

**CLUB METROPOLITAN**

**OPERATING SCHEDULE**

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**Club/Management, and trading hours details**

**Name of Premises:** Club Metropolitan

**Address of Applicant:** 266 Muswell Hill Broadway  
Hornsey  
London N10 2QR

**Address of Premises:** 266 Muswell Hill Broadway  
Hornsey  
London N10 2QR

**Name of designated premises Supervisor** Panikos Ioannou  
266 Muswell Hill Broadway  
Hornsey  
London N10 2QR

**Telephone contact details** Landline: 020 8444 7820  
Mobile: 07425 396272  
Email: [panaisdevelopt@gmail.com](mailto:panaisdevelopt@gmail.com)>

**Capacity Limits:** 110

**Trained first-aid personnel :** Panikos Ioannou – trained in first aid in Greek Cypriot Army, to a high standard. No formal documentation or accreditation available.

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**Opening Hours:**

**Where the Licence is time limited, the dates:**  
Not applicable

**Licensable activities authorised by the Licence:**

**Supply of Alcohol**  
**Regulated Entertainment:** Live Music, recorded Music, Provision of facilities for Making Music & Dancing  
**Provision of Late Night Refreshment**

**The times the Licence authorises the carrying out of licensable activities:**

**Supply of Alcohol**

Monday to Wednesday	0800 to 0300
Thursday to Saturday	0800 to 0400
Sunday	0800 to 0130

**Recorded Music**

Monday to Wednesday	0800 to 0300
Thursday to Saturday	0800 to 0400
Sunday	0800 to 0200
New Years Eve	Until 0400

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**Provision of Facilities for Making Music & Dancing**

Monday to Wednesday	1800 to 0300
Thursday to Saturday	1800 to 0400
Sunday	1800 to 0200
New Years Eve	Until 0400

**Live Music**

Monday to Wednesday	2000 to 0200
Thursday to Saturday	2000 to 0300
Sunday	2000 to 0100
New Years Eve	Until 0300

**Provision of Late Night Refreshment**

Monday to Wednesday	2300 to 0330
Thursday to Saturday	2300 to 0430
Sunday	2300 to 0230

**The Supply of Alcohol & Regulated Entertainment 0800 to 0400 for the following days:  
Christmas Day, St Patrick's Day, St Georges Day & Burns Night**

**The opening hours of the premises :**

Monday to Wednesday	0800 to 0330
Thursday to Saturday	0800 to 0430
Sunday	0800 to 0230

See non standard timings plus half an hour until close of premises.

**Where the Licence authorises supplies of alcohol whether these are on and/or off supplies:**

Supply of alcohol for consumption **ON** and **OFF** the premises

## 1. INTRODUCTION

(Please note that in this document, reference to “Door Supervisors” means S.I.A registered people)

- 1.1 It is the primary objective of the Proprietor/Designated Premises Supervisor (“DPS”), and Management (together referred to as “the Management”) of Club Metropolitan is operate in a manner designed to minimise risk to customers, employees, neighbours, or persons in the near vicinity of the premises. In essence, Management will always seek to promote the four licensing objectives under Section 5 of the Licensing Act 2003:
- The prevention of crime and disorder
  - The prevention of public nuisance
  - Public safety
  - The protection of children from harm
- 1.2 The Management seek to operate successfully, providing a high quality venue for the enjoyment of customers in a manner that does not adversely impact on the quality of life of neighbouring residents, businesses or passers by. Much of the Venue’s clientele fall within the age group of 30 to 34, and to a lesser (but still substantial) extent the age group 45 to 49, both of which are the fastest growing age demographic within the London Borough of Haringey.
- 1.3 The Venue is not within an alcohol licensed premises hot spot but has been, and remains acutely aware of the presence of two or three licensed premises within the immediate vicinity who do not always operate as robustly as we do.
- 1.4 The Management will not tolerate breaches of the Law on the premises.
- 1.5 At all times the bar will be operated within the terms and conditions of its Premises Licence.
- 1.6 All staff have been, and will continue to be made aware of and expected to embrace these objectives, acting in a manner most likely to achieve them (see Section 4).
- 1.7 The Management will be an active member of Haringey Pubwatch and will co-operate with initiatives promoted and supported by that Organisation. Management will also seek to play an active role in any community initiatives designed to promote “safer drinking” or minimise problems associated with alcohol and the late night economy of the Borough.
- 1.8 Management are aware of and fully embrace the recommendations and sentiments of the document developed by the drinks industry in partnership with the Government, called “Social Responsibility Standards for the Production and Sale of Alcoholic Drinks in the UK.”
- 1.9 Management has for some time committed to the “Challenge 25 Scheme” to prevent illegal sales to under-aged persons, and to promote an older age demographic in respect of its patrons. Specifically, where any person thought to be under twenty-five wishes to enter the premises, staff will ask for identification

in the form of a Passport, Photo Driving Licence or a “proof of age” scheme card incorporating the “PASS” hologram.

- 1.10 Management will continue to endeavour to always be available to discuss licensing problems with the local police or local authority and will endeavour to participate in any scheme providing direct communications between Management and the Authorities.
- 1.11 Management will maintain a health and safety policy that is regularly under review. Risk Assessments will also be carried out and will be regularly reviewed. (See Section 5)

## 2. STYLE OF OPERATION

- 2.1 The Venue known as Club Metropolitan, and operating as a late bar restaurant/Club, is a well furnished premises offering a relaxed ambience for its patrons, the majority of whom are from the immediate locality.
- 2.2 The Venue is situated in a locality that has a history of providing late night venues and now the Venue is one of the only venues in the locality that still has late hours. The weekday clientele who utilise the late opening hours are predominantly local; the split is approximately 80% local, with the balance coming from outlying areas such as Wood Green, Hornsey/Crouch End, Highgate, Finchley etc. The split on Friday nights and Saturday nights is also mostly local people, being approximately 60% local and 40% from outlying areas. The percentage of locals has been steadily rising and is anticipated to continue to rise.
- 2.3 The age demographic of the clientele during weekday late hours (Sunday to Thursday night) is mature, in the age range of approximately 30/35 and above. On Friday nights and Saturday nights, the age range is from roughly 25 and above. This slightly higher age demographic than usual for such premises is in no small measure due to the Venue's commitment to the Challenge 25 Scheme.
- 2.4 Since Management took over the ownership and running of the business in April 2015, a conscious decision was made that they would never employ visiting DJs which tend to attract clientele who present significantly greater challenges to the four licencing objectives; instead, the Venue has a resident DJ and therefore tends to attract 'regulars' with whom Management and staff tend to build good relations. This applies not only to patrons who live within the locality, but patrons from farther afield. This promotes the four licencing objectives.
- In addition, Management have taken the decision not to hold any irresponsible drinks promotions (such as "Happy Hours", 2 drinks for the price of 1 etc. and nor will it sell high-strength low-cost alcohol in its range of beers, lagers, cider etc.
- 2.5 Significant investment has been put into the premises since the business acquired the lease of the premises in October 2014. The length of time remaining on the lease (12 years) is indicative of the Management's intention to ensure that the premises are run in a professional manner and on a long term basis, without compromising the four licencing objectives.
- 2.6 A bar menu, serving cold food only, from Monday to Wednesday from 22.00 to 03.00, on Fridays and Saturdays from 22.30 to 04.00 and Sundays from 22.00 to 04.00. There is also a menu for drinks, including hot and cold soft drinks, cocktails, beers, lagers and cider. Copy menus are attached to this Operating Schedule at Annex J. The food is sourced from a reputable commercial provider of cold meals.
- 2.7 The Management intend to let the premises for hire for the occasional private function such as weddings, milestone birthday parties, christenings etc., and a precedent of the Terms and Conditions document for such private hire is attached to this Operating Schedule at Annex H [**Attachment**]



- 2.8 The primary use of the premises is that of a late bar restaurant/Club/restaurant providing high quality facilities and a safe environment for patrons. The hiring of the facilities for private functions as set out above is very much a secondary, ancillary use. The business plan anticipates that such private functions will generate a small fraction of the overall turnover of the business. The Management offer the Venue free of charge on appropriate occasions, so far including to a nursery school for a party and a school play, to junior schools who have held parent/teacher meetings at the Venue. To date (June 2017) there have been six or seven such occasions. Commercial hire of the premises has so far included quarterly meetings of bank staff, estate agents strategic meetings, etc.
- 2.9 Capacity Limits: The maximum number of patrons (including staff and Door Supervisors) allowed at the premises shall not exceed a total of 110. Seating for 40 patrons is provided.
- 2.10 For private functions the total number of patrons shall not exceed 100
- 2.11 The premises carefully monitor and control the number of persons present at the premises, having adopted the "clicker" system by all door staff (including Door Supervisors) upon patrons entering and leaving the premises. Such information can be made readily and quickly available to authorised officers on request.
- 2.12 Each patron entering the premises is required to provide appropriate ID (see Section 1.9) which is scanned into the scanner. Without appropriate ID, a patron will not be able to gain entry into the Venue. All door staff including Door Supervisors have been trained in spotting fake ID, specifically via the Home Office Guidelines on fake ID (see also Section 4.9). The data in the scanner will be regularly and appropriately downloaded either on to a laptop, or memory stick and the data will be kept for a minimum period of two calendar months
- 2.13 For details of CCTV, please refer to Section 5.19.
- 2.14 The Venue does of course operate a strict No Smoking Policy within the premises (see also Section 3.8 and 7.11).
- 2.15 Management will never hold a 'significant event'.

