

**MINUTES OF THE LICENSING SUB-COMMITTEE B  
TUESDAY, 21 APRIL 2009 AND RECONVENED WEDNESDAY, 17 JUNE 2009**

Councillors Lister (Chair), Newton and Thompson

<b>MINUTE NO.</b>	<b>SUBJECT/DECISION</b>	<b>ACTION BY</b>
<b>LSCB24.</b>	<p><b>APOLOGIES FOR ABSENCE</b></p> <p>There were no apologies for absence.</p>	
<b>LSCB25.</b>	<p><b>URGENT BUSINESS</b></p> <p>There were no new items of urgent business.</p>	
<b>LSCB26.</b>	<p><b>DECLARATIONS OF INTEREST</b></p> <p>There were no declarations of interest.</p>	
<b>LSCB27.</b>	<p><b>MINUTES</b></p> <p><b>RESOLVED</b></p> <p>That the minutes of the meeting of the Licensing Sub Committee B held on 3 March be approved.</p>	
<b>LSCB28.</b>	<p><b>SUMMARY OF PROCEDURE</b></p> <p><b>NOTED.</b></p>	
<b>LSCB29.</b>	<p><b>ANASA, 9A THE BROADWAY, WOOD GREEN N22 (NOEL PARK WARD)</b></p> <p>In response to late documentation submitted by the applicant, it was agreed that there was insufficient time for the Committee to fully read the documentation and the parties were requested to highlight the relevant issues from the document in their oral submissions.</p> <p>The Licensing Officer, Ms Dale Barrett, presented the application for variation of a premises licence for conversion to a night club. It was reported that the name of the premises, previously known as Anasa, was now to be Cucci. Representation on the application had been received from the Police, the Noise Team and from a local resident, expressing concerns relating to loud music, crime and disorder and anti-social behaviour.</p> <p>The Police addressed the Committee in respect of the written submission included in the papers for the meeting. It was reported that since the premises had been trading as a restaurant, the premises had not been a cause for concern, but that the application to operate as a night club was likely to lead to the same problems with crime and</p>	

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disorder as had been experienced in the past. In response to a question from the Committee, it was reported that the ownership of the premises had not changed. The Police clarified that the premises had not caused any problems while trading as a restaurant, but that the Police objected to the premises operating as a nightclub. The Police responded to questions from the applicant's representative in relation to the nature of the emergency calls received, the expectation of calls in relation to a single premises and the impact this had on Police resources.

The Committee adjourned from 20:15hrs and reconvened at 20:30hrs. The legal officer advised the Committee that, as this hearing was in relation to a new application, the historic evidence submitted should not be considered in excessive detail.

In response to further questions from the applicant's representative, the Police reported that some of the emergency calls logged could have related to the same incidents, and that they did not have data available at the hearing on the number of emergency calls in relation to the premises that had led to prosecution. The Police responded to further questions from the applicant's representative regarding the way in which calls were logged. In response to a question from the applicant's representative regarding the proposed condition that all promoters operating at the club be approved by the Police in advance, the Police responded that this would not allay all of their concerns in respect of the way in which the premises would be operated, based on previous experience of the way in which the premises had been run in the past.

The applicant's representative referred the Police to the detailed documentation tabled, in response to which the Chair advised that the Committee had not had time to consider the documentation in detail. The applicant's representative stated that the documentation set out in detail the way in which the premises would be run, and that this would address the concerns raised by the Police.

The Committee adjourned to seek legal advice at 20:52hrs. The hearing reconvened at 21:10hrs and it was determined that the hearing would be adjourned to another date in order for the Committee and interested parties to consider the documentation tabled in detail.

The meeting was adjourned at 21:25hrs.

The meeting reconvened on 17 June 2009.

The Chair highlighted that the application for variation of a premises license requested by Precious Investments Ltd, to convert the premises to a night club, had been part heard (on 21 April 2009) and the Committee was a reconvened to continue the hearing.

There were no questions following Police representation at the previous hearing.

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NOTED

The statement of Mr Stephen Walsh, on behalf of the Applicants, including:

- Noise disturbance once attributed to the premises would be prevented by new management of the premises and through the conditions set out on Page 44 of the report in the agenda pack.
- Mr Walsh proposed that, rather than sound proofing the premises, which would be expensive, the condition that no music should be audible from the premises.
- The Application would include a full change to the layout of the premises
- The Applicants each held Security Industry Authority Certificates.
- The Applicants accepted that there had previously been serious incidents at/outside the premises while it was being managed by another Licensee. The promoters used at the time had been responsible for the disruption, which had involved gangs and criminal activity.
- The Applicants had since cut all ties with those promoters and conducted a re-branding exercise, with the premises use changing to a restaurant, further to the Police representations in April 2008, which had subsequently been withdrawn and no further complains made.
- The premises traded as a Greek restaurant venue called Anasa but it had not been financially viable therefore the application for night club status was required in order to provide food, drink and dancing.
- The Licence would be similar to the current licence with the deletion condition 9 (which stated that alcohol would only be sold to persons who were seated at tables or on stools).

The Committee noted the measures taken by the Applicants to improve the operating of the premises detailed in the tabled document, which included a detailed operating schedule.

In response to questions from the Committee Mr Walsh advised that:

- If ownership of the premises changed then further noise prevention might be required.
- The tenants of the property above the premises were employees of the premises and were unlikely to be disturbed by noise nuisance.
- External SIA registered security persons would be used in addition to the Applicants' employees.
- The plans in the Application documents were inaccurate and the area highlighted as the staff area was in fact the kitchen area.

