

14. Child Protection and Welfare

All reasonable measures will be taken to ensure children are adequately protected whilst participating in activities related to their membership of the club through:-

- The appointment of a suitably trained Welfare Officer
- Adopting and implementing a child protection policy
- Complying with the ECB “safe hands” child protection requirements.

15. Alteration to club rules

No rule may be altered unless at an Annual General or Special General Meeting. Any proposal to alter the club rules and constitution must be submitted to the Secretary not less than 28 days before the Annual or Special General Meeting at which it is to be discussed. Such a proposal must be made in writing and supported by at least two members of the club.

16. Dissolution of the Club

The Management Committee, or if a committee no longer exists, a majority of the remaining members of the club can propose that the club be dissolved. They must give at least 14 days notice to all members of the club of the date and venue of the meeting at which the matter will be discussed. Remaining members will be informed, wherever reasonably possible, by means of a letter to their last known address. For the sole purpose of dissolution, a quorum need not apply and the club may be dissolved by a two-thirds majority of those present.

The assets remaining when the club has satisfied its liabilities will be applied to benefit the community as the meeting shall decide, according to the aims of the club.

Signed and agreed.

.....

Signature

Date

Signature

Date

A.Waters

M.D.Rogers

Chair

Secretary

Change to I Cox and S Horn as appropriate – signatures can be added if the relevant knowhow is available. Although signed copies should be on display in the home changing room and on a notice board in the club house. I suggest having these laminated and attached to one of the notice boards once editing and approval is confirmed.

Consett & District Cricket Club Price List

Draught;			ABV
	Pint	Half	
Fosters	3.50	1.75	4%
Red Stripe	3.70	1.85	4.7%
Theakston Best Bitter	3.20	1.60	3.8%
Strongbow Original	3.50	1.75	4.5%
Bottled Beer & Lager			ABV
Corona	2.80		4.6%
Coors	2.70		4.5%
Bud Light	2.60		3.5%
Guinness (can)	2.70		4.1%
Real Ale/IPA (can)	2.60		See Bottle/Can
Brown Ale	2.80		4.7%
Heineken Zero	2.70		0.0%
Cider & Alcopos			
<i>Kopparberg;</i>			ABV
Mixed Fruit	3.20		4.0%
Strawberry & Lime	3.20		4.0%
<i>Strongbow;</i>			
Dark Fruits (can)	2.60		4.0%
Cloudy Apple (can)	2.60		4.5%
Woodpecker original (can)	2.80		3.5%
Smirnoff Ice	2.80		4.0%
Spirits & Liqueurs	Single (25ml)	Double (50ml)	ABV
Smirnoff Vodka	2.10	3.60	37.5%
Gordons Gin	2.10	3.60	40%
Gordons Pink Gin	2.10	3.60	38%
Bells Whiskey	2.10	3.60	40%
Southern Comfort	2.10	3.60	35%
Bacardi	2.10	3.60	37.5%
Spiced Rum	2.10	3.60	35%
Archers	2.10	3.60	18%
Disaronno	2.10	3.60	28%
Baileys	2.10	3.60	17%
Tia Maria	2.10	3.60	20%
Jack Daniels	2.60	4.20	40%
<i>Whitley Neill Gins</i>			
Parma Violet	2.60	4.20	43%
Rhubarb & Ginger	2.60	4.20	43%
Blood Orange	2.60	4.20	43%
Raspberry	2.60	4.20	43%
Pink Grapefruit	2.60	4.20	43%
Tanqueray	2.60	4.20	41.3%
Bombay Sapphire	2.60	4.20	40%
Wine & Sparkling			ABV
Prosecco – 750ml Bottle	15.00		11%
<i>Wine – 750ml Bottles; (when available)</i>			
Rose	12.00		See Bottle
Shiraz	12.00		See Bottle
Pinot Grigio	12.00		See Bottle
<i>Wine – Single Serve</i>			
Rose	3.60		See Bottle
Shiraz	3.60		See Bottle
Merlot	3.60		See Bottle
Pinot Grigio	3.60		See Bottle
Sauvignon Blanc	3.60		See Bottle
Shooters			ABV

<i>Sambuca Flavours;</i>		
Original	1.80 or 3 for 5.00	38%
Chilli	1.80 or 3 for 5.00	38%
Blackcurrant	1.80 or 3 for 5.00	38%
<i>Sourz Flavours;</i>		
Cherry	1.00 or 6 for 5.00	15%
Apple	1.00 or 6 for 5.00	15%
Raspberry	1.00 or 6 for 5.00	15%
Jagermeister	1.80 or 3 for 5.00	35%
Jagerbomb	2.50 or 3 for 6.50	35%
Tequila	1.80 or 3 for 5.00	38%
Tequila Rose	1.80 or 3 for 5.00	15%
Baby Guinness	1.80 or 3 for 5.00	20%