### 3. DOOR SUPERVISION

- 3.1 A register shall be maintained by the DPS recording details of the SIA registered Door Supervisor. This shall record their full name, home address and contact number, the Door Supervisor's SIA registration number and the time they commenced and concluded working. If any Door Supervisor is supplied by an agency, details of that agency will also be recorded including the name of the agency, the registered business address and a contact telephone number. This shall be made available for inspection by authorised officers at all times. (All Door Supervisors are required to have their ID scanned at the beginning of each shift, together with all members of staff, including Panikos Ioannou.
- 3.2 Experience has shown that one Door Supervisor is sufficient for Sunday nights through to Thursday nights. On Monday to Wednesday one Door Supervisor is present from 10.30 p.m. till 04.00 a.m. and on Sunday till 02.00 a.m. On Thursday night (including the early hours of Friday) one Door Supervisor is present from 10.30 p.m. to 05.00 a.m.
- 3.3 On Friday nights (including the early hours of Saturdays) and Saturday nights (including the early hours of Sundays) the Management has recently (around the end of April 2017) increased the number of Door Supervisors to six as a precaution, but this measure is seen as temporary and subject to sensible reduction when, in the reasonable opinion of the Management, it is appropriate to do so. However, the number of Door Supervisors shall never be less than three. Conversely, Management will increase the number of Door Supervisors if circumstances suggest that this should be done. On these nights, door supervision commences at 11.00 p.m. and ends at 5.00 a.m. Although the Premises Licence permits regulated entertainment to start at 18.00, Management have chosen to commence regulated entertainment at 22.30 all seven days per week. Management do not intend to relinquish the opportunity to commence regulated entertainment earlier than 22.30, but currently have no plans to do so.
- 3.4 On weekdays where possible, and certainly on Friday nights and Saturday nights there will always be one female registered Door Supervisor on duty.
- 3.5 Door Supervisors and staff are fully aware of the absolute requirement not to admit or re-admit anyone who appears to be drunk or under the influence of drugs.
- 3.6 Notwithstanding other criteria for entry to the premises, when Door Supervisors are on duty, they will operate the Challenge 25 Scheme in deciding who will be able to enter the premises (and at other hours, door staff will do likewise).
- 3.7 It is a condition of entry and re-entry that Door Supervisors undertake personal searches (a light pat-down). In addition to this, search wands will be provided, maintained and used by Door Supervisors or other appropriate persons to search all customers prior to entry or re-entry (and staff, if any display any signs of concern).

- 3.8 All Door Supervisors are aware of the need to control the number of smokers who temporarily exit the front of the premises to smoke. The Door Supervisors shall ensure that there is no obstruction of the pavement outside the Venue, and if the number of smokers is in their opinion becoming too high, they will politely request any further patrons who come out for a smoke, to return after a few minutes. There is a dedicated cigarette receptacle permanently attached to the front of the premises and patrons are politely encouraged by door staff to dispose of cigarette butts in those receptacles. On each night of the week there will be a dedicated Door Supervisor to monitor and control smokers (see also Section 7.5).
- 3.9 All Door Supervisors working outside and inside the premises or whilst engaged in the dispersal of patrons at the close of business shall wear "high visibility clothing".
- 3.10 Management to ensure that All Door Supervisors are acting robustly to prevent crime and disorder, and if the Management are in any doubt as to this requirement being met, to address them and their agency or employer, and if necessary to change Door Supervisors/their employers/agency.
- 3.11 Subject to obtaining permission from the appropriate freeholder, Door Supervisors will ensure, so far as they are able, that no actual or possible patrons of the Venue congregate or park their vehicles in the car park, and shall also ensure that there are no loiterers in the car park. To this end, residents of the Pinnacle Development (and in fact all surrounding neighbours) are provided with emergency contact details within the Venue so that residents can immediately report any such loitering, whereupon Management will ensure that Door Supervisors immediately and appropriately deal with the situation. Similar arrangements will apply to the block of flats adjacent and to the left of the Venue premises (across the road) known as '77 Muswell Hill'. Any such incident will be logged in the Incident Log Book – see Section 5.7.
- 3.12 Door Supervisors play a crucial role, not only in the prevention of crime and disorder and public safety (see Section 5), but also in the dispersal policy (see Section 8) to prevent public nuisance e.g. noise or disturbance that may otherwise be caused by patrons leaving the premises.
- 3.13 All Door Supervisors (including staff – see Section 4) are made aware of the fact that they are empowered to deal with violence against the person on the premises, and in particular to safeguard women against any such violence.
- 3.14 All Door Supervisors are made aware that they are required to report any occurrences, whether inside or outside the premises and so that the Management can ensure that appropriate occurrences are entered in the Incident Log Book.
- 3.15 Patrons are strictly prohibited from consuming alcohol outside the premises and this prohibition is enforced by both Door Supervisors and staff.
- 3.16 All Door Supervisors are aware that since the installation of the acoustic lobby at the front and rear exit of the premises, they must endeavour to ensure that both the street door at the front of the premises and the back door at the rear of the premises and the respective acoustic lobby doors are never opened at the same time (see also Section 7.3 and 8.4.6).

#### 4. TRAINING POLICY FOR STAFF

- 4.1 All staff members will be provided with a copy of the company's Operating Schedule, will be required to read the Operating Schedule in full, including its Annexes, and to sign an appropriate document confirming that they have received and read the Operating Schedule. All staff will be required to re-read the Operating Schedule at or around six monthly intervals and will be required to sign an appropriate document confirming that they have done so. Staff also are aware of and receive regular and thorough training in respect of the Venue's Health and Safety Rules.
- 4.2 Management shall ensure that all staff at the commencement of their employment are made aware of the law regarding the refusal of supply of alcohol to any person who is drunk or who is under age, and shall be trained on how to seek identification from anyone who appears to be under age. Such training will include commitment to and adoption of the Challenge 25 Scheme to prevent illegal sales to under-aged persons. Specifically, where any person thought to be under 25 wishes to purchase alcohol, staff will be trained to always ask for identification in the form of a passport, photo driving licence or a "proof of age" scheme card incorporating the "PASS" hologram.
- 4.3 In addition to this initial training on commencement of employment, staff will be required to participate in the structured training sessions that will be held internally for all members of staff every six months or thereabouts. This will include appropriate training to remain calm and non-confrontational at all times. Staff will then be required to sign an appropriate document confirming that they have participated in the training sessions.
- 4.4 Management will provide training to all staff at the commencement of employment in respect of the importance of being aware of, and the signs and consequences of drinks spiking. Training on this issue will be included in the six monthly training sessions stated above. All staff will be reminded that the danger of drinks spiking is real, and to emphasise this fact they will be made aware of an actual spiking incident that occurred in June 2016 when Panikos Ioannou spotted actual drink spiking, ensured that the spiked drink was not consumed by anyone, called the Police who arrived and subsequently arrested the drinks spiker.
- 4.5 Management shall maintain a "open door" policy in respect of staff who have any queries or concerns regarding the operation of the premises, and in particular regarding any matters on which they have received, or would like to receive training. This will ensure that such queries are dealt with promptly, on an ongoing basis, without having to wait for the set training sessions.
- 4.6 Management will keep training needs under periodic review in light of experience at the premises and elsewhere in the borough and wider community, so that prompt training can be given in respect of actual or possible future problems without having to wait for scheduled training to take place.
- 4.7 Management issue memos to staff to alert them to specific matters. An example of this is if there is a large public event held at Alexandra Palace, Management would send a memo to all staff to inform them of the event and, as has actually happened, informed all staff that groups of five or more people are not to be allowed to enter the premises.