Joyce Golder, London Borough of Haringey Legal Officer, advised that the Licence would need to be amended to allow for late night refreshments.

*Clerk's note: The Committee adjourned at 18:05 to allow the Licensing*

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*Officer to obtain copies of the previous licenses and conversions for the premises and reconvened at 18:30.*

The Committee noted that as this was a variation of a license and not an application for a new license the premises did not automatically gain permission to provide late night refreshments if trading past 23:00hrs.

The Committee noted the closing submissions on behalf of the Applicants and the Police and it was:

**RESOLVED**

Having considered the lengthy representations of the applicant and responsible authorities the reconvened Licensing Sub-Committee (the Committee) decided to grant the variation of the premises licence at Anasa, now to be called Cucci.

For the sake of clarity the following was confirmed:

1. Opening Times

Opening times will remain 19:00 hrs to 06:00 hrs the following day, Monday to Sunday.

2. Recorded Music and Dancing

Recorded music and dancing will remain 19:00 hrs to 06:00 hrs the following day, Monday to Sunday.

3. Supply of Alcohol

The supply of alcohol will remain 19:00 hrs to 04:00 hrs the following day, Monday to Sunday.

4. Late Night Refreshments

The Committee were further minded to grant the late application for late night refreshments from 23:00 hrs to 04:00 hrs the following day, Monday to Sunday.

5. To issue formal warnings to the premises supervisors and licence holder

The Committee made it very clear to the Applicant that should their licence not be adhered to in all respects the provisions of the Licensing Act will be enforced vigorously in relation to calling the licence in for review.

6. Conditions

The following conditions were placed on the premises licence:

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Operating Schedule

The purpose of the Operating Schedule document is to provide a template to guide management at the Club to establish and maintain a safe and secure environment for customers, staff and the general public.

The primary objective is to reduce opportunities for crime and anti-social behaviour both in and around licensed premises, and in so doing enhance the safety of customers and staff, and the security of the building and facilities.

Management will actively seek guidance from both the Police and Haringey Council and will join local partnerships aimed at reducing opportunities for crime and anti-social behaviour.

This report seeks to build on the knowledge base established in the former ODPM publication "Good Practice in Managing the Evening and Late Night Economy" and to complement the implementation of the Licensing Act 2003.

In addition, these standards have been compiled from a number of sources, including, 'Best Bar None', and the Metropolitan Police publications, 'Safe and Sound' & 'Safer Nightlife'.

Collectively, the responsible management standards set out in this report are intended to both meet, and indeed exceed, the proposed conditions set out for these premises in the application for variation of Premises Licence (PL).

Security

Security will be a key aspect of the Club's management structure. All aspects of security will be kept constantly under review. Management will make full records of specific security reviews and any follow up actions undertaken.

Regular staff meetings will be held at which security will be a standing agenda item.

The Club will liaise with Haringey Police Licensing department with a view to undertaking a Club Industry Minimum Operating Standards (CIMOS) in collaboration with the Metropolitan Police.

Door Security

The Club will have a nominated Designated Premises Supervisor (DPS), who is a Personal Licence Holder (PLH). A key responsibility of the DPS will be all aspects of security and customer/staff safety; he/she will

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oversee the activity of SIA security staff to ensure it accords with legislation, conditions attached to the PL, agreements with the local Police and Licensing Authorities, and the policies of the Club.

The DPS will be the first point of contact for the police, fire brigade or council officers.

A PLH will be on duty at the Club whenever it is open and licensed activity is taking place; should the DPS not be at the premises a nominated PLH will take his/her responsibilities in relation to security.

Management will conduct regular operational risk assessments to determine specific requirements in relation to routine business, certain days of the week and any specific events.

The agency used to provide SIA Licensed security officers at the Club will be an SIA Approved Contractor.

Should the Club directly employ SIA security staff they will submit their name, address, date of birth and SIA registration number to the Metropolitan Police Licensing Officer at Haringey at least seven days before the officer's first deployment. The number of directly employed SIA staff deployed at any one time will not exceed three.

All door supervisors will be checked to confirm that they are registered in accordance with the Security Industry Authority (SIA) copies of SIA staff identity cards will be kept and be available for inspection by the authorities should they request it.

A register will be maintained showing the identity (full name, contact number and SIA number) of all security staff deployed during any particular operating period. The record will include the hours worked and where appropriate the specific duty undertaken by the officer. The register will be kept for a minimum of 6 months and will be available for inspection by the authorities if they so request.

The Club will deploy a minimum of two SIA security staff whenever it is open for licensable activities. After 2200hrs, Sunday to Wednesday a minimum of four SIA security officers will be deployed and after 2200hrs, Thursday to Saturday a minimum of six SIA security officers will be deployed. After 2200hrs at least one SIA security officer will be female.

Data Scan equipment (or similar) will be deployed at the door, arriving customers not known to the management will be required to produce photo identification giving details of their identity and age, this identification document will be scanned into the data scan equipment provided a record of who arrived, when and with whom. The equipment can also be programmed to provide an alert if someone who is banned

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from the Club attempts to gain entry. This data will be provided to the Police should it be requested in the course of investigating a crime or incident.

All door supervisors will wear their SIA Licence badges where they can be seen at all times whilst working in the premises, when working outside the premises in a public place they will wear high visibility jackets and continue to display their SIA badges.