Soft Drinks

Dash of Mixer;

Diet Lemonade	0.50
Coke Zero	0.50
Soda Water	0.50

Dash of Cordial;

Lime	0.10
Orange	0.10
Blackcurrant	0.10
Tonic Water – Can (slimline)	1.00

Cans of Pop

Coke	1.00
Diet-Coke	1.00
Fanta Orange	1.00
Fanta Lemon	1.00
Bottled Water	1.00

Cordial & Water;

	<i>Half</i>	<i>Pint</i>
Orange	0.30	0.60
Blackcurrant	0.30	0.60
Lime	0.30	0.60
J2O – Orange & Passionfruit	1.60	
Lucozade Sport (Orange)	1.20	
Lucozade Energy (Orange)	1.20	

Bar Snacks

Nuts	1.00
Pork Scratchings	1.00
<i>Pringles</i>	
Sour Cream	1.00
Salt & Vinegar	1.00
Ready Salted	1.00
<i>Real Hand Cut Crisps</i>	
Roast Ox	0.90
Jalapeno Pepper	0.90
Sea Salt & Black Pepper	0.90
Ham & Mustard	0.90
Ready Salted	0.90

All products subject to availability. Management reserve the right to change prices without prior notice. Challenge 25 is in operation for age restricted products, valid photo I.D. will be required if challenged.



CODE OF CONDUCT WHILE AT C&DCC

Respect the wishes of our staff

Challenge 25 is on operation for all restricted products, take it as a compliment if you are asked to prove your age, we aren't all fortunate to look that young!

Management and staff reserve the right to refuse service

Use of illegal substances is not permitted on or around the premises. Anyone suspected of doing so will be asked to leave and reported to the relevant local authorities

Please treat the facilities with respect and leave them as you found them upon arrival

When leaving the premises, please drive carefully along hope street or if on foot, please keep noise to a minimum so as not to disturb local residents. Please respect the property of the local residents also when doing so

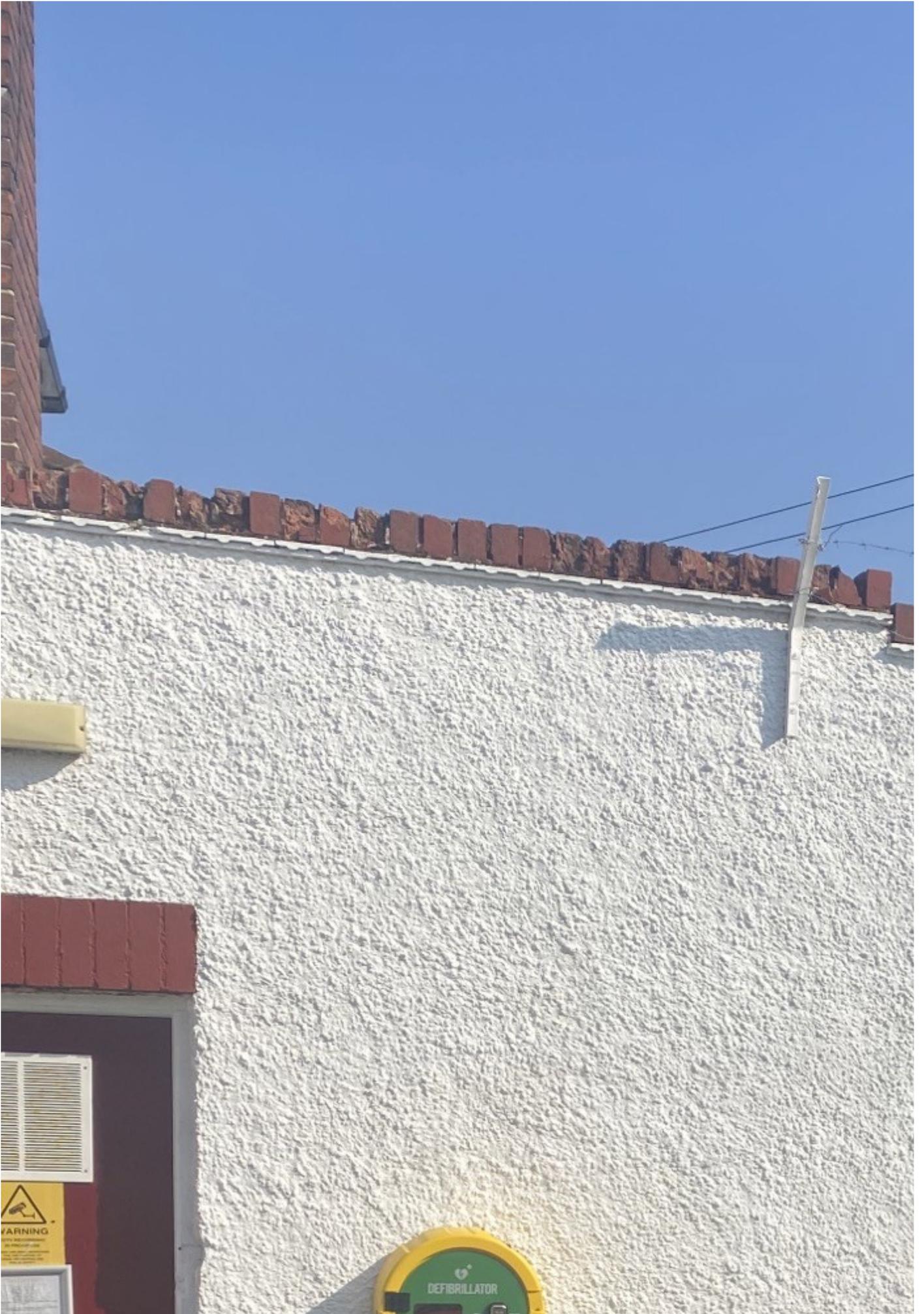
If you are arranging to be picked up by taxi or lift when leaving the club, ensure that you are picked up within the club grounds. Please do not loiter on Hope Street or surrounding areas when waiting to be picked up

