

**Licensing Code of Good Practice**

**Introduction**

The Licensing Act 2003 (the Act) focuses on the promotion of four statutory licensing objectives which must be addressed when licensing functions are undertaken. The four licensing objectives are:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

**Aim of the code**

The aim of this code is to provide applicants and licensees with guidance on good practice for the promotion of the four licensing objectives which are paramount considerations at all times. The code is consistent with the Home Office guidance issued under section 182 of the Act and with the City of London's statement of licensing policy.

It outlines what the City of London licensing authority and its responsible authority partners expect in practical terms from applicants when completing their operating schedules and from licensees when operating their premises under the terms of a premises licence.

Applicants and licensees are expected to make a proactive commitment to preventing problems occurring at licensed premises through the adoption of this code.

**Risks associated with licensed premises**

Risks associated with licensed premises can vary dependent on the premises type and characteristics, the design, layout and general environment, the location, the policies in place and the events being held there.

This code identifies many of the possible risks associated with the sale of alcohol and the provision of entertainment or late night refreshment and sets out good practice measures to mitigate those risks. It provides a key mechanism for the promotion of the licensing objectives, for well-run premises and a responsible approach to alcohol, entertainment and late night refreshment in the City of London.

It is recognised that not every risk will be relevant to every premises and it is unlikely that any one premises will need to address all of the measures. Indeed some premises may only need to introduce one or two measures.

The code cannot anticipate every possible risk, problem or circumstance that may arise from licensed premises. Neither does the code restrict an applicant or licence holder from promoting the licensing objectives through alternative means.

**How will the code be used?**

## **Applicants and licensees**

A proactive and preventative approach is a key aspect of good management at licensed premises. The City of London licensing authority therefore expects applicants to have regard to this code when completing their operating schedule.

If problems occur at licensed premises after a licence has been granted and a reactive approach is needed, licensees should put additional operational measures in place to manage and prevent those problems from recurring. The City of London licensing authority expects licensees to have regard to this code when considering additional operational measures.

## **The licensing authority and responsible authorities**

The code is not a statutory document but it will be taken into consideration and used by the licensing authority and responsible authorities as follows:

- When offering advice to applicants either at the design and planning stage or during pre-application discussions
- when responding to licence applications where the licensing objectives have not been adequately addressed in the operating schedule;
- as a first point of dealing with licensed premises encountering problems, to raise standards to promote the licensing objectives in those premises and avoid further problems; and
- for the review of licences where there is evidence that licensees have not promoted the licensing objectives.

## **Dealing with problem premises**

The routine monitoring of licensed premises will be undertaken by the licensing authority and responsible authorities and findings under the four licensing objectives will be brought together.

Problems or concerns with licensed premises will be identified and flagged up at an early stage and advice will be offered to licensees with a view to improving standards at their premises and to prevent or minimise subsequent problems.

Where problems have been identified, the licensing authority and responsible authorities will agree appropriate measures from the code with the licence holder to be implemented at the premises. The aim of the code is to avoid the need for enforcement action such as prosecution or review but it will not replace enforcement action where it is necessary.

## **Acknowledging well managed premises**

The code will also be used by the licensing authority and its licensing liaison partners to acknowledge and support well run premises through schemes such as Safety Thirst.

## General – all four licensing objectives

This section provides guidance on good practice for the general promotion of all four licensing objectives at licensed premises. It is intended to help those applying for new licences or variations to existing licences in completing their operating schedules. It is also designed to guide licensees on the general promotion of the licensing objectives after a licence has been granted.

Licensees and their staff have responsibility for the effective and safe management of their premises and the promotion of the four licensing objectives. Training is the key to giving licence holders, premises managers and staff the knowledge and skills to deal with and manage risks associated with licensed premises. Training should be provided to all staff and should be about both preventing and managing problems occurring at premises. Training should be regularly updated.

