Conditions for the operating schedule

Trading Standards agreed conditions in blue.

Police agreed conditions in black.

Applicant offered conditions in red.

CCTV -

- CCTV will be provided in the form of a recordable system, capable of providing pictures of evidential quality in all lighting conditions.
- Cameras shall encompass all ingress and egress to the premises, fire exits and all areas where the sale and supply of alcohol occurs.
- Equipment must be maintained in good working order, be correctly time and date stamped, recordings MUST be kept on the hard drive and kept for a period of 31 days and handed to Police upon reasonable request.
- The premises licence holder must ensure at all times a DPS or appointed member of staff is capable and competent at downloading CCTV footage in a recordable format to the Police and Local Authority upon reasonable request.
- In the event of technical failure of the CCTV equipment the premises licence holder or DPS must report the failure to the Police Licensing Officer within 24 hours unless the CCTV will be repaired before that time - licensing.north.division@kent.police.uk

Training –

- Staff who may be responsible for selling alcohol will receive training on underage sales at the start of their employment, and thereafter at six-monthly intervals. It will be recorded when staff undergo this training, and these records will be made available to police and responsible authorities on request.
- All staff who sell alcohol or supply alcohol to customers will have licencing training, including, but not restricted to; ID checks, recognising intoxicated individuals, handling conflict, understanding the refusal policy, identifying potential issues and monitoring behaviour.
- Alcohol training will take place within six weeks of employment.
- Refresher training will take place every year or earlier if there is a change in the legislation.
- Any new employees will be supervised until training has taken place.
- All staff will have individual training records that detail the date and nature of training.

- All training will be documented and will be made available to the responsible authorities on demand along with the content of the training.
- All records will be kept for a period of 2 years.

Incident Log -

- An Incident log shall be kept at the premises, and made available on request to a police officer, police licensing officer or council authorised licensing officer. It must be completed within 24 hours of the incident and will record the following:
- All crimes reported at the venue.
- Any complaints received concerning crime and disorder.
- Any incident of disorder
- Any faults in the CCTV system, searching equipment or scanning equipment.
- Any visit by a relevant authority or emergency service
- All incidents of crime and disorder occurring on, or immediately outside, the premises shall be reported to Kent Police as soon as reasonably practicable

Refusals book –

Keep a refusals book on the premises and ensure it is completed whenever a sale is refused to a person who cannot prove they are over the age of 18 years.

- The book should contain the date, time of the incident, a description of the customer, the name of the staff member who refused the sale and the reason the sale was refused.
- The book should be made available to police and authorised council officers on request.
- Every time staff refuse to sell alcohol to an individual because they cannot provide satisfactory proof of their age, this will be recorded in a register. These records will include the date and time of the refused sale, the product requested, a description of the person attempting the purchase, and the reason for refusing the sale. These records will be made available to police and responsible authorities on request.

Challenge 25 –

- The business will operate a ‘Challenge 25’ policy for the sale of alcohol – i.e. requiring suitable proof of age from anyone who looks as though they are, or could be, under the age of 25 before selling them alcohol.
- The business will display signage at the point of sale of alcohol, advising customers that it operates a ‘Challenge 25’ policy.

- The only forms of proof of age accepted will be government issued photographic ID, such as valid passports and driving licences, or photographic ID bearing a PASS hologram, such as the Citizen Card

Notices and partnership working -

- Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.
- The premises is to become a member of the Safer Medway partnership

SIA -

- When the premises is open for licensable activities on Friday and Saturday, a minimum of 2 door supervisors must be employed from 20:00 until 30 minutes after the premises has closed.
- The designated premises supervisor will undertake a risk assessment in respect of the provision of door supervisors for any unusual events and where deemed appropriate a minimum of 2 door supervisors will be employed.
- When SIA-licensed door supervisors are on duty, they shall carry out bag checks and person searches (by consent) as part of the premises' entry procedures. Searches must be conducted by SIA-licensed staff only. Any customer who refuses to be searched shall be refused entry to the premises.
- The premises licence holder or DPS shall maintain an accurate and up to date register in respect of all stewards, security staff and door supervisors working at the premises when it is open to the public. The register will comprise:
    1. Names, addresses and telephone numbers of the members of staff.
    2. Any registration number relating to the steward or door supervisor whether employed directly by the licensee or through an agency.
    3. Name, address and telephone number of the agency providing stewards, security staff or door supervisor where not employed directly by the licensee.
    4. Dates and times of commencement and finishing of work.
    5. Signature of the member of staff.
    6. Details of any incident in which the member of staff is involved including any calls to the police and any police action taken.

Protection of children from harm –

- The premises shall operate a strict over-18 policy from 21:00 hours onwards. No individual under the age of 18 may enter or remain on the premises after this time. At all other times children are to be supervised by a responsible adult.

First Aid –

- When open to the public there shall be, at all times, a qualified first aid person, trained to a nationally recognised standard, on the premises.

Dispersal policy –

The premises shall operate a written dispersal policy designed to ensure customers leave the premises and the surrounding area safely, quietly, and in an orderly manner. The policy shall include, but not be limited to:

1. A reduction in music volume and a change to slower-tempo music in the 30 minutes prior to closing to encourage gradual dispersal.
2. Cessation of all music at closing time.
3. Use of clear announcements prior to closing to advise customers to prepare to leave quietly.
4. Active management of mass exits by staff and/or SIA-licensed door supervisors, including the staggering of customer departures where necessary to prevent congestion and disorder.
5. Staff and/or SIA supervision of the exterior of the premises to prevent loitering and to encourage customers to move away quietly.

A copy of the dispersal policy shall be kept at the premises, made available to Police or authorised officers on request, and all staff shall be trained in its operation.

Other –

- After 21:00 a maximum of 10 persons shall be permitted to use the outside of the premises (smoking area) at any one time. The smoking area will be regularly monitored to ensure that the potential for disturbance is controlled.
- Prominent, clear notices shall be displayed in the outside area asking customers to keep the noise down and to respect the needs of local residents when using the outside area.
- No glassware shall be permitted outside the premises
- A zero-tolerance drugs policy shall operate at the premises

Additional from the PLH

The takeaway service will stop at 23:00, meaning late night refreshment will not be provided for off-site consumption.

A noise limiter will be installed at the premises to monitor the noise level from live and recorded music.

The premises will carry out regular sound checks outside the premises and will adjust volumes accordingly.

The doors and windows will remain closed, except for access or egress.

The premises will have a written safeguarding policy in place in relation to identifying potential hazards and reporting procedures.