Remember that this is a family friendly environment and treat it accordingly

CCTV is in operation 24/7 both inside and out of the building, for your safety and ours. Please don't see this an invasion of your privacy but as a means to protect yourselves and ourselves.

If you have any concerns then please speak to a member of staff or get in touch with the club – consettcc@live.co.uk

We thank you for your understanding and co-operation – The Committee





From: Ian Cox
Sent: 24 March 2022 16:05
To: Karen Robson
Subject: Consett & District Cricket Club - DCCC/PLA0435
Attachments: Screenshot 2022-03-24 at 16.00.39.png

Dear Karen,

Please see the attached in relation to the event that took place on the weekend of 29th and 30th May 2021. This demonstrates that a clear set of rules were communicated in advance to patrons at both the point of purchase of tickets as well as an extra reminder which was sent to them in advance of the event reminding of them of expected conduct whilst on site.

After a false start on the early May Bank Holiday, we are very pleased to be able to bring you The Great Escape in our beer garden on the late May Bank Holiday weekend across two days! We've double and triple checked with the council and authorities and have been given the green light! Covid restrictions still apply so we must still abide by these, which means each ticket is for a table of up to 6 people. Once you have purchased your ticket you choose which 5 friends or family members join you at your table and come along and enjoy your chosen day. Table service will still be in operation from our fully licensed bar. All drinks will be ordered and paid for via our app provided by Waiterly. Patrons must still remain seated throughout. NHS track and trace sign in is compulsory for ALL guests and anyone who refuses to scan or sign in, will be refused entry, as per government rules.

We will have a marquee and tables in place, although the marquee will be partially open with the band performing outside of the marquee to ensure safe distancing practices whilst also ensuring that everyone is kept dry should the British weather have any ideas of spoiling our plans!

On the day you must arrive with all of your table guests in order for them to be admitted with your ticket, so make sure you are all co-ordinated. If it's a bit chilly, make sure you bring a coat as there is no heating available when you're sat outside in a field!

We operate a challenge 25 policy at Consett Cricket Club, so don't be offended if you are asked to prove your age upon entry. We also reserve the right to refuse entry to anyone who is under the influence of drugs or who has consumed too much alcohol. We also reserve the right to remove patrons if they are in breach of the rules.

No shows will not be refunded and entry is via pre booked ticket sales only. Anyone who is refused entry for any reason will not be refunded. We reserve the right to conduct bag searches upon entry. Anyone found bringing drugs or alcohol onto the premises will be asked to leave.

Again, this information is for all concerned parties to view.