Risk	Good practice measure
<b>Lack of knowledge or understanding of the Licensing Act 2003</b>	<b>G1</b> (a) <b>Well trained staff</b> will contribute to well run premises and a responsible approach to the sale of alcohol, provision of entertainment and late night refreshment. Formal qualifications for your staff, either to Personal Licence level or to another appropriate standard recognised by bodies such as the British Institute of Innkeepers (BII) would be preferred.  (b) All staff should be advised of licensing law in writing before they are allowed to serve alcohol.  (c) Training should also be provided on premises' specific policies relevant to the operation of the business.  (d) A record should be kept of the date and name of person trained or advised and be made available for inspection by the police or licensing authority.

## Prevention of crime and disorder

This section provides guidance on good practice for the prevention of crime and disorder from licensed premises. It is intended to help those applying for new licences or variations to existing licences in completing their operating schedules. It is also designed to guide licensees on the prevention and management of crime and disorder from their premises after a licence has been granted.

The main causes of crime and disorder in licensed premises arise from inadequate security provisions, poor design and layout, the type of event being promoted, overcrowding and customers being drunk or under the influence of drugs. This can result in theft, conflict, violence and anti-social behaviour. It is therefore recommended that applicants and licensees take a proactive approach to preventing and managing crime and disorder from their premises.

All applications for new licences and variations should address the steps proposed to prevent crime and disorder and this is best achieved through a premises risk assessment. Alcohol can be a significant contributory factor to levels of crime and disorder in an area. Good management and good practice along with adequate physical controls can make an important difference to the level of alcohol related crime at premises. Such measures should be reflected in the operating schedule.

For new premises or the refurbishment of existing premises, preventative measures should be factored in during the planning and design stage. Consideration should be given to the design and layout of the premises to minimise the potential for crime and disorder. Useful information can be found in documents such as 'Secured by Design'.

Licence holders should have clear documented policies and procedures in place which identify all crime and disorder risks associated with their premises and the measures implemented to prevent, manage and respond to those risks.

Risk	Good practice measure
<b>Security in and around the premises</b>	<p><b>CD1</b> (a) <b>An alarm or other security measure</b> should be installed at the premises to protect it when closed or empty.</p> <p>(b) Emergency exits should be alarmed when the premises are open to the public so that staff are immediately notified of unauthorised opening or tampering.</p> <p>(c) Any staff or private areas and cellars should be kept locked and secured whilst the premises are open to the public.</p> <p><b>CD2</b> (a) <b>CCTV</b> should be installed inside and outside the premises. The cameras should cover all internal areas accessible to the public and areas immediately outside the premises. The date and time settings on the system must be correct.</p>

Risk	Good practice measure
<p><b>Security in and around the premises</b></p>	<p>(b) The recordings should be in real time and on hard drive with the availability to copy disks for other agencies such as the police.</p> <p>(c) For analogue systems, tapes should be changed daily and used no more than 12 times.</p> <p>(d) Recordings should be kept for a minimum period of 31 days.</p> <p>(e) Staff should be trained in the maintenance and operation of such systems with a record kept of the date and name of person trained. Records should be made available for inspection by the police or licensing authority.</p> <p>(f) A trained member of staff should be on duty to operate the system whenever the premises are open.</p> <p><b>CD3 External lighting</b> provides an obvious means of crime deterrence. Care should be taken so that lighting does not impact on neighbours.</p> <p><b>CD4 (a) Security systems should be integrated</b> so that the alarm, CCTV and lighting work together in an effective manner.</p> <p>(b) The alarm should be linked to a system that will notify the police if it is activated.</p> <p><b>CD5 (a) Door staff and/or stewards</b> should be employed at the venue to supervise admissions and customers inside the venue.</p> <p>(b) Any person performing the role of a door supervisor must be licensed with the Security Industry Authority (SIA) and SIA badges must be clearly displayed whilst working.</p> <p>(c) Door staff should be easily identifiable by wearing a uniform, high visibility jackets or arm bands.</p> <p>(d) Door staff should sign into a register detailing their full SIA licence number, their name, contact details and the time and date their duty commenced and concluded.</p> <p>(e) Stewards and other staff at the premises should also be easily identifiable. Stewards must not be used for supervision of the door.</p>
<p><b>Security in and</b></p>	<p><b>CD6 (a) Effective security policies</b> based on risk</p>