- 4.8 Training records of staff will be made available to the Licensing Authority or any Relevant Responsible Authority, including the police, when requested.
- 4.9 In addition to being provided with a copy of the Venue's Operating Schedule, Management will also rely on the annexes to this Operating Schedule, consisting of the Venue's policies/procedures on various important issues, which enables staff to access more detailed information more quickly, and which will be used to enhance training. All staff now receive regular training (at the same time and intervals as set out above) to enable them to spot fake ID. For the purposes of this training, Management utilise the fake ID Guidance issued by the Home Office.

5. **PREVENTION OF CRIME AND DISORDER, AND PUBLIC SAFETY**

**General**

5.1 The first and second limbs of the four licensing objectives have been combined into one section so as to promote a holistic approach to these two very important and linked matters, rather than to separate them.

5.2 Having carefully considered the specific potential risks and having now had the benefit of trading for 18 months (this Operating Schedule having been radically overhauled between summer 2016 to June 2017) Management have identified the following actual and potential risks as follows :-

- (i) Public drunkenness
- (ii) Violent behaviour, including possession of weapons
- (iii) Anti-social behaviour
- (iv) Drunkenness on premises
- (v) Drugs use

The above matters have been robustly addressed in this Operating Schedule, particularly in Sections 3, this Section 5, 6.5, 7, 8 and 9 and Annexes C to G.

The following issues have the potential to cause problems at the premises, though in reality have not so far manifested themselves at/around the premises:-

- (vi) Sale of alcohol to under-aged children (see Section 6)
- (vii) Theft of personal property (see Section 5.21)
- (viii) Prostitution, lewd acts and similar offences
- (ix) Maintenance of smoke-free environments (see Sections 2.14, 3.8 and 7.11)
- (x) Irresponsible drinks promotions (see Section 2.4)
- (xi) Tax evasion ) (see Sections 5.11
- (xii) Counterfeit goods ) and 5.26)

For potential risks in respect of prevention of public nuisance, please see Section 7.

5.3 It is the aim of Management, by means of complying/enforcing the contents of this Operating Schedule, to eradicate or minimise items (i) to (v), (vii) above and to be vigilant against the remaining matters ever causing any problems.

5.4 The Designated Premises Supervisor ("DPS") works full-time on the premises. Presently, the position is that the proprietor of the premises Mr Panikos Ioannou (who is the DPS) will be on the premises whenever the premises are open to the public. If for some reason Mr Ioannou is unable to attend the premises, or has to leave the premises unexpectedly during opening hours, the premises will close forthwith. If this state of affairs should ever change, it is the aim of the Management that before the premises open there will be a minimum of one Personal Licence Holder ("PLH") on the premises whenever the DPS is away from the premises, and whenever alcohol is available for supply or consumption. In the absence of the DPS, this PLH will have overall responsibility for security within the premises and will also ensure that he/she is aware, through appropriate channels of information, of activity immediately outside the late bar restaurant/Club.

- 5.5 The DPS will be responsible for liaison with the police and other proper authorities. Should he become aware of any crime and/or disorder either within the premises or connected to the premises he will ensure the authorities are informed and supported in their actions/activities. In the absence of the DPS, the PLH on duty will assume these responsibilities.
- 5.6 At the start of each opening day Management will check escape routes, fire extinguishers, exits including fire doors are in order and not obstructed, free of trip hazards, and will check to ensure emergency exit signs are working and that the emergency lighting system is in order. These matters will be checked off against a daily fire safety check form, which shall record any comments in relation to these checks, remedial actions to be taken and date of completion of those remedial actions. Staff will be briefed to be aware of these requirements and monitor them throughout the time that the premises is open. A fire risk assessment required under the Regulatory Reform (Fire Safety) Order 2005 (as amended) has been completed and is available for inspection by an authorised officer. The premises has already obtained a Certificate of Inspection certifying that the appliances have been inspected at the premises.

### **Incident Log Book**

- 5.7 An Incident Log Book shall be kept at the premises, which is in a hard back durable format, hand written at the time of the incident or if not possible, as soon as is reasonably possible thereafter, whilst the incident details are still fresh in the mind, and wherever possible where patrons/witnesses are still on the premises so that their identity and contact details can be taken. This book will be maintained and kept for a minimum of 12 months and shall be readily available for inspection by an Authorised Person of the Licensing Authority or a Relevant Responsible Authority throughout the trading hours of the premises. This log will record details of the people involved/caller, the time and date of the incident/call, time and date of the incident about which the call is made, any actions taken to deal with the call, brief description of the incident/person(s) removed, details of the staff involved and as many names as possible of those involved including staff. It shall record the following :-

- 5.7.1 The name of the DPS or PLH responsible for the premises at any given time;
- 5.7.2 All crimes reported to the venue;
- 5.7.3 All ejections of patrons;
- 5.7.4 Any complaints received;
- 5.7.5 Any incidents of disorder (disturbance caused either by one person or a group of people);
- 5.7.6 Seizures of drugs or offensive weapons;
- 5.7.7 Any incidents in relation to the use of any force by staff or Door Supervisors whether in the removal of persons from the premises or otherwise;
- 5.7.8 Any faults in the CCTV system or searching equipment or scanning equipment;

5.7.9 Any refusal of the sale of alcohol;

5.7.10 Any visit by a relevant authority or emergency service.

### **Drugs, and other illegal items**

- 5.8 The premises operates a zero tolerance policy towards drugs and anything that could reasonably be classed as an offensive weapon. What Management class as a potential offensive weapon is wide ranging and even includes umbrellas whether long or short (the short, fold away umbrellas in fact present a greater risk). Searches, including the use of search wands, are a condition of entry to the premises (see Section 3.7).
- 5.9 The Management will be willing to work with the police if they wish to deploy a sniffer dog periodically, though it is a fact that the previous drugs problems associated with the premises have been eradicated by the new owners who took over the premises in April 2015. In November 2015 at the start of trading under new ownership, Management invited the Police to carry out random visits to the premises to search for illegal drugs and although that offer has not been taken up, it remains open. The reason for mentioning this is by no means as a criticism of the Police, but to emphasise the fact that the drugs problem associated with the premises under previous owners has been eradicated to the satisfaction of the Police.
- 5.10 Searching will take place in full view of CCTV.
- 5.11 The objective of searching is to deter customers/users from bringing anything into the premises that might cause harm to themselves or others, and this includes illegal substances or other items for unlawful use or sale into the premises. Hawkers are denied access to the premises.
- 5.12 If in the course of any search, items such as those stated at 5.8 above are found, they will be confiscated and the customer either refused entry to the premises and thereafter barred or if already in the premises will be escorted out of the premises and thereafter barred. Seized illegal substances or other such items will be placed in the locked "drug box" and handed to the police as soon as reasonably possible. All such incidents will also be recorded in the Incident Book on site.

### **Prominent Notices**

- 5.13 A prominent notice will be displayed at the entrance to the bar within the premises notifying arriving customers of the I.D. scanning system in place, the fact that they will be searched on entry, that a search wand will be used and the possibility that sniffer dogs may on occasions be deployed. Any customer refusing to co-operate will be excluded from the premises. The Notice may also deal with other matters, such as age limitations, and other conditions of entry. There will be a notice in respect of possible theft of patrons' property (see Section 5.21) and the operation of CCTV (See Section 5.19.8).
- 5.14 At all times emergency exits will be kept clear and unobstructed.
- 5.15 Members of staff will at all times co-operate with police in any investigations that the police initiate. (See also Annex F: Crime Scene Preservation Policy).



- 5.16 No one will be allowed entry into the premises if they appear to be drunk or under the influence of any illegal substances.
- 5.17 It will be emphasised to staff, and they will be appropriately trained, to remain calm and non-confrontational at all times.
- 5.18 Between the hours of 21.00 to 03.30 Monday to Wednesday, 21.00 to 04.30 Thursday to Saturday and 21.00 to 02.30 on Sunday a member of staff will be required to physically undertake a visit to the toilet foyer area every 20 minutes or so to establish a regular physical presence there and to check for any illegal activity. (See Annex C: Drug and Alcohol Policy).

**CCTV system:-**

5.19 A CCTV system :-

5.19.1 Has been installed inside and outside the premises and is of appropriate specification

5.19.2 CCTV equipment has been set to record all licensed areas from the time that the premises open to the Public until the premises close and all members of the Public have left. The CCTV equipment has recently been upgraded to provide identifiable images, and cameras on the entrance capture full frame shots of the heads and shoulders of all people entering the premises so that it is capable of identification of every person entering in any light condition.