SIA licensed Door supervisors will:

- Check the age of customers entering the venue
- Record arriving customer identity using the 'Data Scan' equipment
- Record numbers arriving at the Club to ensure capacity limits are not exceeded, keep management informed of the number of people within the venue
- Check the age of customers consuming/buying alcohol
- Conduct toilet checks
- Eject customers
- Take all reasonable action to ensure the safety of customers and staff
- Deal with injured persons
- Deal with vulnerable customers
- Monitor the intoxication levels of customers
- Deal with lost and found property
- Record details of incidents at the venue
- Carry out the search policy, seize and keep safe prohibited material
- Undertake emergency evacuation procedures
- Detain persons believed to have committed offences, as agreed with the police
- Co-operate with the Police in their enquiries, take all reasonable action to preserve the scene of a crime and safe guard evidence of crime
- Be vigilant in looking for signs of drug use or dealing
- Patrol all areas of the venue, especially corridors or secluded areas
- Interact with customers at all times, when they are leaving to encourage them to do so quickly and quietly
- Control the numbers and conduct of those temporarily leaving the Club to smoke
- Be aware of activity outside the Club and when necessary alert the authorities

Refuse Entry

The Club has a right to refuse customers admission to its premises at any time.

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The Club will refuse entry to any person who:

- Refuses to consent to a search
- Is known to be banned from this or other licensed premises
- Is believed to have already have consumed too much alcohol
- Is believed to be under the influence of drugs
- Is behaving in an anti-social manner
- Does not comply with the dress code of smart casual
- Appears to be under 18 years of age and is unable to provide an acceptable forms of identity in respect of proof of age
- Might undermine the four licensing objectives

Removal

Management are fully aware of their right to ask anyone to leave the premises.

Any person that has consumed too much alcohol, is under the influence of drugs or is disorderly will not be allowed to remain on the premises.

Door supervisors will not eject persons who are drunk or under the influence of drugs without ensuring they have the means to get home safely and/or a companion to help them do so where appropriate.

If a person refuses to leave within a reasonable time then management will call the police.

In the event of a person being arrested at the Club, management and staff employed at the Club will give full support to the Police in relation to providing them with supporting evidence.

Banning

If a person is asked to leave the premises because of their behaviour they will be banned immediately and not readmitted during that trading period.

If the person's behaviour is deemed by the DPS to be serious they will be banned from the premises for a longer period which will be decided at the time.

Details of people banned from the Club will be entered into the Data Scan equipment deployed at the door so that staff will be notified if a person previously banned tries to gain access.

The Club will become a member of the local Pubwatch scheme and back the scheme decisions to ban people from licensed premises.



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Searching

The objective of searching is: to deter customers from bringing weapons into the bar; to deter customers from bringing anything into the bar which might cause harm to themselves or others; to deter customers from bringing illegal substances or other matter into the bar.

Searching should always take place in a position from where the activity can be recorded by CCTV.

The Club will display notices at the entrances to the venue informing customers that consent to be searched will be a requirement of entry at all times. Random searching will be carried out prior to 2200hrs, thereafter all arriving customers will be searched.

Only SIA registered door supervisors will conduct searches at the Club.

SIA Door supervisors will be aware of search/seizure/arrest procedures at the Club, particularly in relation to controlled drugs and offensive weapons.

All weapons/suspicious substances seized or found will be stored in an individually numbered and tamper-proof self-sealing exhibit bags (as provided by the Metropolitan Police), where possible this will be done in the view of the person from whom the item was seized.

Management will discuss with the Police the installation of a secure drop in safe into which seized material can be placed whilst awaiting collection by the Police. The safe would be locked, the key held by the Police, no key to the safe would be held by the Operator or management of the Club.

Prior to the installation of a drop in safe management will place seized items in a secure cabinet in the administration area. Keys to this cabinet will only be held by the DPS and one nominated PLH.

Consent will always be sought before a search is carried out. The Club will ensure that all SIA security staff understand that any search carried out without consent is viewed as assault.

Any customer refusing to consent to a search will be politely but firmly refused entry to the venue.

Details of any person refusing a search will be recorded in a designated incident log.

Those conducting searches will do so in a respectful and polite manner, remembering that those being searched are customers.

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All body searches will be restricted to non-intimate areas only.

Door Supervisors will never conduct body searches on someone of the opposite sex.

If no female Door Supervisors are available and a male Door Supervisor believes it necessary to search a woman, then the search will be restricted to bags and outside pockets.

SIA security staff will be made aware of the danger of placing their hands in bags carried by potential customers, they will be instructed to use caution at all times. They may ask the customer to empty the bag for them.

Regular liaison with the Police will be maintained to ensure the regular collection of seized material.

Weapons/suspicious substances will be retained at the Club for collection by the Police. Under no circumstances should weapons/suspicious substances be removed from the premises, other than by the Police.

Post Crime Incident Procedures

Should an incident occur management and SIA security staff should be aware of the need to preserve evidence. They should clear the immediate area of people and position a SIA security officer so that he can protect the scene, if blood is present it should not be cleaned until the arrival of the Police, any items found at the scene should ideally be left in situ, if that is not possible they should be stored securely in individually numbered and tamper-proof self-sealing exhibit bags (as provided by the Metropolitan Police) and retained to be handed to the Police, the person storing the item should make a note of the activity; efforts should be made to note the names and addresses of any witnesses to the incident.

All crimes should be reported to the Police.

All incidents of crime will be recorded in the incident log.

Management will review all incidents of crime and identify learning opportunities for the future. These will be fed back into staff meeting and training.

Metal Detectors

Hand held metal detectors of a type approved by the Metropolitan Police

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will be deployed at the door. All customers arriving after 2200hrs will be checked by SIA security staff with the metal detectors, prior to that time SIA security staff will check arriving customers randomly.