Risk	Good practice measure
<p><b>aggression in and around the premises</b></p>	<p>should be determined by a risk assessment taking into account the size of venue and the type of crowd the entertainment is likely to attract, but at the very least on a ratio of 1 door supervisor per 50 customers.</p> <p>(b) Consideration should be given to a sufficient provision of male and female door supervisors, but at least one female door supervisor should be used.</p> <p><b>CD11 A door admissions policy</b> including any age restrictions, expected dress standards or the screening of hand bags should be widely publicised on any promotional material or website and clearly displayed at the entrance to the premises.</p> <p><b>CD12 (a) Ejecting or refusing entry to persons</b> from the premises if they do not meet your admissions standards or they are known to be violent or aggressive.</p> <p>(b) In such cases, an entry should be made in an incident or log book</p> <p><b>CD13 (a) A policy to manage capacity</b> should be adopted to prevent overcrowding and patrons possibly becoming aggressive through accidental jostling.</p> <p>(b) For promoted events and large venues, the use of clickers is essential to record the number of patrons inside the premises.</p> <p>(c) For other events or smaller venues, ticket sales or head counts may be appropriate.</p> <p>(d) Consideration should be given to deliberately running below capacity to afford a comfort factor to your patrons and avoid conflict, violence or aggression within the premises.</p> <p>(e) Where a premises holds a special event which is expected to attract a greater than usual number of patrons and in excess of 500 people, the premises licence holder is expected to notify the City of London Police licensing team at least 14 days in advance of the event.</p>
<p><b>Crime including conflict, violence or aggression in and</b></p>	<p><b>CD14 (a) Alternatives to glass drinking vessels</b> should be considered to prevent glassware being used as an assault weapon, particularly during promoted events.</p>

Risk	Good practice measure
<p>around the premises</p>	<p>(b) Drinking vessels made from plastic or polycarbonate would be preferred particularly in outside areas.</p> <p>(c) Where alternatives are not used, there should be a robust glass collection policy in place. This should include regular collection of glassware by staff and prevention of glassware being removed from the premises.</p> <p><b>CD15 (a) Measures to preserve a crime scene</b> until police arrival, following the outbreak of disorder or any other crime, should be clearly documented in a policy.</p> <p>(b) Such a policy should be formulated in consultation with a police crime prevention officer.</p> <p>(c) All staff must receive training on the policy with a record kept of the date and name of person trained. Records should be made available for inspection by the police or licensing authority</p> <p><b>CD16 (a) Staff training</b> in conflict management should be provided to give them the knowledge and confidence to deal with difficult situations and reduce crime and disorder at the premises.</p> <p>(b) Training should also cover dealing with, logging and reporting incidents if they occur.</p> <p>(c) A record should be kept of the date and name of person trained. Records should be made available for inspection by the police or licensing authority.</p> <p><b>CD17 Sharing of information</b> with others in the industry. Regular meetings, the use of local radio networks or membership of a local pub/club watch scheme will enable information to be passed on about trouble makers and common problems in the area.</p>
<p><b>Drugs and weapons being brought into the premises</b></p> <p><b>Drugs and weapons being brought into the premises</b></p>	<p><b>CD18 (a) A zero tolerance policy</b> to the use of drugs and carrying of weapons in the premises should be adopted with a clear “no search no entry” message.</p> <p>(b) Posters can be displayed throughout the premises to remind customers of zero tolerance policy.</p> <p><b>CD19 (a) Effective search policies</b> will minimise the</p>