5.19.3 The CCTV system provides a linked record of date, time and place of any image.

5.19.4 A monitor is in situ to review images and recorded quality.

5.19.5 At all times when the Venue is open to the public, there will be at least one member of staff on the premises who is trained in operating the CCTV system, and this staff member will be able to show Police or the Licencing Authority recordings of the preceding two days immediately when requested.

5.19.6 CCTV equipment installed record for twenty-four hours a day, three hundred and sixty-five (366) days a year.

5.19.7 Digital images shall be retained for at least 31 days and shall be produced to an authorised officer on demand.

5.19.8 Notices advising that CCTV has been installed on the premises have been posted up so that they are clearly visible to the public within the licensed premises. (See Section 5.13)

5.19.9 Searches (see earlier) will take place in full view of CCTV. (See Section 3).

5.19.10 A CCTV camera is installed at the top of the stairs leading down to the toilets to monitor any inappropriate activity in that area.

5.19.11 Two CCTV cameras are situated on the front façade of the premises to record events directly outside the premises and further afield, in particular, The Broadway. There are ten CCTV cameras inside the premises so that every part of the premises can be covered.

#### **Bottles and glasses:**

5.20 Management operate a strict policy on their use :-

5.20.1 Where glass bottles are used in the premises, they will be retained or disposed of on the premises;

5.20.2 No customers will be admitted, or permitted to leave the premises when carrying open or sealed glass bottles or glasses.

(See Annex E: Glass Collection/Hazard Policy).

#### **Theft**

5.21 Management is aware that theft from patrons presents a real risk in any premises open to the public, especially licensed premises. With this in mind the following steps have been taken :-

5.21.1 There is appropriate signage within the premises advising patrons to look after their personal property;

5.21.2 All staff are directed to keep a close eye out for personal belongings that seem to be unattended and to politely raise this issue with customers, warning them to keep their property safe (also see Annex G : Lost Property Policy);

5.21.3 The premises has a controlled cloakroom, satisfactorily manned at all times.

5.21.4 Prominent signage within the premises of the operation of CCTV in the premises. (See Section 5.19.8).

#### **Miscellaneous Matters**

5.22 Management will ensure that comprehensive arrangements exist to enable the safe evacuation of all disabled occupants in the event of an emergency.

5.23 An adequate and appropriate supply of first aid equipment and materials are available on the premises.

5.24 The alcohol store rooms will be kept locked at all times including when the premises are open to the public except when access is necessary for

replenishment or repair to pumps etc. Keys to the cellar will be kept only by the DPS.

- 5.25 Patrons are strictly prohibited from consuming alcohol outside the premises (see Section 3.15).
- 5.26 Management only use bona fide suppliers in respect of the drinks (both alcoholic and non-alcoholic) and food supplied at the premises.

**6. SUPPLY OF ALCOHOL AND PROTECTION OF CHILDREN**

- 6.1 It is a criminal offence to supply alcohol to a person aged under 18 years. (subject to certain exceptions which do not apply to these premises). If any member of staff, including door staff, suspects that a person seeking entrance to or to be served alcohol within the premises is under 25 years of age staff will ask for identification in the form of a Passport, Photo Driving Licence or a "Proof of Age Scheme" card incorporating the "PASS" hologram. This is in line with the "Challenge 25 Scheme". If identification is not produced or is considered unsatisfactory the customer/user will not be admitted to or asked to leave if already in the premises and the DPS or PLH informed. When such an incident occurs a record will be kept in the Incident Report Book.
- 6.2 Only credible photo identification will be accepted, as stated at Sections 1.9, 3.6 and 4.2 above.
- 6.3 A prominent and clear notice is displayed at the point of entry into the premises and at the bar advising customers that they may be asked to produce evidence of their age. (See section 5.13).
- 6.4 A prominent and clear notice is displayed in the bar area of the premises about the supply of alcohol to minors and the relevant offences involved.
- 6.5 If a customer is exhibiting signs of intoxication within the bar, the DPS (or in his or her absence the PLH) will be called. The customer will be asked to behave in a manner so as not to upset other customers and be offered non-alcoholic refreshment if he/she wishes to remain in the premises. If necessary the customer will be asked to leave, but every effort made to make him/her do so amicably and quietly. (See Annexes C (Drug and Alcohol Policy) and D (Disorder and Drunkenness Policy). A taxi, at the expense of Management, might be called to take them away if required.
- 6.6 The bar will not conduct alcoholic drinks promotion such as two for one, three for two or multiple drinks promotions. (See also Section 2.4)
- 6.7 The consumption of alcohol is restricted to the areas identified on the plan attached to the operating schedule at Annex K.

7. **PREVENTION OF PUBLIC NUISANCE**

7.1 Having carefully considered the specific potential risks and having now had the benefit of trading for 18 months (this Operating Schedule having been radically overhauled between 2016 and June 2017) Management have identified the following actual and potential risks as follows :-

- (i) Public drunkenness )
- (ii) Violent behaviour, including possession of weapons ) See Section
- (iii) Anti-social behaviour ) 5.2. and
- (iv) Drunkenness on premises ) Annexes C
- (v) Drugs use ) to F
- (vi) Noise and vibration escaping from the premises, including music (see this Section 7; 3; Sections 8 and 9; and Sections 10.1 and 10.3)
- (vii) Disturbance by patrons arriving at, gathering outside of, being admitted or re-admitted to or departing from the premises, especially between 23.00 and closing time. (See Section 3; 5; this Section 7; 8)
- (viii) Preventing vehicle queues forming outside the premises specifically where licensed taxis or private hire vehicles are used by departing patrons (see Section 8.4.3 and 8.4.5)
- (ix) Litter and smokers' waste being left in the vicinity of the premises
- (x) Obstructing the highway by patrons smoking outside the premises
- (xi) Limiting any nuisance or glare caused by positioning of external lighting (see Section 9)
- (xii) Nuisance impacts experienced by neighbours (see Section 3; 5; this Section 7 and Section 8)

7.2 Management will nevertheless continue to liaise and cooperate with the relevant departments at the London Borough of Haringey and local residents should any problems arise.

7.3 The Management will take all reasonable steps to ensure that noise or vibration is not noticeable at the façade of any noise sensitive premises/nearest residential property, including the residential premises above and to the sides of the premises. To address these specific issues, Management have recently installed an 'acoustic lobby' behind the front façade of the premises and at the rear of the premises. Both Door Supervisors and staff have been instructed to ensure, wherever possible, that the front door of the premises and the door of the acoustic lobby leading into the premises are not open at the same time, especially between the hours of 22.30 to closing time. (See Section 3.16).

7.4 A noise limiting device has been installed and maintained in such a manner as to control all sources of amplified music or speech, and shall be calibrated to the satisfaction of the Chief Community Safety Officer/Environmental Health Officer.

7.5 Prominent, clear and legible notices at the exit to the premises shall be displayed on the premises requesting customers to respect the needs of local residents and to leave the premises and the area quietly. (See also Section 8 Dispersal Policy). Each night there will be a dedicated Door Supervisor (the same Supervisor nominated to monitor and control smokers – see Section 3.8) to monitor noise outside the premises and to speak to/take appropriate action against any patron or potential patron to ensure such noise ceases. Door Supervisors are aware of the

care they have to take to ensure they do not exceed their authority. Nevertheless a proactive approach has been adopted by Door Supervisors, at the specific request of Management, and one example in order to illustrate this point was an occasion at 2.00 a.m. on a weekend night when a convertible car with two male and two female occupants unconnected with the Venue, parked opposite the Venue, with very loud music coming from the car stereo system. A Door Supervisor crossed the road and asked them politely to turn the music down to a low level and when they refused, the Door Supervisor called the Police who subsequently attended the scene.

- 7.6 The placing of bottles into receptacles outside the premises by staff for disposal shall take place at times that will minimise disturbance to nearby residents.
- 7.7 Either the DPS or PLH or a person nominated by Management shall be responsible for monitoring noise level to ensure, as far as reasonable, that local residents are not disturbed.
- 7.8 All entertainment equipment, whether supplied by the Management or any performer, including musical instruments, amplifiers, microphones or dj equipment, shall only be connected to a mains supply that is permanently protected by 30mA residential current device (RCD 30mA) and shall not override or bypass the noise limiting device. (See section 7.3 above).
- 7.9 Adequate and suitable (lidded) receptacles shall be provided to receive and store refuse from the premises.
- 7.10 Receptacles for refuse storage shall be maintained in a clean condition.
- 7.11 Litter, including smokers' waste, shall be prevented at all times and where identified, regularly cleared from the vicinity of the premises.
- 7.12 Full contact details, including mobile telephone number of the DPS, landline of premises and email address of premises will be made available to local residents to facilitate immediate remedial action in respect of any public nuisance – see Section 10.3.

