

TOTTENHAM APPLICATION
City Gaming Limited, trading as Game Nation
450-454 High Road, Tottenham

SUGGESTED CONDITIONS (16/042020)

Staff

1. There shall always be a minimum of 2 members of staff on duty when the premises are open.
2. In addition to the 2 members of staff the Licensee will have a third staff member who will be an SIA registered Security Guard on duty between the hours of dusk and 6 am on required days.
3. All staff shall be trained in recognizing drug use, conflict management and restricting service to persons under 18 years of age.
4. Training records shall be maintained and made available, within reasonable time, for inspection by the Police or Licensing Authority.
5. Refresher training shall be given every 12 months

CCTV

6. A 4K High Definition CCTV System will be provided throughout the building. 12 x 4K High Definition cameras will cover all key locations, as agreed with the Police, within the premises.
7. 3 x 4K cameras will be specifically focused on the High Street. One on each corner of the premises and the third focused over the doorway.
8. The Licensee will install a large "spotter screen" inside the entrance showing the live CCTV images which can be viewed by customers as they enter the premises. Included will be images from the external CCTV cameras.
9. Ensure that sufficient lighting is installed outside the premises.
10. All CCTV images will be recorded on a Hard Drive and retained for 30 days.
11. All CCTV images to be made available for Police and Licensing Authority inspection, images to be made available in reasonable time.

12. A staff member from the premises who is conversant with the procedure for making a request to the appropriate person to obtain CCTV images shall be on the premises at all times when the premises are open to the public and shall make such a request with the absolute minimum of delay when requested by an authorised officer of the Licensing Authority or the Police.

Connection to Conflict Management Centre

13. The premises are to be connected to the City Gaming Limited Conflict Management Centre (CMC) (or equivalent external conflict management facility), such facility to be staffed by SIA licensed conflict Management Operators.
14. The facility to operate 24 hours a day, 7 days a week and 365 days a year.
15. Each member staff in the venue must be provided with a remote-control key fob or keyring, which on activation alerts the CMC. Colour coded lights must be fitted at the premises to reassure the member of staff that they are connected to the CMC centre.
16. The system must provide 2-way communications which enables the CMC operator to speak to the member of staff and the customer causing concern.

Access control

17. The front door will be locked between 7pm and-7am daily.
18. Access between those hours available at the discretion of the staff with a buzzer being provided at the front door for customers to seek access.
19. Front Door Entry Security system to include video images on internal screen to allow the staff member to identify those requesting access and engage with them via audio.
20. The toilets will be always locked, and access controlled by staff.
21. The toilet design will be created in such a way that it will have flush fittings to ensure no storage space can be gained to conceal drugs.

Engagement with the local community

22. The Licensee will engage with the local centres for the vulnerable, and provide them with Safer Gambling information and contact details of the premises, to enable those centres for the vulnerable to contact the Licensee, should they have any concerns about an individual.

Crime

23. A Gang Management Policy will be implemented, in conjunction with the Police.
24. All staff shall receive training on the Gang Management Policy.
25. An incident log shall be kept for the premises, and made available on request to an authorised officer of the Licensing Authority or the Police, which will record the following:
 - (a) all crimes reported to the venue
 - (b) any complaints received regarding crime and disorder
 - (c) any incidents of disorder
 - (d) any faults in the CCTV system
 - (e) any visit by a relevant authority or emergency service.

Under 18s

26. A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.
27. Posters will be prominently displayed in the premises which advise customers that no Antisocial behaviour will be tolerated, that a Challenge 25 policy is in existence and that Drinking Alcohol is not permitted on the premises.