Risk	Good practice measure
<p><b>Drugs and weapons being brought into the premises</b></p>	<p>opportunity for drugs and weapons to be brought into licensed premises and lead to drug and weapon seizure if attempts are made.</p> <p>(b) The use of search arches and wands may be appropriate in some cases.</p> <p>(c) Search policies should be formulated in consultation with the City of London Police licensing team.</p> <p>(d) Search policies must be advertised widely on tickets, promotional leaflets and on websites and prominently in the premises entrance and queuing area.</p> <p>(e) Searches should always be carried out in public areas and covered by CCTV.</p> <p>(f) All staff must be trained on search policies with a record kept of the date and name of person trained. Records should be made available for inspection by the police or licensing authority.</p> <p><b>CD20 Calling the police</b> if customers are suspected of being in possession of drugs or weapons. All staff must be made aware of this requirement.</p> <p><b>CD21 (a) Seizing, retaining and documenting</b> any drugs or weapons found with a clear audit trail and a process for surrendering them to the Police.</p> <p>(b) A search policy should clearly set out procedures that must be followed by staff should they find drugs or weapons during a search, including the use of tamper proof bags and safe storage of seized items, details that need to be recorded and circumstances when the police should be called.</p> <p><b>CD22 (a) Supervising toilet areas</b> can be effective in discouraging drug selling or use.</p> <p>(b) A toilet attendant may be appropriate for promoted events or on busy nights such as Friday and Saturday.</p> <p>(c) Regular toilet checks such as swabbing should be considered and where conducted, these should be documented with date, time and finding recorded.</p> <p>(d) Removal of flat surfaces in toilet areas can reduce</p>

Risk	Good practice measure
	<p>the likelihood of drug misuse</p> <p><b>CD23 Drug awareness training</b> should be provided for all staff. A record should be kept of the date and name of person trained. Records should be made available for inspection by the police or licensing authority.</p>
<p><b>Theft from premises or lost property</b></p>	<p><b>CD24 Bag hooks (Chelsea clips)</b> should be provided to prevent bag snatching.</p> <p><b>CD25 Clear signage</b> should be displayed throughout the premises about crime prevention and to warn customers of the potential for pickpockets and bag/laptop snatchers.</p> <p><b>CD26 Property patrols, managed cloakrooms</b> and toilet attendants can be employed to prevent theft from patrons or the premises.</p> <p><b>CD27 Premises layout and lighting</b> should be considered. Secluded or dimly lit parts of the premises should be avoided as they can encourage crime.</p> <p><b>CD28 Mirrors</b> used throughout the premises can aid supervision and act as deterrents to thieves.</p> <p><b>CD29 A lost and found policy</b> should be in place in relation to lost/found property at the premises. The policy should include procedures regarding the logging and disposal of property and in particular any valuable property. Passports and any other ID found should be handed in to any police station.</p> <p><b>CD30 (a) Carefully positioning alcohol</b> in retail premises can reduce theft from the premises. Alcohol is a key target for shop thieves so it is best not to place alcoholic beverages within the first few metres near the door as this allows thieves to 'grab and run'.</p> <p>(b) It may be helpful for alcohol display areas to be covered by CCTV if possible.</p>
<p><b>Theft from premises or lost property</b></p>	<p><b>CD31 Security tagging</b> any items considered a specific target for theft, particularly alcoholic drinks over a certain price level will deter thieves.</p>
<p><b>Disorder from</b></p>	<p><b>CD32 Reduce the potential for excessive queue lines</b> with</p>