Incident Book

The Club will maintain an incident book. Recorded in the incident book will be any incident which impacts on the safety of customers or staff:

- any crimes or suspected crimes committed
- any accidents to customers or staff (this might be a cross reference to any record kept for health and safety purposes)
- the discovery of matter which is suspected to be unlawful (drugs etc)
- the discovery of weapons
- any ejections from the premises, including the reason and where possible the identity of the person ejected
- any refusal of entry, including the reason, and where possible the identity of the person concerned (it is acknowledged that maintaining a detailed record of refusals is difficult, and during busy periods a record of the number of those refused entries and whether for suspected under age; intoxicated or otherwise behaving badly; banned; will suffice)
- lost and found property
- visits from the proper authorities, including the identity of the officer concerned and the purpose of the visit
- any requests from the authorities to view CCTV recordings, and/or the provision of those recordings to an officer, the record will include the identity of the officer concerned.

The DPS will countersign all entries which impact on the safety of customers or staff, and those which might relate to criminal activity. At the end of trading each day the DPS will sign the overall record, which will include the fact that no incidents occurred if that is the case.

Drinking and Drunkenness

All staff will be encouraged to be vigilant and monitor the levels of drunkenness of customers and take appropriate action where required.

Signage is displayed that informs customers that drunken people will not be sold alcohol.

There will be no irresponsible promotions that relate to the sale of consumption of alcohol. There will be no 'happy hour' or the equivalent.

The Club will instruct staff not to sell excessive multiple drinks during the

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last drinks period.

The Club is committed to providing reasonably priced soft drinks. Non alcoholic drinks including coffee will be available throughout operating times.

The Club will advertise its in house taxi service for customers to access licensed mini cabs, as a safe and legal alternative to drink-driving.

The Club will have a zero tolerance approach to permitting drunkenness on the premises.

Staff will refuse to serve alcohol to people who have consumed too much alcohol. They will be offered non-alcoholic drinks; if they misbehave they will be asked to leave the premises and removed.

Staff will refuse to serve alcohol to people who attempt to purchase alcohol for other people who have consumed too much alcohol.

If any member of staff is not sure if a person is too drunk to serve, they will be advised to always to always seek the assistance of a manager.

Door supervisors will not remove persons who are drunk without ensuring they have the means to get home safely and/or a companion to help them do so.

Staff Training

Bar staff will be trained in their legal obligations concerning alcohol and drunkenness, how to identify the signs and their duty of care to someone who appears to be drunk.

Management and supervisory staff will attend a British Institute of Innkeeping (BII) accredited course on 'Responsible Alcohol Retailing'.

Prevention of Disorder

The Club will maintain a zero tolerance policy in relation to anti-social behaviour both within and outside the premises.

Some of the preventative measures to deal with the more common precursors to disorder are covered elsewhere, namely control of entry and removal (Para. 2.16 + & 2.18+), drunkenness (Para 2.43+), overcrowding (Para 4 ), and temperature control (Para 4 ).

Door supervisors will be responsible for ensuring that any queues forming outside the premises, remain orderly, they should be directed to the south, away from the Church premises to the north.

The number of bar staff will always be adequate to ensure that no

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customer is kept waiting for any undue period of time.

Staff will be trained to acknowledge customers who are waiting, to create a positive, friendly atmosphere and sure that they do not feel that they are being ignored.

Management and SIA security staff will patrol the bar area to assess the prevailing atmosphere in the premises, look for any evidence of drug abuse and identify any early signs of trouble brewing.

All staff will be made aware that the prevention of disorder is the responsibility of everyone employed in the venue.

All staff will be instructed that their own personal safety is paramount and that they should intervene only when they believe that by doing so, it will not put them, other staff or customers in danger.

Staff will be alert to identifying potential signs of trouble, including people becoming more vocal, aggressive, unsteady on their feet, uncoordinated movements, inflamed eyes, increasingly self-confidence and loss of self restraint.

Customer service staff who become concerned at the behaviour of customers should not intervene; they should immediately inform a SIA security officer and a manager

Customers will be advised that if their behaviour is disruptive or causing concern to other customers or staff, they will be cautioned and if the behaviour continues they will be asked to leave.

If the behaviour of a customer is such that staff has serious fear for the safety of themselves or others they should call the Police in the first instance.

The Club will place signage around the venue relating to standards of unacceptable behaviour.

After 0200hrs, or at any other time when a large number of customers exit the Club, two SIA security officers, wearing high visibility jackets and displaying their SIA badges, will be positioned outside of the Club. Their role will be to provide a deterrent to bad behaviour, and to encourage customers to leave the area quickly and quietly.

Outbreak of Disorder

Should physical violence occur inside the premises, management will always call the Police.

All staff will be instructed that only SIA security officers will intervene in

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any violent confrontation.

Post incident Procedures

All incidents of disorder will be recorded in the incident log.

Management will review all incidents of disorder and identify learning opportunities for the future. These will be fed back into staff meeting and training.

Any offensive weapons found on the premises will be handed to the Police (see below). If there is a suspicion the weapon was used in an assault it will be protected and left in place so the Police can see where it was found and carry out any examinations necessary.

A full record will be made of any seizures in the incident book, which will be countersigned by the DPS.

Staff Training

All SIA security staff will receive basic training on prevention of disorder and conflict management. Training will include employing calming behaviour as well as language and non-verbal skills.

SIA security staff should receive training in crime scene preservation.

All non security staff will receive training on first action to be taken should an incident occur, or if they fear one might occur.