Kind regards,
Ian Cox

Validated (by Karen Robson - Senior Licensing Officer) Letters of Support for Consett and District Cricket Club	Received 23.3.2022
Ms J Wall	
Ms S Davison	
Mr G Smith	
Mr D Williamson	
Mr M Rogers	
Mr D Walton	
Mr N Jameson	
Mr L Smith	
Mr S Cox	
Mr M Roe	
Mr I Atkinson	
Mr L Gibson	
Mr N Cook	
Mr I McGeorge	
Ms J Jefferson	
Ms S Bridgewater	
Mr D Maughan	

From: W Jenna (RTF) NHCT
Sent: 23 March 2022 16:44
To: Karen Robson
Subject: RE: VALIDATION OF YOUR EMAIL TO SUPPORT CONSETT AND DISTRICT CRICKET CLUB'S VARIATION OF A PREMISES LICENCE APPLICATION

Dear Karen,

As per phone call. Here is my letter of support of the license variation.

Dear Consett Cricket Club Committee,

I writing to offer my support for the license variation application submitted by Consett Cricket Club.

As a senior health care leader, and mother of two young children, the importance of a robust offer of local sports provision for the local youth and wider community is a priority. Consett Cricket Club offer a comprehensive junior coaching and training programme to ensure that children can participate and enjoy sports, combating many of the health inequalities fuelled by the pandemic and subsequent social restrictions.

County Durham has 229 lower super output areas within the most deprived quintile nationally, with 136 LSOA's within the top quintile for income deprivation affecting children. The proportion of eligible women receiving healthy start vouchers within the Central ICP is approximately 67%, an indication of the healthy inequalities and challenges experienced by families in the local area.

On the 7th December 2021 The Child of the North: Building a fairer future after COVID-19 report was published by the Applied Research Collaboration North East and North Cumbria. Children in the North are more likely to be obese than a child elsewhere in England. At Year 6 (age 11): 22.6% in the North compared to 20.5% in the rest of England. Children in the North have a 27% chance of living in poverty compared to 20% in the rest of England. Prior to the pandemic, the North saw much larger cuts to spending on Sure Start children's centres. On average, spending was cut by £412 per eligible child in the North, compared to only £283 in the rest of England, demonstrating the need for Grassroots sports facilities and volunteer facilitated services accessible to all such as these.

The Child of the North report made several key recommendations, of which significant investment is required to enact, but in the interim sports clubs such as Consett Cricket Club are delivering many of the key actions such as tackling the negative impacts of the pandemic by supporting children's health. The junior activities are provided by volunteers from the local community who are cricket club members and the infrastructure required (nets, equipment and sports field and building) to deliver the sessions can only be sustained by raising funds, from small local community events, or as income from the bar. I fully support the license variation application to ensure the voluntary management committee, who work tirelessly, are able to continue to provide this vital community activity.

Having visited the club on several occasions, often with my children, I have found the players, and wider cricketing community, to be inclusive and welcoming and have certainly not experienced or witnessed any antisocial behaviour. The club had a family friendly ethos and its affordability makes it accessible to all, which in the current economic climate is essential for the local players and juniors to sustain their activities. This is a safe environment for all members of the local community and the hospitality offered has cemented relationships and supported the mental health of the young men and women who attend.

I sincerely hope the application is successful to ensure the club has the means, via the small income generated, to sustain, and grow, the sporting facilities offered to the local community which is an asset for all.

Kind Regards,

J Wall

Subject: RE: VALIDATION OF YOUR EMAIL TO SUPPORT CONSETT AND DISTRICT CRICKET CLUB'S VARIATION OF A PREMISES LICENCE APPLICATION

Dear Karen,

I can confirm that:

1. I am the person who authored and sent the email.
2. In understand my letter of support is in relation to the variation application proposed.
3. In understand my name, address and contents of the email will be shared with the Members Council's Statutory Licensing Sub-Committee and all parties to this licensing hearing and that it will form part of the committee report and will become a public document in support of the application.

Ms J Wall
Greenlee Drive
Haydon Grange
Benton
NE7 7GA

Kind Regards,

J Wall

From: Karen Robson <Karen.Robson2@durham.gov.uk>

Sent: 23 March 2022 16:21

To: Wall J (RTF) NHCT

WARNING: This email came from a sender external to the trust. Please treat links and attachments with caution.

Good afternoon Ms Wall

APPLICATION TO VARY A PREMISES LICENCE FOR CONSETT AND DISTRICT CRICKET CLUB, HOPE STREET, CONSETT, CO DURHAM DH8 5TS

I am in receipt of your email which has been sent to the Licensing Authority via Mr Cox from Consett and District Cricket Club.