**8. DISPERSAL POLICY**

- 8.1 Management acknowledge the potential for neighbourhood noise and disturbance when customer's exit at night, and especially at closing time. All reasonable efforts will be made to minimise this potential nuisance and it will be the responsibility of all members of staff to support this policy.
- 8.2 The premises adopt a 'wind-down' period during the last 30 to 40 minutes of trading rather than bringing it to an abrupt halt. This is achieved by means of the DJ playing slower music and reducing the volume of the music played during this end period. In addition, lighting levels within the premises will be appropriately manipulated to encourage the gradual dispersal of customers during the last part of trading and the drinking up period.
- 8.3 D.J. announcements are used in the last 2 hours of trading to remind customers to be considerate on leaving the premises by minimising noise on exit, including the need to talk softly outside, and close car doors gently.
- 8.4 Door staff (including Door Supervisors – see Section 3) play a key role in the implementation of our Dispersal Policy by :-
- 8.4.1 Encouraging customers to drink-up and progress to the foyer within the venue throughout the latter part of drinking-up time;
  - 8.4.2 Drawing the attention of customers to the taxi booking service available within the foyer of the premises and providing coffee, soft drinks and bar snacks whilst waiting within the premises for their taxi;
  - 8.4.3 The Management use the services of Muswell Hill Cars and VIP Cab Company, whose drivers have been made aware of the need for quiet dispersal of customers, including the requirement to have no music playing in their taxis and the need to close car doors gently; named drivers are allocated to named customers.
  - 8.4.4 Drawing the attention of exiting customers to the notices in the foyer and ask them to be considerate and comply with the requirement to exit the premises and the vicinity without making any noise;
  - 8.4.5 Wherever possible, door staff will inform the customer that their taxi has arrived, the requirement to minimise noise by talking softly and closing car doors gently and escort them outside the premises to the taxi;
  - 8.4.6 Door Supervisors will ensure wherever possible that the street door of the premises and the acoustic lobby door leading into the premises are never open at the same time;
  - 8.4.7 Ensuring the removal of all bottles and glasses from departing customers;

8.4.8 Actively encouraging customers not to congregate outside the premises.

8.4.9 To ensure, insofar as is possible, that no departing patrons of the Venue congregate in the car park or vicinity of the Pinnacle Development and the new block of flats known as 77 Muswell Hill.

8.5 Notices are to be displayed at the exit asking customers to leave quickly and quietly.



9. **EXTENRAL LIGHTING AND LIGHT POLLUTION**

- 9.1 Any artificial lighting on the premises must not cause nuisance due to glare unless the Metropolitan Police have confirmed in writing that it is considered necessary to prevent crime and disorder.
- 9.2 In view of the findings of operators elsewhere in the country that the use of bright lights at the exit of a venue encourages customers to leave more quietly, Management will be happy to liaise with Haringey Council and the police to establish guidelines on the positioning of such lights, which will also enhance CCTV coverage/images.

10. PUBLIC RELATIONS

- 10.1 Management will make all reasonable efforts to maintain good relations with those living and working in the vicinity. Appropriate meetings can be held if required, at which such people can comment on the operation of the premises.
- 10.2 Management will keep a log of all lost property and the police will be notified of this. The late bar restaurant/Club will retain the items for three months.
- 10.3 Full contact details, including mobile telephone number of the DPS, landline of premises and email address of premises will be made available to any local resident so that if any matters of concern arise in relation to the operation of the premises, and this will reinforce the assurances the Management have already been given to some local residents in particular, these contact details will facilitate a swift resolution to any problems that may arise, in that an alert by a resident of any particular problem will enable Management and Door Supervisors to deal with the problem immediately.

Copy Premises Licence = Handed to TA at 21.6.17 meeting

LICENSING ACT 2003  
Sec 24



## PREMISES LICENCE

Receipt: AG766668

Premises Licence Number: LN/00001284  
LN/000003138

This Premises Licence has been issued by:

The Licensing Authority, London Borough of Haringey,  
Urban Environment, Technopark, Ashley Road  
Tottenham, London, N17 9LN

Signature:

Date: 24<sup>th</sup> November 2005  
7<sup>th</sup> August 2014

### Part 1 – PREMISES DETAILS

Postal Address of Premises or, if none, Ordnance Survey map reference or description:

CAFÉ LOCO  
266 MUSWELL HILL BROADWAY  
LONDON  
N10 2QR

Telephone: 0208 444 3370

Where the Licence is time limited, the dates:

Not applicable

Licensable activities authorised by the Licence:

Supply of Alcohol

Regulated Entertainment: Live Music, Recorded Music, Provision of Facilities for Making Music & Dancing

Provision of Late Night Refreshment

The times the Licence authorises the carrying out of licensable activities:

Supply of Alcohol

Monday to Wednesday	0800 to 0300
Thursday to Saturday	0800 to 0400
Sunday	0800 to 0130

Recorded Music

Monday to Wednesday	0800 to 0300
Thursday to Saturday	0800 to 0400
Sunday	0800 to 0200
New Years Eve	Until 0400



LICENSING ACT 2003

Sec 24

**Provision of Facilities for Making Music & Dancing**

Monday to Wednesday 1800 to 0300

Thursday to Saturday 1800 to 0400

Sunday 1800 to 0200

New Years Eve Until 0400

**Live Music**

Monday to Wednesday 2000 to 0200

Thursday to Saturday 2000 to 0300

Sunday 2000 to 0100

New Years Eve Until 0300

**Provision of Late Night Refreshment**

Monday to Wednesday 2300 to 0330

Thursday to Saturday 2300 to 0430

Sunday 2300 to 0230

The Supply of Alcohol & Regulated Entertainment 0800 to 0400 for the following days: Christmas Day, St Patrick's Day, St Georges Day & Burns Night

**The opening hours of the premises:**

Monday to Wednesday 0800 to 0330

Thursday to Saturday 0800 to 0430

Sunday 0800 to 0230

See non standard timings plus half an hour until close of premises.

**Where the Licence authorises supplies of alcohol whether these are on and/or off supplies:**

Supply of alcohol for consumption ON and OFF the premises

**Part 2**

**Name, (registered) address, telephone number and e-mail (where relevant) of holder of Premises Licence:**

Panikos Ioannou  
27 Mitchell Road  
Palmers Green  
N13 6EG

**Registered number of holder, for example company number, charity number (where applicable):**

Not applicable

## **Annex 1 –Mandatory Conditions**

**(2) Supply of alcohol:** No supply of alcohol may be made under the premises licence-

- (a) at a time when there is no designated premises supervisor in respect of the premises licence, or
- (b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.

(3) The second condition is that every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

### **Additional Mandatory Conditions in relation to Supply of Alcohol**

1.— (1) The responsible person shall take all reasonable steps to ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises in a manner which carries a significant risk of leading or contributing to crime and disorder, prejudice to public safety, public nuisance, or harm to children—

(a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—

(i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or

(ii) drink as much alcohol as possible (whether within a time limit or otherwise);

(b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic (other than any promotion or discount available to an individual in respect of alcohol for consumption at a table meal, as defined in section 159 of the Act);

(c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less;

(d) provision of free or discounted alcohol in relation to the viewing on the premises of a sporting event, where that provision is dependent on—

(i) the outcome of a race, competition or other event or process, or

(ii) the likelihood of anything occurring or not occurring;

(e) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner.

2. The responsible person shall ensure that no alcohol is dispensed directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).

3. The responsible person shall ensure that free tap water is provided on request to customers where it is reasonably available.

4.—(1) The premises licence holder or club premises certificate holder shall ensure that

## **Annex 1 –Mandatory Conditions**

an age verification policy applies to the premises in relation to the sale or supply of alcohol.

- (2) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and a holographic mark.
5. The responsible person shall ensure that—
- (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
- (i) beer or cider: ½ pint;
  - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
  - (iii) still wine in a glass: 125 ml; and
- (b) customers are made aware of the availability of these measures.

**Door supervision:** At specified times one or more individuals must be at the premises to carry out a security activity and each of these individuals must be licensed by the Security Industry Authority.

## **Annex 2 – Conditions consistent with the Operating Schedule**

### **THE PREVENTION OF CRIME AND DISORDER**

CCTV both inside and outside the premises. Frequent toilet checks by staff, warning signs in relation to drugs.