Drugs Policy

The Club will operate a zero tolerance policy regarding the use and supply of drugs on our premises. The key to this will be efficient searching and control of the door, see para. 2.27+.

There will be three main aims of our policy:

- To prevent drugs from entering the premises
- To minimise drug use inside the premises; and
- To safeguard customers attending who have used drugs

The Club will display notices outlining the "zero tolerance" policy to drugs at the entrance to the Club and in other prominent places.

The Club will operate our drugs policy within the framework of the Home Office publication, "Safer Clubbing".

The Club will work in close liaison and co-operation with the police and take vigorous action to tackle any suspicion of drug use or supply on the premises.

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The Club will maintain close liaison with the Police so we are aware of developing trends and dangers.

Preventing Drug Dealing or Use at the Venue

All staff will be encouraged to be vigilant to prevent drug dealing at the venue.

Key to minimising the use of drugs at the premises is proper searching and control at the door.

The presence of well sited CCTV cameras and vigilant patrolling staff will inhibit illegal activity

The toilet facilities will be overseen by attendants, who will receive instruction on activity which might indicate drug use, they will be instructed if they have such suspicions they should immediately inform a SIA security officer; in addition SIA security staff will check toilet areas least once per hour after 2200hrs.

Management and staff will cultivate good working relationships with their regular club-goers to encourage them to inform staff about drug dealers who are frequenting the premises.

Any information from staff members, customers or outside agencies about any suspected drug dealing at the venue will be logged and passed to the police.

The Club will facilitate a premises drug audit to be undertaken by police, using the Ion Itemiser or similar device.

Drugs Searches, Seizures and Disposal

The search policy of the Club is set out above

The policy of searching customers for drugs and weapons will be advertised prominently in entrance and queuing areas.

The Club will agree a policy with the Police in relation to action required when drugs or matter which is suspected of being an illegal substance, is found. All SIA security staff and management will be made aware of that policy and support it at all times.

Any drugs that are for personal use will be seized and retained.

Persons found in possession of drugs under circumstances which provide suspicion that the drugs will be supplied to others will be detained and the Police informed. If a person is suspected of dealing drugs the Police will always be informed.

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All seized drugs will be stored securely in individually numbered and tamper-proof self-sealing exhibit bags (as provided by the Metropolitan Police), where possible this will be done in view of the person from whom they have been seized.

A full record will be made of the seizure in the incident book, the DPS will counter sign the entry.

As stated above management will seek to install a drop in safe at the premises with the key held only by the Police.

Prior to the installation of a drop in safe management will place seized items in a secure cabinet in the administration area. Keys to this cabinet will only be held by the DPS and one nominated PLH.

Suspicious material will be retained at the Club for collection by the Police. Under no circumstances should suspicious material be removed from the premises, other than by the Police.

Keeping Drug Using Customers Safe

All staff will be encouraged to be vigilant in identifying customers who are suffering from the effects of drug use.

Staff will be extra vigilant and watch the dance floors to identify potential candidates for overheating.

There will be free and unrestricted, but monitored, access to cold drinking water at all times.

There will be a large range of appropriately priced bottled water and soft drinks available for purchase at the bar.

Door supervisors will be responsible for helping drug users in distress. Should a customer be identified suffering from the effects of drug use he/she should initially be removed to a quiet, cool place.

Trained first aiders will deal in the first instance with emergencies, while the medical services are contacted (See Para. 4 )

Door supervisors will not eject drug users in distress without ensuring they have the means to get home safely and/or a companion to help them to do so where appropriate.

Staff Training

Staff will be made aware of the zero tolerance policy in relation to drugs and the disposal policy.

All staff will receive basic training around the effects of the main



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substances used and how to respond to drug users in distress.

The Club will seek an input by local police in relation to the development of our drugs policy and training, particularly in relation to what to look out for and what to do if any substance is found.

The Club will seek to have two people qualified to the BIIA Level 2 National Certificate for Licensees in Drugs Awareness, which is designed to provide a basic knowledge and understanding of legal responsibilities, dealing effectively with and preventing drug related problems, and how to develop, implement and monitor a drug policy.

All SIA security staff are required to be licensed with the SIA and will therefore have received basic training in searching and drugs awareness.

Cleaning staff will receive training in safe methods for the disposal of any drugs or drug paraphernalia found.

Toilet attendants will receive training as set out in para. 2.97

Preventing Theft

Many of the crime prevention measures for the premises are covered elsewhere, including CCTV (Para 6) and regular patrolling by SIA security staff.

The Club will display anti theft signs prominently in the venue.

Staff will be instructed to be vigilant at all times in relation to the behaviour of any customers that gives cause for concern, and to report any suspicion to a SIA security officer or manager as soon as possible.

Staff will always advise customers on the security of personal items if seen left unattended. (i.e. mobile phone, keys, cash or other valuables left on table etc.)

Where applicable, the Club will ensure that the DJ makes periodic announcements to reinforce customer awareness of the risk of theft.

We will fit 'Chelsea clips' under tables to prevent the theft of handbags.

The club will develop efficient system at the cloak room and customers will be encouraged to lodge their belongings safely there.

Lost and Found property

Where staff discovers unattended property and the owner cannot be found, then the item will be booked into the found property system.

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All property found will be retained in a secured area for a period of 3 months and will then be disposed of. Where found property is of high value or of significant importance (Passport etc.) the police will be informed.

Wherever possible, enquiries will be made to identify the owners of the property and cross-checks will be made with Police records.

Where the loss of property within the premises is reported to staff, then an entry will be made on the lost property record and the found property register will be checked.

Staff Training

Staff training will be provided in relation to basic crime prevention.