In order for the Licensing Authority to validate your letter of support we must provide you with the relevant information regarding the variation application as your support letter relates to this specific application:

The club already holds a premises licence and requests the following amendments:

- To add indoor sporting events and the performances of dance
- To increase the timings for live music, recorded music and the sale of alcohol
- To change the plan attached to the premises licence to include a new fixed bar
- To increase the current opening hours
- To propose new conditions, reword and remove existing conditions from the operating schedule

Extension of Hours:

Monday to Thursday 11:00 – 00:00 hrs
Friday 11:00 – 00:30 hrs, Saturday 10:00 – 00:30 hrs,
Sunday 10:00 – 00:00 hrs
New Year's Eve until 02:00 New Year's Day

Please be aware that once the Licensing Authority receives objections to an application from Responsible Authorities/Residents it triggers a public committee hearing. Therefore, this application has been scheduled to be determined by the Statutory Licensing Sub Committee on 4th April 2022. If you confirm validation (see below) your letter of support it will become a public document.

For validation, please confirm the following:

1. **You are the person who wrote email**
2. **You understand that your letter of support is in relation to the variation application proposed above.**
3. **You understand that your name, address and the contents of your email to be shared with the Members of the Council's Statutory Licensing Sub-Committee and all**

parties to this licensing hearing. It will form part of the committee report and will become a public document in support of the application.

If you have not already done so, you must provide the Licensing Authority with your full name and address/postcode to be validated. The licensing legislation does not allow anonymous representations.

Please can you respond directly to myself by return if you confirm validation and wish your letter of support for the variation application to progress.

If you do not respond your email will not be taken forward.

Regards, Karen

Karen Robson
Senior Licensing Officer
Community Protection Service
Neighbourhood and Climate Change
Durham County Council
Annand House
Meadowfield
Durham
DH7 8RS

Direct: 03000 265104
General Licensing E-mail: licensing@durham.gov.uk
E-mail: karen.robson2@durham.gov.uk

Privacy Notices and Data Protection

We have recently updated our privacy information.

To find out how we collect, use, share and retain your personal data, visit:

www.durham.gov.uk/dataprivacy

Web: www.durham.gov.uk
Follow us on Twitter [@durhamcouncil](https://twitter.com/durhamcouncil)
Like us at facebook.com/durhamcouncil
Follow us on linkedin.com/company/durham-county-council
Follow us on Instagram [@durham_county_council](https://instagram.com/durham_county_council)

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/ahoo.co.uk>

Mon 21/03/2022 19:11

Dear sir/madam,

I write in support of the downstairs bar at Consett Cricket Club. It was so lovely for families to gather socially in the summer and use the outside area. It gave an opportunity for parents to come together whilst their children played In earshot of the premises. It was a lovely family atmosphere.

In addition to this some of our members are still vulnerable to Covid and aren't able to go upstairs to the inside clubhouse. This offered an alternative.

Yours faithfully,

S Davison

Mon 21/03/2022 17:35

I have used Consett cricket club for over 18 years now! I have watched as they coached and trained my two sons from small boys to accomplished cricketers over the years! This is a fantastic safe environment for children, teenagers, and young adults . I was always happy when they were there, knowing they were safe, enjoying themselves, participating in sport, and under trained supervision! I have attended many social events at the club, realising the importance of fund raising to keep this facility going, show my support and give something back to the club. The club house and it's facilities are an important asset to the community, providing a place for parents to meet, get to know new people, support the club and watch their children play in a safe environment.

I am also a near neighbour of the club and have never had an issue with noise or traffic, and love to see people attending any events that take place, realising the importance of this facility to the wider community. It is easy to see that any proceeds from this events are ploughed back into the club, new nets facilities installed being one example! Also how good is it to see our local team winning the league! A perfect example of the investment paying off! We must keep this facility and support it's events , it is vital for the community, our children and the whole area, and cannot be jeopardised by selfish individuals! The cricket club has been going since 1876 and needs to continue to do so!

Please feel free to contact me to discuss further

G Smith

Fairways Consett

C Williamson ·
Tue 22/03/2022 09:12
To whom it may concern,

I've been a member of Consett Cricket Club effectively my whole life, and have played for the club for over 20 years.

The club has provided, and continues to provide a great opportunity for so many to play and watch a game they love.

Success has never been so obvious than in the recent seasons, in that despite of COVID, the 1st XI won the league for the first time in my lifetime, a brand new training net facility was established, a community defibrator installed, whilst at the same time there has never been such a thriving junior section.

Ultimately, as with everything, money and funds are needed to create such a positive community asset, the majority of which comes through the operation of a bar, and social functions. The proposed licensing changes will, far from create a 'nightclub environment' or constantly open bar, but instead merely link in the permitted opening hours to mirror when the communal facility is being enjoyed (ie games or training is taking place), or allow for a selected few additional fundraising events. This is vital to ensure sufficient funds can be generated to keep the playing, training and upkeep of the facility, so that juniors and seniors alike can enjoy the benefits that being involved in outdoor active team sport can bring.