Regular checks of the outside of the premises and regular ID checks in order to prevent under age drinking.

Providing 30-minutes extension of opening hours after the sale of alcohol will enable drinks to be consumed less quickly and clients will still have access to public toilets.

No less than 10 working days will be given to the Council Licensing Team and the Police when any of the 12 Event Days are planned.

### **PUBLIC SAFETY**

The premises complies with Health and Safety and Fire Regulations and capacity limits are adhered to.

All fire exits are marked.

The total number of persons accommodated at any one time shall not exceed 110.

The bolts to the front entrance doors shall be removed and hung in an approved location whilst the premises are in use and notices shall be exhibited adjacent thereto worded: "THERE SHOULD BE TWO (2) BOLTS HERE WHILST THE PREMISES ARE IN USE"

Means shall be provided for early warning to persons using the first floor sanitary accommodation of any incident within the premises requiring evacuation.

All certificates required by Council shall be submitted promptly when they become due.

### **THE PREVENTION OF PUBLIC NUISANCE**

All music to be kept at a low level.

Signage requesting that people leave "quietly".

Key staff to be present at all trading hours.

### **THE PROTECTION OF CHILDREN**

Children are only admitted when accompanied by an adult for meals up to 21.00 hours.

We have no adult entertainment.

Children are always accompanied to the toilet by an adult.

Alcohol may only be sold to individuals over the age of 18 with valid proof of identification with one of the following:

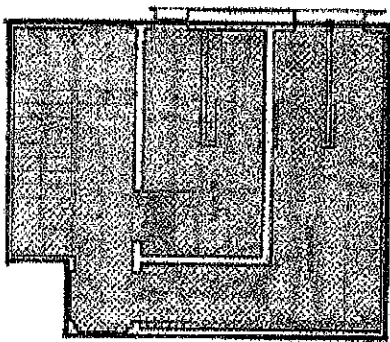
- A valid passport
- A photo driving license issued in a European Union Country
- A proof of age standard card system
- A citizen card, supported by the Home Office

**Annex 3 – Conditions attached after a hearing by the licensing authority**

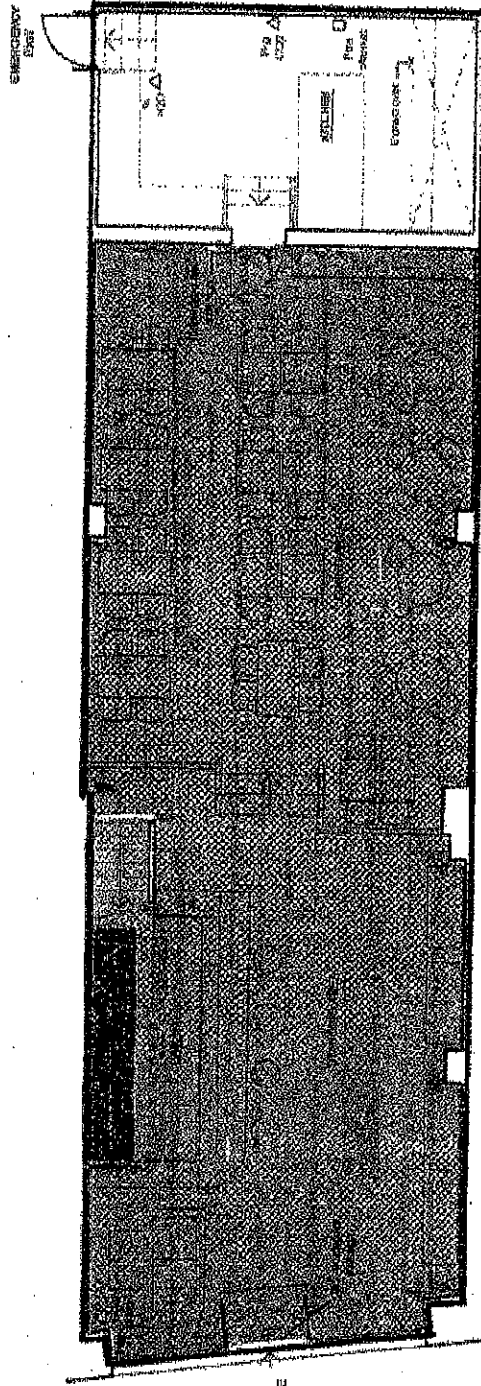
Not applicable



**Annex 4 – Plans**



**FIRST FLOOR PLAN**



**GROUND FLOOR PLAN**

Project: CAFE LOCO, 268 MUSWELL HILL BROADWAY, LONDON N10 2QR	Scale: 1:100
Client: DISTRITEC LIMITED	Date: SEPTEMBER 2001
	Drawn: SM
	No.: 330/02
Drawing: FLOOR PLANS	
JOHN KERR ASSOCIATES 55A BAYHAM STREET LONDON N1H1 Tel: 020 7209 2784 Fax: 020 7209 2768	

Date: \_\_\_\_\_  
Revisions Note: \_\_\_\_\_

## Annex B

### Club Metropolitan

#### Accident and Incident Reporting

##### **Policy**

All accidents and incidents with the potential to cause serious harm or damage, and all accidents involving injury must be reported to Mr Ioannou as soon as possible.

##### **Purpose**

To ensure that injured persons whether patrons of the Club, employees, door supervisor or members of the public are treated correctly, dangerous situations are made safe, the health of individuals is not put at risk, corrective and preventative action is taken, and statutory requirements are fulfilled.

##### **Responsibilities**

Staff responsible for the activity or area must investigate the accident or incident and take appropriate corrective and preventative action

##### **Incident Log Bog – specifics**

An Incident Log Book shall be kept at the premises, which is in a hard back durable format, hand written at the time of the incident or if not possible, as soon as is reasonably possible thereafter, whilst the incident details are still fresh in the mind, and wherever possible where patrons/witnesses are still on the premises so that their identity and contact details can be taken. This book will be maintained and kept for a minimum of 12 months and shall be readily available for inspection by an Authorised Person of the Licensing Authority or a Relevant Responsible Authority throughout the trading hours of the premises. This log will record details of the people involved/caller, the time and date of the incident/call, time and date of the incident about which the call is made, any actions taken to deal with the call, brief description of the incident/person(s) removed, details of the staff involved and as many names as possible of those involved including staff. It shall record the following :-

- The name of the DPS or PLH responsible for the premises at any given time;
- All crimes reported to the venue;

- All ejections of patrons;
- Any complaints received;
- Any incidents of disorder (disturbance caused either by one person or a group of people);
- Seizures of drugs or offensive weapon
- Any incidents in relation to the use of any force by staff or Door Supervisors whether in the removal of persons from the premises or otherwise;
- Any faults in the CCTV system or searching equipment or scanning equipment;
- Any refusal of the sale of alcohol;
- Any visit by a relevant authority or emergency service.

# Annex C

## Club Metropolitan

### DRUG AND ALCOHOL POLICY

#### 1. Aim and Principles

Club Metropolitan recognises that special measures to address drug related issues on its premises must be undertaken. This section of the policy aims to ensure that:

- Club Metropolitan is making its premises as safe as possible for customers and staff
- Club Metropolitan is seen to be tackling drug dealing and supply
- Club Metropolitan aims to reduce harm from drug use

#### 2. Roles and Responsibilities

Each member of staff has a responsibility in ensuring this element of the policy is supported and complied with, in particular:

Job Role	Tasks Under Drugs Policy
Management	<ul style="list-style-type: none"><li>• Liaison with Licensing Authority</li><li>• Ensuring overall safety of the venue and operation of the drugs policy</li><li>• Decision making at incidents</li><li>• Incident reporting</li><li>• Observation for possible problems</li></ul>
Bar Staff	<ul style="list-style-type: none"><li>• First line customer care including provision of water to dehydrated customers</li><li>• Duty of care not to serve alcohol or food to intoxicated customers (drugs or alcohol)</li><li>• Incident reporting</li><li>• Observation for possible problems</li></ul>
Entertainment/DJs	<ul style="list-style-type: none"><li>• Observation and maintaining mood</li><li>• Customer information</li><li>• Information delivery</li></ul>
Security	<ul style="list-style-type: none"><li>• Door searches</li><li>• Confiscation of drugs</li><li>• Refusal of entry to the venue</li><li>• Incident reporting</li><li>• Observation for possibly problems</li></ul>
Club First Aiders	<ul style="list-style-type: none"><li>• First line information to customers</li><li>• Observation for possible problems</li><li>• First line treatment and operation of any recovery area</li><li>• Medical advise for decision making for customers who need assistance</li><li>• Dealing with customers who are intoxicated or under the influence of substances</li><li>• Incident reporting</li></ul>
Cleaners	<ul style="list-style-type: none"><li>• Checking toilets and other areas during and after events</li><li>• Observation for possible problems</li></ul>