Proof of Age

Persons under the age of 18 years will not be permitted entry into the club.

The Club fully supports the Challenge 21 scheme. Arriving customers that look 21 years or younger will be required to produce photographic identification to show they are over 18 years.

Staff will be trained to recognise the following methods of proof of age: Passports, UK photo driving licences and cards bearing the 'Pass' (Proof of Age Standard Scheme) holograms. Staff will always ask for any form of proof of age to be handed to them for closer examination. If any person refuses to do so, they will be refused entry or service and asked to leave.

If any member of staff has reason to believe that a form of proof of age given to them is either fake or is not the property of the person attempting to use it, it will be confiscated and they will be asked to leave. The person will be informed that they can collect the proof of age at a designated time on the next working day, after staff has informed the local Police.

The Club bar staff will always ask for proof of age if they consider someone to look 18 or under, even if SIA security staff or other members of staff have already done so.

Staff Training in Protecting Children from Harm

The Club will ensure all staff are aware of what is expected of them under the Child Protection guidance, including an awareness of age/ alcohol related offences, and the legal and financial penalties for serving those under 18 with alcohol. A copy of the guidance will be available to

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all staff.

The Club will make thorough checks to ensure that all staff members employed on the premises are over 18 years of age, confirmed through photo identification, a copy of which will be retained during the period of employment and for at least 3 months thereafter.

Fire Assessments and Safety Checks

A fire safety risk assessment will be completed by the appropriate authority.

A check of fire exits, warning system, and in-house fire equipment will be conducted daily and serviced regularly.

All daily/weekly fire safety checks will be documented as proof that they have been completed.

Detection/ Warning System

The Club has a comprehensive fire detection system, including an electronic audible warning system linked to a centralised system, in place.

Fire Exits

All fire exits to the premises will have sufficient lit signs within the premises indicating their locations.

All fire exits will be free from obstruction both inside and outside the venue at all times and well lit.

Staff Training

All staff will be trained in fire detection and evacuation procedures, including awareness of fire exits, as well as practical training with fire extinguishers and other emergency equipment.

All staff training will be recorded on the personal files of each member of staff.

Transport

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The Club is committed to ensuring that customers are able to travel from the venue in safety.

The Club is properly licensed as a Hackney Carriage and Private Hire Car Operator with Transport for London.

The Club will advertise their in house taxi service and encourage customers to order their licensed cab from within the Club and not exit until it has arrived. SIA security staff will liaise with the taxi controller positioned near the door and with customer service staff to ensure the correct customer gets the correct licensed cab.

If customers do not want to use the in house cab service they will be advised where to find night-buses (nearby), where the tube station is and the running times of trains, and where licensed hackney carriage ranks are situated. They will be encouraged to only use properly licensed transport services.

SIA security staff will be alert to other minicabs illegally touting for business outside the premises, they will note the registration numbers of these vehicles and pass them to the Police.

When licensed cabs are waiting for passengers outside the premises they will be asked to switch off their engines and not to engage in noisy behaviour.

Glass

The club will operate an efficient glass collection service around the Club. Glasses and empty bottles will be removed regularly in order to reduce possible breakages and broken glass problems, as well as removing any potential weapons should trouble break out.

SIA security staff will prevent glass bottles or glass vessels being taken off the premises or used in outside areas.

Any used bottles will be left in secure bottle bins and then emptied on a regular basis before they are completely full and overflowing.

Regular perimeter checks will be conducted around the outside of the premises to remove any glasses or bottles from the public domain.

Any broken glass will be cleared up immediately in accordance with health and safety procedures.

Stairways

At least one SIA security officer will permanently patrol the stairs to

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ensure they remain unobstructed.

Customers will not be allowed to congregate or loiter on the stairs at any time.

First Aid

The health and safety of our staff or customers is our first priority.

The premises will have sufficient First Aid kits available for the capacity of the premises. All staff will be made aware of the whereabouts of the First Aid kits as part of their induction training.

Wherever possible, at least one First Aid trained member of staff will be on duty.

Any items removed from the First Aid boxes will be brought to the immediate attention of a senior member of staff who will ensure the items are replaced as a matter of urgency.

Wherever possible, the Club will initially treat the injured person out of public view and will seek to respect the privacy of the injured person.

In the case of any medical emergency or concern about the immediate health of staff or customers the Club will always dial 999 and request an ambulance.

In the case of any head injury, we will always dial 999 and request an ambulance.

We will always seek medical attention for any person who appears ill or incapacitated in anyway, even if we believe their condition is as a direct result of drug use or excessive alcohol consumption.

Records of all First Aid interventions and accidents will be kept in a designated log.

Capacity

The maximum capacity of the Club is set in the PL as 260.

Security staff at the door will record the number of people entering and leaving the premises, they will notify a PLH when the number in the Club reaches 230.

Management will monitor activity in the Club to:

- ensure that no particular area of the Club becomes overcrowded
- ensure customers do not have to queue for prolonged periods at the bar that may cause them to become agitated

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- ensure the temperature does not rise to the point where the venue becomes hot and customers' agitation levels rise comparably
- ensure that they retain control of all customers and all aspects of the general management of their premises
- prevent opportunist thieves taking advantage of any crowds that may make pick pocketing easier.
- ensure that all routes to the bar, exits, toilets and other facilities are clear enough to allow access by customers
- Ensure that groups do not congregate in the toilet area (attendants will be employed to oversee activity and hygiene in the toilets)

Where guest lists or VIP passes are in operation, the number of paying customers allowed in will be adjusted accordingly.