So to re-iterate, I am in full support of the proposed license variations.

Many thanks,
D Williamson

Smailes Lane,
Rowlands Gill
NE39 1JF

Mon 21/03/2022 19:00

To whom it may concern.

I have been a constant visitor to Consett Cricket Club since 1970, long before the Club had a Bar. I have always found it to be a well run establishment. I appreciate that the Club relies heavily upon its Bar sales to finance its cricket provision. Restrictions imposed during the Covid-19 pandemic necessitated the serving and consumption of beverages to be held outdoors via a ground floor Bar and patio. This appeared to be well organised and managed by the Club. The Club is frequented by local residents and by people from further afield. It is of real benefit to the local community, both young, middle-aged and elderly. In summary I fully support the application.

M Rogers

Poplar Grove

Dipton

Stanley

Co. Durham

DH9 9BE

Mon 21/03/2022 15:42

Hi

I'd like to commend the installation of the new Bar downstairs bar area and Consett Cricket club, and hope it is allowed to continue. Having been down on numerous occasions to watch the cricket, and on social occasions, I found it welcoming, organised and a very pleasant experience. On a couple of those occasions I had my dog, as did numerous patrons, and I would not have stopped for a drink, had I had to go to the upstairs bar for this, but this bar and the decking area made for a great stop off on our walk.

The bar area and decking area has been really well done, and I've never experienced anything other than a relaxed and welcoming environment, for like minded people.

If drinking is allowed outside at the golf club and Cricketers Pub nearby, which are in closer locality to housing, then I feel this would be incredibly unfair on the cricket club, and the bar area is far less likely to be open here than these 2 venues

regards

D Walton

Wed 23/03/2022 12:22

My name is N Jameson and my address is phoenix court blackhill DH88TP.

My experiences of using Consett cricket club have been first class. I'm a visually impaired cricketer who plays for Durham & England and I use the Consett facilities to practise in my spare time. The opening of a downstairs bar has been very important for myself with my visual impairment going up and down stairs carrying drinks can be an issue. From my time with the club, the club has gone from strength to strength both on and off the field with members of the club helping to run a very successful youth programme 'all stars' hopefully this will bring the next crop of stars through for the club. I've also found all members of the club to be extremely helpful from allowing me access to the facilities to helping me train and been very inquisitive about the version of cricket that I play. They've made me feel very welcome and have become a big part of the community in promoting the sport. Another big positive for the club is all the money generated has been invested to improve the facilities, the new permanent net facility is ideal for anyone looking to perfect a skill and allows for a great time while training.

Yours faithfully

N Jameson

Tue 22/03/2022 12:37

Good Afternoon,

My name is L Smith & I am a local resident to the Consett Cricket Club, residing at John Street Blackhill, a short 5 minute walk from the clubs grounds.

I have utilised the facilities at Consett Cricket Club for many years now without issue and personally, have always found the facility, the playing participants and staff not only incredibly helpful in carrying out their respective duties, but welcoming and intent on building community spirit.

I think this community spirit is epitomised by the up take of young children taking part in the sport via the All Stars sessions, which has been a great success over recent years.

Consett Cricket Club provide engaging social occasions which benefit the whole community, and I personally have never found issue with noise levels, anti social or irresponsible behaviour. The club is taking a stance to secure its future by ensuring a consistent revenue stream.

I feel it is incredibly important to portray that having held conversations with the responsible Chairman at Consett Cricket Club, the intention of this licensing variation is not motivated by the sale of alcohol through all periods of the day, more so ensure convenience for all attendees, to welcome matches from across the county to our club, to provide tuck shop services to children, and ensure a compliant licensed facility which can be enjoyed by all.

I would also add that the complaints should also take consideration of other establishments within a 100m radius (The Cricketers) whom have equally operated under similar parameters for many years.

Please feel free to contact me if you have any further questions or concerns regarding this, as I am happy to present myself in support.

Many thanks

L Smith

Tue 22/03/2022 16:00

I was a resident of Consett for many years and I am still a regular visitor including visits to Consett Cricket Club. As a non-profit organisation they need to raise money to cover their operating costs. This requires a certain amount of commercial activity.

I used to think that the Pavillion/Clubhouse was a poor design by the original architect with hospitality tucked away upstairs and accessed via a rear door and staircase. This was uninviting to visitors and potential customers seeking entry. Compare this approach to many facilities such as cricket clubs in Leadgate and Shotley Bridge with hospitality on the ground floor. At Consett CC this has been corrected recently with the addition of facilities downstairs including a seating area, good toilets and bar service. This is far more welcoming and provides spectators with a better connection with the players and live matches.