Risk	Good practice measure
<p><b>customers queuing to enter the premises or when leaving the premises</b></p>	<p>a well-managed and efficient door policy. Long queuing times can cause people to become agitated or aggressive. Searches should therefore be conducted as quickly and effectively as possible.</p> <p><b>CD33 (a) A customer dispersal policy</b> can minimise the potential for disorder from customers leaving the premises. A policy should clearly set out measures to avoid a mass exit at the end of the evening such as a gradual change in music style and increasing lighting levels.</p> <p>(b) Sufficient staff should be available at the end of the evening to manage a controlled shut down of the premises and maintain good order as customers leave.</p> <p><b>CD34 (a) Staff training</b> in preventing disorder should be provided to give them the knowledge and confidence to deal with difficult situations.</p> <p>(b) A record should be kept of the date and name of person trained. Records should be made available for inspection by the police or licensing authority</p>
<p><b>Customers getting drunk and dealing with drunken customers</b></p> <p><b>Customers getting drunk and dealing with drunken customers</b></p>	<p><b>CD35 (a) Drinks promotions</b> should be socially responsible and not encourage excessive drinking.</p> <p>(b) A documented policy on responsible drinks promotions should be in place at the premises and should adhere to industry codes such as those recommended by the British Beer and Pub Association (BBPA) and The Portman Group. This is in addition to adherence with the mandatory licensing condition regarding irresponsible promotions.</p> <p>(c) Any drinks promotion should market the availability of soft drinks</p> <p><b>CD36 (a) Staff training</b> on the effects of alcohol and how to spot early signs of customers becoming drunk should be provided to give them the knowledge and confidence to deal with drunken patrons.</p> <p>(b) Staff should be aware of their responsibilities under the Licensing Act 2003 and be able to recognise appropriate 'cut off' points for serving drunken customers, so as to reduce the likelihood of fights or aggressive behaviour.</p> <p>(c) When staff are collecting glasses, they can interact</p>

Risk	Good practice measure
	<p>with customers and assess the levels of drunkenness. Any concerns should be reported back to a manager.</p> <p>(d) A record should be kept of the date and name of person trained. Records should be made available for inspection by the police or licensing authority.</p> <p><b>CD37 A duty of care policy</b> regarding persons suffering adversely from the effects of drink should be in place at the premises. The policy should clearly express that every effort will be made by staff to prevent patrons from deteriorating to an uncontrolled intoxicated extent. All staff must be briefed on the policy.</p> <p><b>CD38 Drink-aware posters</b> can be displayed in the premises to remind customers of the unit content in alcoholic drinks and the safe alcohol consumption limits.</p>
<p><b>Consumption of alcohol on the street and street drinkers</b></p>	<p><b>CD39 Restrict the sale</b> of strong beer and cider above 5.5% ABV and the sale of single cans or bottles of beer and cider. Such sales can contribute to anti-social behaviour and disorder through the consumption of alcohol on the street and in open spaces by street drinkers or persons who are already drunk.</p>
<p><b>Sale of alcohol outside permitted hours</b></p>	<p><b>CD40 Lockable shutters</b> can be fitted on display units for alcohol in retail premises, which can be closed and locked at the end of permitted hours.</p>

## Public Safety

This section provides guidance on good practice for the promotion of public safety at licensed premises. It is intended to help those applying for new licences or variations to existing licences in completing their operating schedules. It is also designed to guide licensees on the promotion and management of public safety at their premises after a licence has been granted.

The carrying on of licensable activities in particular the provision of alcohol and some types of entertainment can increase risks to the safety of the public (including performers) attending licensed premises. It is therefore recommended that applicants and licensees take a proactive approach to protecting and managing public safety at their premises.

All applications for new licences and variations should address the steps proposed to promote public safety and this is best achieved through a premises risk assessment.

For new premises or the refurbishment of existing premises, preventative measures should be factored in during the planning and design stage. Consideration should be given to the design and layout of the premises to achieve the highest possible standard of safety.

Licence holders should have clear documented policies and procedures in place which identify all public safety risks associated with their premises and measures implemented to prevent, manage and respond to those risks.