Staff on duty, including those involved with a sound system or lighting as well as permanent staff, are not included in the capacity figure.

Noise

The Club will maintain a noise management plan to ensure that noise from the venue does not cause undue nuisance to passersby or nearby residents.

Internal Music Noise

Music reproductive systems within the Club will be governed by a noise limiter at a level agreed with the Environmental Health Department. The noise limiter will be secure and only the DPS and his deputy will have access to it. All music created within the premises will pass through the noise limiting system.

All ventilation outlets will be fitted with acoustic baffles. External plant and machinery will be insulated to ensure the noise from them does not create a nuisance.

Loudspeakers will be positioned away from door/windows, avoid party walls.

Windows are triple glazed; they will be kept shut after 2300hrs. Doors will be kept shut except to allow access or egress or in an emergency.

Music from within the Club should not be audible in any residences in the vicinity.

The Club management will liaise with the authorities of the Dominion Centre religious premises on the ground floor. They will identify

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occasions when the Dominion Centre and the Club are open at the same time and action will be taken to reduce or eliminate any noise break through from one building to the next.

The Club will provide a telephone number to nearby residents and/or residents groups providing access to the senior manager on duty at the Club, so if there is a problem with noise the complaint can be made quickly to a person in authority.

The Operator currently holds the lease of 10, The Broadway, which premise are used to accommodate people employed at the Club. If this situation changes the Operator acknowledges that he might have to take remedial action to soundproof the wall between the Club and this address.

The Operator will actively seek the input from the Environmental Health Officer to design systems whereby noise nuisance is reduced to a minimum or eliminated.

Deliveries

Deliveries and collections will take place between 0800hrs & 1900hrs, between Mondays and Saturday only, and not on Public Holidays.

Refuse And Recycling

In conjunction with the London Borough of Haringey the Club will only leave refuse and recycling material outside the premises at times agreed between us.

Bottle bins will not be emptied between 2300hrs and 0700hrs.

External Smoking

Those leaving the premises to smoke will be required to scan their thumb print into a device which will record the time of exit, to achieve re-entry they will again need to scan their thumb print and if they have been absent for more than 20 minutes, they will be deemed to be a new arrival. Notices will be exhibited at the exit making this clear; security staff will also inform smokers of this condition.

At any one time no more than 20 customers will be allowed outside of the premises to smoke. The Operator will monitor customers smoking outside and ensure their good behaviour and that the pavement is not obstructed.

No customer leaving the premises will be allowed to take with them an

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open drink container. Any customer smoking outside the premises who creates a public nuisance or is drinking alcohol will be refused re-entry.

Music will not be played outside of the Club.

Management will regularly monitor the noise levels of customers outside the premises and take action to reduce it if necessary.

Customers Arriving & Exiting

Customers that engage in noisy or disorderly behaviour on their approach to the Club will be refused admission.

SIA security staff will patrol any queues that form for entry and discourage noisy or disorderly behaviour.

Any queues that form will be directed to the south away from the Church premises.

Notices will be displayed at the exit informing customers that people live nearby and asking them to leave quickly and quietly.

As closing time approaches management will encourage the DJ will make announcements asking customers to respect local residents and to leave the area quickly and quietly.

During the final 30 minutes of trading the volume of music will be gradually lowered so that during the final 5 minutes it is no more than background music.

Door staff will remind customers of the need to leave quickly and quietly.

From 0200hrs onwards, or at any time when a significant number of customers leave, two SIA security officers will be deployed outside of the premises, wearing high visibility jackets, with a view to deterring bad behaviour and encourage people to leave the area quickly and quietly.

Particularly noisy or disruptive customers will be warned and a '3 strikes' exclusion policy introduced.

Taxi drivers will be encouraged to come to the door to collect passengers.

Litter

The Club will not advertise by means of distributing 'flyers'.

The Club will not engage in any fly posting advertising any events at the



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venue.

The Club will ensure that the area surrounding the premises is free from litter when the premises are closing, whether that litter is associated with the Club or not.

From 0200hrs onwards, or at any time when a significant number of customers leave, two SIA security officers will be deployed outside of the premises, wearing high visibility jackets, with a view to deterring bad behaviour which will include littering.

Light Pollution

Any security lighting positioned on the outside of the premises will be designed with a view to minimizing the light pollution of neighbouring properties as far as possible without affecting the deterrent effect.

Advertising lights and displays will be turned off when the Club is closed.

Other Public Nuisance

From 0200hrs onwards, or at any time when a significant number of customers leave, two SIA security officers will be deployed outside of the premises, wearing high visibility jackets, with a view to deterring bad behaviour of any kind and encourage people to leave the area quickly and quietly.

CCTV System

A comprehensive CCTV system will form a key part of the security for the premises in order to prevent criminal and ante-social behaviour.

The primary objectives of installing a comprehensive CCTV system within the Club are:

- To seek to influence the behaviour of patrons
- To protect customers, staff and property
- Where necessary, to provide evidence of an incident to assist subsequent investigation and/or prosecution

All licensed areas will be covered by CCTV, including:

- Entrances/exits and lobby areas
- Pavement areas immediately outside entrances of the premises
- Bar areas
- Corridor & stairs
- Internal public areas
- Administrative/Security office

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The Club will comply with the code of practice laid down by the Information Commissioner. The system is registered under the Data Protection Act, 1998.

Cameras

All external public access doors will be fitted with colour cameras, which enable clear, unobstructed images of all persons entering/exiting the premises.

Cameras will be fitted with robust anti-tamper housing to prevent interference and vandalism.