### 3. Preventing and Addressing Drug Related Incidents

Club Metropolitan will take all possible action to prevent drug related incidents occurring on the premises, and have appropriate policies in place to address incidents if they occur. These are as follows:

<p><b>Drug Dealing on the Premises</b></p>	<p>The Management and Licensee will take steps to prevent drug dealing on the premises as far as possible. This will include:</p> <ul style="list-style-type: none"> <li>• Zero Tolerance messages displayed in a high visibility area in the entrance of the premises</li> <li>• Ensuring door supervisors working on the premises have undergone suitable drug awareness training and are members of the appropriate Door Security Registration scheme</li> <li>• Ensuring all front line staff (bar staff, 'meeters and greeters' etc) have access to suitable drug awareness training</li> <li>• Enforced and advertised search policy at the premises to identify drugs or weapons</li> <li>• Liaison with the Police to consider what steps might be taken to assist with surveillance and record keeping</li> <li>• Implementing the advice of the Police on procedures for keeping records of all drug related incidents and making such records available for inspection</li> <li>• Use of CCTV where possible</li> <li>• Supervision of toilet areas</li> </ul>
<p><b>Procedures for Entry, Search and Security Relating to Drugs and Alcohol</b></p>	<p>All door supervisors used by Club Metropolitan will be registered with the Security Industry Authority.</p> <ul style="list-style-type: none"> <li>• Entry to Club Metropolitan is conditional upon a search of the individual. This will be undertaken with the customers consent.</li> <li>• The use of searches as a prevention against drug use and supply and weapons/firearms will be clearly advertised.</li> <li>• Female customers will be searched by a female door supervisor.</li> <li>• Under no circumstances will door supervisors undertake strip searches.</li> <li>• Any customer refusing a search will be refused entry to the venue.</li> <li>• Any customer who has drugs confiscated will be told that such materials will be handed to the Police</li> </ul>
<p><b>Confiscation of Drugs on the Premises or at the Door</b></p>	<ul style="list-style-type: none"> <li>• Any controlled drugs found on a person during a routine search on the door or found on the premises will be confiscated and handed directly to Panikos Ioannou. Panikos Ioannou will place the confiscated drugs in sealed bag (preferably a self sealing evidence bag to be supplied by the Police) and placed in a safe or lockable metal cabinet.</li> <li>• Panikos Ioannou will take responsibility for recording any drug related incident in an appropriate incident book. This will be recorded and witnessed by the person who found the substance and a member of Management.</li> <li>• At the earliest opportunity the Police will be contacted to arrange for the collection of the substances. If Panikos Ioannou takes the confiscated substance to the Police, he will ring ahead to ensure the duty desk is aware of his intentions. Panikos Ionnou will not dispose of the substance himself.</li> </ul>
<p><b>When and How a Customer will be Detained</b></p>	<p>Where controlled substances are found on customers during a search, door supervisors will:</p> <ul style="list-style-type: none"> <li>• Seize the items</li> <li>• Refuse entry to the customer</li> <li>• Book in the property in the incident log book with Panikos Ioannou</li> <li>• Hand the confiscated items to Panikos Ioannou for appropriate storage</li> </ul>

	<p>Where drug dealing is suspected on the premises, the member of staff or door supervisor will immediately inform Panikos Ioannou. Panikos Ioannou and door supervisor will ask the individual or group to step into a quiet area and ask them to turn out their pockets and bags. Police help will be sought if a personal search is unavoidable. The Police will be called immediately if quantities of drugs suspected for use to supply are found, and procedures for storage, collection by the Police and recording the incident will be undertaken.</p> <p>However, Club Metropolitan will not use powers of detainment under a citizens arrest and therefore cannot take responsibility for detaining the individual or group should they wish to leave. The individual or group will be ejected from the premises and the police notified of the incident.</p>
<p><b>Finding / Handling Drugs or Drugs Paraphernalia on the Premises</b></p>	<ul style="list-style-type: none"> <li>• Any needles or sharps found on the premises will be brought to the attention of Panikos Ioannou.</li> <li>• Cleaners will be provided with needle-proof gloves for the handling of any sharps, needles and drug paraphernalia.</li> <li>• Local Environmental Services will be called to dispose of any needles or sharps found on the premises.</li> <li>• Any drug related paraphernalia will be stored in self sealing evidence bags, and stored in a lockable metal container. The Police will be contacted to establish whether the items need to be submitted for testing or whether disposal via Environment Services is appropriate.</li> </ul>
<p><b>Procedures for Handling Customers who are intoxicated or who are believed to be under the influence of substances</b></p>	<p><b>All customers believed to be intoxicated or under the influence of drugs will be dealt with by an appropriate first aider trained to recognise common drug induced problems such as anxiety, paranoia and heatstroke. [Panikos, have you had such training?]</b></p> <p><b>Under no circumstances will anyone suffering from the ill effects of drug use be ejected from the premises. A room providing a cool, calm environment will be provided for the first aider to administer care to the individual privately and discreetly. The room will be of sufficient size for the patient to be laid down.</b></p> <p>Access to free drinking water will be made available to any customer seen to be intoxicated by either drugs or alcohol.</p> <p>First aid will only be administered with the individuals consent. If the individual is unconscious or is unable to give consent due to their injury or state, consent will be assumed and treatment commenced.</p> <p>Paramedics will be called for any customer or individual who is unconscious or who becomes unconscious.</p>
<p><b>Harm Reduction</b></p>	<p>Harm reduction posters showing local and national helpline numbers and services regarding drugs and alcohol will be prominently displayed in the venue toilets and seating areas.</p>
<p><b>Misuse of Drugs Act 1971: Section 8 responsibilities + what to do if an individual is found using or supplying drugs</b></p>	<p>Panikos Ioannou will actively discourage drug-related activities on their premises in accordance with Section 8 of the Misuse of Drugs Act. This includes any property that belongs to the premises, and over which Panikos Ioannou has control including front and rear of premises. It does not include public areas like parks or streets.</p> <p>The following activities are not permitted on the premises:</p> <ul style="list-style-type: none"> <li>• Producing or attempting to produce a controlled drug</li> <li>• Supply or attempting to supply a controlled drug to another or offering to</li> </ul>

supply

- Preparing opium for smoking
- Smoking cannabis, cannabis resin or prepared opium

Any member of staff found to be undertaking any of the above will have committed an act of gross misconduct and will be dealt with in accordance with disciplinary procedures. Any member of the public found to be undertaking any of the above will be ejected and barred from the premises and their details passed to the Police.

**Use or Preparation of Cannabis or Opium**

- If an individual is found using cannabis or opium on the premises, the person be instructed to cease the activity immediately. The incident will be recorded. If the individual is still be in illegal possession of controlled drugs, they will be reminded that this means they are committing an offence under the Misuse of Drugs Act 1971 and informed of the legal risks this carries for them

**Use of Any Other Illegal Drug (E.g. Heroin, Cocaine etc)**

If an individual is known to be using illegally held, controlled drugs other than cannabis or opium on the premises, they are still committing an offence of possession under the Misuse of Drugs Act 1971.

Where the use of this drug is not presenting a risk to others, the individual (employee or customer) will be reminded that they are committing an offence and informed of the legal implications of the drug use.

**Supply/Dealing of Any Drug**

Where an individual is found to be in supplying or attempting to supply any drug, or is in possession of any drug and intending to supply, they will be reported to the Police. In the case of employees, this will constitute gross misconduct and will warrant dismissal. In the case of customers, they will be ejected from the club and the incident reported immediately to the Police.

Signed :

Licensee / Designated Premises Supervisor of Club Metropolitan

## Annex D

### Club Metropolitan

#### Disorder and Drunkenness Policy

Club Metropolitan will not tolerate disorderly behaviour towards staff or fellow patrons. To counteract any such behaviour, we will seek to do the following:

- Refuse to serve alcohol to people who have consumed too much alcohol and those who attempt to purchase alcohol for people who are in the same condition.
- Refuse entry or re-entry to people who have already consumed too much alcohol.
- We will not allow people who have consumed too much alcohol to remain on licensed premises.
- Be aware of troublesome signs e.g. people becoming more vocal, aggressive, unsteady on their feet, uncoordinated movements, inflamed eyes, increasing self-confidence and loss of self restraint.
- We will not tolerate anti social behaviour.
- All of the above will be conducted in a calm and non-confrontational manner wherever reasonably possible.
- Be aware that Door Supervisors and staff are powered to deal with violence against the person on the premises, and in particular to safeguard women against any such violence.
- Remember that patrons are strictly prohibited from consuming alcohol outside the premises and that it is the responsibility of all staff and Door Supervisors to enforce this.
- Please also remember that all ejections of patrons, incidents of disorder/disturbance, any incidents in relation to the use of any force by staff or Door Supervisors and any refusal of the sale of alcohol **must** be recorded in the Incident Log Book.