Consett CC have been actively promoting their business in other ways including greater activity for Junior players. They provide healthy sport and entertainment for Juniors while catering for siblings and parents in a wholesome, family environment.

The premises including all the grounds are an open park facility used by many to exercise themselves, children and pets or to just take in the spectacular views. The place is maintained in good, safe condition providing useful outside space.

We should support Consett CC and their activities while they provide an asset to the neighbourhood.

S Cox
Dominies Close
Rowlands Gill
NE39 1PA

Mon 21/03/2022 16:05

Good afternoon,

I would just like thank Consett Cricket Club for the Coaching and continuous support the coaches and club have given to my children over the past 4 years. My daughter has just restarted her cricket coaching sessions at the sports centre this Sunday (20th March 2022) and will be attending the outdoor Dynamo sessions in the next few week.

The club has given both my children the opportunity to participate in weekend and evening session which have enabled them to make new friends and gain confidence in a new sport. My family and I have also attended a few of the Family fun days over the years (during the summer) and a Christmas event a few years ago for the kids which they both thoroughly enjoyed.

I have found the club to have been very welcoming and supportive of my children over this 4 year period and would have no hesitation in recommending the club to any other parents who wish to get their kids involved in a new sport. I'm aware that to do all the things that the club does to support the local community and families takes a lot of effort so I have often offered my assistance at these events as I live locally and we all have to give back.

My children have also been allowed to use the main cricket club nets when games have been on so they can watch the games and get some extra practise in, during this time the outside bar has been open for drinks and snacks and the staff and always been very courteous to me and my children and that has made us feel very welcome and part of the local club.

I will continue to take my children to the club this season and will support them in any way I can, may they continue with their good work

My address is :

Cort Steet

Blackhill

Consett

DH8 5SY

Mon 21/03/2022 17:37 ~

Over the last several years I have held several charity events at Consett cricket club ranging from Charity cricket matches, Charity family fun days and Charity quizzes. The club have been extremely kind in letting me use the facilities for free and have even supported the events with a raffle prize donation. Through these events I have managed to raise a lot of money for local and National charities. I have had a lot of great feedback from the people attending the events regarding the clubs location and the friendly and welcoming manner that they were greeted. So much so that some of these have used the club themselves for personal events and told me they were over the moon with the service provided by the club.

The club is a great asset to the local community providing a space for people to get together and also a place for the younger generations to play a sport. I feel any improvements that the club are looking to implement can only benefit them and also the local and even wider community.

I Atkinson
Cohort Close
Ebchester
Dh8 0PG

Mon 21/03/2022 19:09

To the club,

I'm in full support of your proposals to open facilities downstairs at the cricket club. I spent most of my childhood at Blackfyne and have always advocated that it should continually enhance it what it has to offer. Last summer, under Covid rules the club's outside dining offer was a success and I visited on many occasions. All monies made is for the betterment of the club, it's members, junior members and the local area. I would imagine there will be a greater influx of elderly supporters, like there was years ago. Ground floor facilities are a must in this day and age.

To those that object, I firstly ask why? It is no change to the old building, therefore maintaining its stature and history. There are dwindling dining and beverage outlets in our local area too. Those objecting to such a cosmetic change, averting their gaze from the obvious local, economic and social aspects is wrong and untimely, especially after what has been restricted since 2020.

I hope the council support your application and in turn, the locality back you. Simple governance with the usual alcohol guidance should appease any objections.

Good luck and I will see you all for the warmer nights, with the whole family.

L Gibson
Saint Andrews Crescent
Blackhill
Consett
DH8 8PD

Mon 21/03/2022 19:16

N Cook
Pleasant View
Bridgehill
Consett
DH8 8LE

Having come through the fantastic and ever improving junior section at Consett CC I can say what a fantastic club and community servant they are! I have been a member at the club now for over 20 years and have played for every team from U13s through to the 1stXI. The clubs desire to provide the best for its members has excelled over the past few seasons with drastic improvements to the facilities both for the purposes of cricket coaching, match day experience & also highly successful social events for adult/child members & wider community members alike. The constant improvements to the club facilities are made possible by the income made through sales on the clubhouse bar which is vital to the upkeep of the ground, maintenance and development of both facilities, cricket coaching & provision of the best cricketing experience for our younger generation. A clear example of the above investments paying off can be seen in their very recent success over the 2021 season which saw the 1st XI win their league. The club has been and will continue to be a key feature of Consett sporting history and they should be fully supported with their growth for the benefits of both its members & the wider community!