The fields of view of all cameras will be sufficiently well lit to enable them to operate as required under normal working conditions.

All cameras will continually record whilst the premises are in operation.

The quality of colour images recorded will:

- Clearly show actions of persons involved in an incident
- Give evidence of identity of offenders
- Enable frontal identification of every person entering in any light condition
- Show an overall view of the scene
- Be time and date stamped

A colour monitor will be provided with the system to view live or recorded images that will not be visible from outside the premises.

Customers entering the premises will be made aware of the fact that their images are being recorded by a CCTV system, enhancing the systems potential deterrent value.

Particular attention will be given to lighting in the area of public access doors, where "white light" will be produced to enable clear images and accurate colour retention.

There will always be at least one person on the premises when licensable activity is taking place, who is competent to use or adjust the CCTV system. Importantly this member of staff must be able to immediately show recorded images if a request is made by a Police Officer, and to print to disk any sequence of images requested by the Police within 2 hours of the request being made.

Should a request be made by the Police for access to the CCTV system when the Club is closed, management will ensure that access is granted

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within 8 hours of the request being made. If requested to produce a recording from the system that should be done within 2 hours of the request being made.

A maintenance agreement will be set up with a qualified company who will provide a minimum response time of 48hrs to deal with faults in the system.

Data Control

The images will be recorded for the purpose of any subsequent production as evidence in court proceedings.

Digital recording equipment will record time and date information as part of the image file. The time/date will be accurate.

The system will be capable of recording and retaining 31 days of images before over-recording.

The integrity of images removed from a hard-drive for evidential purposes will be maintained, they will be handed to the Police at the first opportunity.

The monitor and recording equipment will be located in a secure room and only trained and authorised staff will have access to it.

To ensure that the CCTV system remains compliant with the requirements of the Data Protection Act, a compliance checklist will be completed as part of a biannual review process.

Signage

Signs will be prominently displayed to ensure that anyone entering an area covered by CCTV will be aware of the fact.

Staff Training

Sufficient staff will be fully trained in the use of the CCTV system to ensure it can be operated during the period the Club is trading and access can be provided as set out at PARA. 2.56 above to the proper authorities.

COMMUNITY ENGAGEMENT - PARTNERSHIPS

The Club will actively seek good working relationships with local police

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officers and the licensing authorities and agree:

- The way in which incidents relating to drug use or tackling drug dealing will be handled
- In which circumstances they wish to be called and what they expect of door supervisors
- The procedures for seizing and keeping secure, suspected controlled drugs

The Club will subscribe to a local Pubwatch scheme or other recognised partnership/crime prevention group.

We will provide and maintain a dedicated phone number of the Designated Premises Supervisor for use by the Responsible Authority or any person who may wish to make a complaint during the operation of the licence. This will be provided to the Licensing Authority, Police and local residents Associations. We will ensure that any changes in these details are sent to these parties within seven days.

The details of all complaints will be recorded in the Incident book.

Management will always respond swiftly if there is a complaint of any kind concerning the operation of the Club. Remedial action will be taken as necessary.

We will hold a residents meeting every three months at which residents will be invited to view the operation of the Club and provide feedback if the Club is making any impact on the neighbourhood. The Police and Local Authority licensing officers will be invited to these meetings. If the meetings are not supported they might be discontinued, if that is the case the Operator will write to the Police and Local Authority informing them of the fact.

Dress Code

A dress code will be in place which will prohibit ripped jeans, sleeveless t-shirts, hoodies, baseball caps and football tops from being worn in the premises.

Condition 9

Condition 9 will be removed from the licence. It was felt that the applicant had provided suitable replacement conditions.

Private Functions

When the premises are being used for private functions the applications own staff shall be used and door supervisors are to be Security Industry Authority (SIA) registered.

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	<p>And the following additional conditions:</p> <p>Entry to the premises will be restricted to a particular entrance(s) whilst the premises is being used for regulated entertainment licensed activity</p> <p>Entrance/exit from the premises whilst regulated entertainment licensable activities are ongoing shall be via a lobbied door to minimise noise breakout.</p> <p><b><i>All speakers are mounted on anti-vibration mountings to prevent vibration transmission of sound energy to adjoining properties</i></b></p> <p>The licensee shall ensure that no music played in the licensed premises is audible at or within the site boundary of any residential property</p> <p>All regulated entertainment with amplified activity will utilise the in-house amplification system, the maximum output of which is controlled by the duty manager</p> <p>No form of loudspeaker or sound amplification equipment is to be sited on or near the exterior premises or in or near any foyer, doorway, window or opening to the premises</p> <p><b><i>All plant and machinery is correctly maintained and regularly serviced to ensure that it is operating efficiently and with minimal disturbance to neighbours arising from noise</i></b></p> <p>Where people queue to enter the premises a licensed door supervisor shall supervise and ensure the potential patrons behave in an acceptable manner</p> <p>When the premises turn out a licensed door supervisor shall supervise patrons and ensure the leave in a prompt and courteous manner, respecting the neighbours</p> <p>Signs should be displayed requesting patrons to respect the neighbours and behave in a courteous manner</p> <p>A licensed door supervisor will patrol the curtilage of the premises to prevent patrons urinating in public areas in the vicinity of the premises</p> <p>Illuminated external signage shall be switched off when the premises is closed</p> <p>Security lights will be positioned to minimise light intrusion to nearby residential premises</p>	
<p><b>LSCB30.</b></p>	<p><b>NEW ITEMS OF URGENT BUSINESS</b></p> <p>There were no new items of urgent business.</p>	

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JAYANTI PATEL

Chair