Annex E  
Club Metropolitan

Glass Collection Policy

Our focus in Club Metropolitan is to provide a safe and enjoyable environment for all users and it is every member of staffs' responsibility to ensure that there is a minimum risk to both fellow staff and customer's alike.

We wish to cut down on any chance of broken glass by maintaining due vigilance and clearing all bottles, glasses and mugs on a regular basis from the bar, toilet areas and other external areas of the building and its premises.

All of us (and Door Supervisors when present) also have a responsibility for the clearance of any glassware found either on the floor or in a hazardous position, both inside and out of the venue. When walking the floor, all staff will look out for any hazard that could constitute a risk to fellow staff or customers, which could include spillages, broken glass, bottles or glass on the floor. Should anyone come across any risks then they must both dry the spillage and place a wet floor sign to notify others, or remove the offending items. If you see (or hear) it, it is your responsibility to deal with it.

Signage has been placed by both exits to notify customers that they are not allowed to be admitted or permitted to leave the premises when carrying open or sealed glass bottles or glasses. This is to minimise the areas at risk of spillages and breaking incidents to the confines of Club Metropolitan.

## Annex F

### Club Metropolitan

#### Crime Scene Preservation Policy

In the event of a crime being committed at these premises, every effort will be made to secure the evidence available in order to assist the police investigation.

Such evidence may include:

- Contents of I.D. scanner
- A bottle used in an assault
- Fingerprints
- Personal belongings of the victim or suspected offender
- CCTV footage
- Hair samples
- Blood samples

If a **serious** crime has occurred, it is vitally important that the scene is not disturbed in any way – evidence can be easily lost if the area is disturbed.

If the premises have door supervisors present at the time, then they may be the best persons to preserve the scene until the arrival of the police. However, door supervisors are not always present and therefore the responsibility to preserve the scene could rest with any member of staff.

It is important therefore that **ALL** members of staff are conversant with the following procedures in respect of crime scene preservation:

- Try to cordon off the area where the crime occurred. Persons wandering into this area can add footprints, fingerprints or DNA evidence just by being present, so keep them away.
- Do not clean the area or tidy up before the police have given permission. Wiping away footprints and fingerprints can seriously hinder an investigation.
- Where possible, evidence should be left where it is, until the arrival of the police, and only removed with permission from the police.
- Encourage any witnesses to the crime to remain until the police arrive. If a witness has to leave for any reason, try to obtain their name, address and contact number, so you can hand this to the police when they arrive.

We are committed to assisting police investigate any offences which occur at these premises, and all staff shall co-operate fully with the police in those investigations. This includes the making of official police statements and the attendance at court if necessary, to provide evidence.

**Annex G**  
**Club Metropolitan**

**Lost Property Policy**

The following policy and procedures have been designed to ensure the secure handling of lost property found in Club Metropolitan. It aims to guarantee that the lost property is recorded and held safely, as well as reunited with the owner whenever possible.

All lost property found at Club Metropolitan by members of staff or the customers will be recorded in the Lost Property section by a member of bar staff or Panikos Ioannou stating the date, description of the item, finder, recorder and further action taken.

Club Metropolitan will not hold the lost property in their premises. The items found will be handed over to (Police? Other safe location?) by the end of the day, which is located at (location).

## Annex H

### Club Metropolitan

### Function Regulations

The 'Function Regulations' set out the terms of agreement to hire the premises for private functions. Prior to signing this document a face to face meeting between management and the person, or if an organisation, a senior person from that organisation must take place.

#### Statement

The Management seeks to operate successfully, providing a high quality venue for the enjoyment of customers in a manner that does not adversely impact on the quality of life of neighbouring residents, businesses or passers-by.

#### Terms

1. A deposit of £100 and completed booking form are required to reserve the premises. Compulsory security fees may also apply.
2. Birthday celebrations are restricted to 21<sup>st</sup> birthdays and above only. A party which is to celebrate under the age of 21 will be terminated.
3. The management will not tolerate breaches of the Law. Any such occurrences will be entered into an Incident Log Book by management or door supervision staff.
4. At all times the premises will be operated within the terms and conditions of its Premises Licence.
5. CCTV is in operation at all times.
6. Consumption of drinks not purchased from the bar is not allowed on the premises. At the discretion of the management, the function booker may supply champagne. An appropriate corkage fee will be charged.
7. In line with Licensing Laws only guests aged 18 years and over will be served at the bar, all guests may be required to produce photographic identification. We actively partake in the Government recognised "Challenge 25 Scheme".

Acceptable forms of identification are:

- Passport
- Photo card Driving Licence
- Proof of Age Scheme Card embossed with the PASS hologram.

No other form of identification will be accepted. Anyone unable to provide an acceptable form of identification will be refused service at the bar. Minors, 17 years and under, must be accompanied by a responsible adult at the function and will not be granted service at the bar.

8. No drinks, whether alcohol or otherwise, are to be taken out of the premises.
9. The hirer is responsible for the guests that they invite. If a guest is deemed drunk, under the influence of drugs or partaking in illegal activities, the Police will be notified **immediately**. The person/persons identified may be searched or searched by a sniffer dog.
10. The Management accept no responsibility for any form of outside catering or entertainment used for the event.
11. Payment for catering services must be paid to the Management direct.
12. Any food may be delivered to the venue at an arranged time only.
13. Payment for DJ service must be paid to the Management direct.
14. DJs and entertainers are required to have documented evidence that all equipment is PAT tested and certified electrically safe.
15. DJ amplifier equipment will be subject to the noise limiting device installed at the premises, and which cannot be overridden.
16. Additional electrical installations are not permitted and if required 21 days' notice must be given. All equipment to have documented evidence that it is PAT tested and certified electrically safe.
17. No pyrotechnics or smoke machines are to be used by disco operators or others.
18. The Management accept no responsibility for items left on the premises i.e. catering utensils, disco equipment or gifts, either prior to or after the event.
19. Access to the premises to 'set up' in advance of the event is at the discretion of the management. Please check with management for convenient access time.  
**Note: party poppers, streamers and table confetti are NOT permitted.**
20. No items may be adhered in any fashion to wall, ceiling, floor or door surfaces.
21. The Management reserve the right to terminate the function at any time. Functions on a Friday and Saturday are from 18.00pm and last orders will be called at 00:00 midnight, last music or song will be at 23:50pm and exit will be at 00:15am.
22. Extensions to the Licensing hours may be available. A fee will be charged and all extensions requests are subject to approval from the Licensing Police Officer. Please check with management.
23. Maximum occupancy for the function suite is 100 persons. In keeping within fire regulations the number of guests admitted to the function suite cannot exceed the maximum occupancy.

24. The hirer is to ensure that at all times fire and safety regulations are adhered to.
25. The premises are subject to Statutory Licensing Regulations including those relating to fire precautions and entertainment and underage drinking. The hirer is deemed to be held responsible for the conduct of all persons attending the premises in relation to the regulations.
26. All guests are asked to leave the premises quietly and with respect for our neighbours. Guests are specifically asked to talk softly and to close car doors quietly. Taxis will be arranged for guests to prevent noise. All guests are required not to congregate outside the premises at any time before, during or after the function.

**The Deposit will be retained if:**

- (a) The event is cancelled within two months of the booking date;
- (b) Bar income for the duration of your event does not exceed £750.00;
- (c) There has been any damage to, or theft from, the premises;
- (d) There is any breach of function or licensing regulations;
- (e) There has been any verbal or physical abuse of staff.

Any damage is the responsibility of the named person on the booking applications who will be liable for the costs as appropriate. The event will not be confirmed without a form of identification. Please bring with you either a copy of a passport or Driving Licence.

By signing this agreement the person named on the booking application agrees, on behalf of him/herself, the hirer and all persons attending the function.

**Date and start time of hire of venue:**

Hirer to Sign: \_\_\_\_\_ Date .....

Hirer full name:

Hirer full address:

Telephone:

Email:

Manager to Sign: \_\_\_\_\_ Date .....