Tue 22/03/2022 19:44

FAO: The Committee of Consett Cricket Club,

I'm writing to you in support to your licence variation application. I am truly surprised that the initial feedback from some local residents is negative towards this.

As a local resident and also a parent of two children who both attend the club and have done so for around 4 years I only have positive experiences to share, not only of the atmosphere at the club but impeccable behaviour by all members at matches, training and functions, which the committee work tirelessly to organise. The matches, events and functions we have attended have involved people from all aspects of the community (young, old, male & female) and is a place where we know our children are safe and can learn valuable life skills from friends and coaches.

In order to deliver this level of coaching and support I understand this not only involves people volunteering and giving up valuable free time, but also has large financial burden on the club purchasing kit, maintaining and developing raining and playing facilities as well as the fantastic clubhouse. You can see the investment over the past couple of years to make the club so family friendly.

One of the things that attracted us to the club was the affordability for our children playing at the club, this is something which we are grateful for in the current climate where the cost of living is escalating at such an alarming rate. Also with the club being on our door step we can walk to the club and save on the cost of commuting. I imagine the annual subs only contribute a small amount to the running of the club and you then rely on sponsorship but mainly the events and match day taking through your facilities both internally and externally. I can also imagine not having these facilities open for long periods of time could potentially result in a long established reputable club folding which would be to the detriment of so many families in the area.

As a committee member at the local Rugby club in Consett I understand the financial implications of not having regular takings from hospitality and hosting regular event but also the knock on effect of the club losing members due to the potential social enjoyment not being there.

I sincerely hope you are successful with your licence variation application and if you would like to use this email as evidence of how this club is making a difference in the community please feel free to do so. I would also be willing to provide support at a licensing meeting if required to share the positive experiences our family have had at Consett Cricket Club.

Best Wishes

I McGeorge
George Street
Blackhill
Consett
County Durham
DH8 0AE

J Jefferson

My son has played at the club for a number of years and now has an active part to play in the running of the club.

Before finding cricket, he had low self-esteem, struggled to make friends and was pretty inactive.

When we took him to the club, the coaches were professional, they welcomed him like he'd been there all of his life- they were amazing.

The facilities were great and, as parents, we were made to feel very welcome. Although the bar was quiet, it was lovely on a nice night to sit on the balcony and watch the lads play. We still go down regularly now my son plays senior cricket and enjoy a few drinks on a Saturday afternoon.

I personally enjoy social events like the ladies day and think it's great that the club try to cater for everyone. I have taken my large family and friends to brilliant days like the family fun day. We all had a great time and, again, all of the club members made us feel really welcome.

We love the place as a family. It's given us a place to socialise and make new friends.

Thanks to everyone there!

Many thanks,

[j jefferson](#)

Edwardia Court,
Consett,
Co. Durham,
DH85XW

From: S Bridgewater
Sent: Wednesday, March 23, 2022 11:12:41 PM
To: consettcc
Subject: License variation

S Bridgewater

Spiro Court
Consett
Co Durham
DH8 7NL

I have always had a pleasant visit to Consett Cricket Club, I have attended many events here and everyone has always appeared to enjoy themselves. I have visited the club many times with my family as my sons are both involved in the junior cricket here, there is always a great family atmosphere and we were made to feel welcome from day one. Everyone is very friendly and welcoming and we have all made many friends here. This is without a doubt my oldest son, 's favourite place and would spend every day here in the summer if he could! We are involved in other sporting teams but Consett Cricket Club is by far our favourite.

During last years All Stars sessions the down stairs bar was used by many parents who would stay back after the sessions enjoying the warm nights. The bar was also used during other cricket events and matches over the summer. This would of brought money into the club to help provide the best facilities for club members, players and visitors. Last year a fantastic outdoor seating area was created and this was enjoyed by many families and visitors. I have also attended many night time events over the years, which have been well organised and all visitors have always been very respectful, keeping noise to a minimum. The bar staff are very friendly and accommodating. I can't see any reason as to why what the club are proposing can't go ahead, it'll be very beneficial to the club in the future.

I hope this helps 😊

S

Mon 21/03/2022 19:42

Having attended consett cricket club many times to watch games and also attend many of the events that the club put on throughout the year i honestly couldn't have a better word to say about the place. The club and people associated with it couldn't be more friendly and welcoming and it's a great place for friends and families to socialise too. The club is a credit to its community

D maughan

cooperative terrace west

Dipton

Stanley

Dh99aq