Risk	Good practice measure
<b>General safety of staff and customers</b>	<p><b>PS1</b> (a) <b>A full risk assessment</b> taking into account public safety should be carried out at the premises to identify potential hazards posed to staff or customers and setting out precautions to manage the hazards. Templates can be found on the Health and Safety Executive website and on the Communities and Local Government website. A risk assessment should be regularly reviewed at least every 12 months.</p> <p>(b) All staff should be made aware of the risk assessment and precautionary measures therein.</p> <p>(c) A copy of the risk assessment should be kept at the premises and made available for inspection.</p> <p><b>PS2</b> <b>First aid boxes</b> should be available at the premises and maintained with sufficient in date stock.</p> <p><b>PS3</b> (a) <b>A recognised qualification in first aid</b> should be held by at least one member of staff who should be on duty at all times the premises licence is in use.</p>

<p><b>General safety of staff and customers</b></p>	<p>(b) Other staff should be trained to a basic first aid standard with records kept of the date and name of person trained.</p> <p><b>PS4 A first aid room</b> or quiet room should be made available to anyone requiring medical attention.</p> <p><b>PS5 Temperature levels</b> and humidity in venues should be controlled for the comfort and safety of customers. An environment that is too hot or too cold can make customers irritable. Premises should be adequately heated and ventilated to avoid this. This can be achieved through use of air conditioning systems or natural ventilation in non-residential areas.</p>
<p><b>Overcrowding</b></p>	<p><b>PS6 A documented capacity</b> should be set for the premises overall and for individual rooms within the premises. Capacity can be determined by a risk assessment in consultation with the fire safety authority. The risk assessment should consider factors such as floor space, numbers of toilets, potential queuing time and available fire exits.</p> <p><b>PS7 (a) A policy to manage the capacity</b> should be adopted to prevent overcrowding and localised overcrowding.</p> <p>(b) The use of electronic clocking systems, clickers, ticket sales or head counts may be appropriate.</p> <p>(c) Consideration should be given to deliberately running below capacity to afford a comfort factor to your patrons.</p>
<p><b>Accumulation and disposal of glasses / drinking vessels</b></p> <p><b>Accumulation and</b></p>	<p><b>PS8 (a) A glass collection policy</b> should include provisions for regular collection of glassware by staff and the prevention of glassware from being taken into external areas. Glassware should not be allowed to accumulate or cause obstruction.</p> <p>(b) Perimeter checks should be made outside the premises for any glasses or bottles.</p> <p>(c) All staff must be made aware of the glass collection policy and their responsibility for the task.</p> <p><b>PS9 Spillages and broken glass</b> should be cleaned up</p>

<b>disposal of glasses / drinking vessels</b>	<p>immediately to prevent floors from becoming slippery and unsafe.</p> <p><b>PS10 Bottle bins</b> should be secure at all times and away from public areas.</p>
<b>Accident or other emergency incident on the premises</b>	<p><b>PS11 (a) A written policy</b> to deal with all types of accidents &amp; emergency incidents should be in place at the premises.</p> <p>(b) The policy should be based on risk assessments and include matters such as emergency management, contingency planning and evacuation procedures in the event of fire, bomb threats or suspect packages and when to contact emergency services.</p> <p>(c) Evacuation responsibilities and roles should be clearly communicated to staff, routes and exits should be well defined and evacuation plans exercised regularly.</p> <p>(d) A copy of the fire risk assessment should be kept at the premises and made available for inspection by the fire authority and licensing authority.</p> <p><b>PS12 A fire detection system</b> should be in place at the premises and should be fully functional at all times. The system should be tested regularly with records kept and made available for inspection.</p> <p><b>PS13 (a) Means of escape</b> in case of any emergency must be clearly visible, unobstructed and well maintained including areas outside exits leading to a place of ultimate safety such as the street.</p> <p>(b) Checks should be carried out before opening each day to ensure that exits are unlocked and unobstructed.</p> <p><b>PS14 Equipment should be checked and maintained</b> regularly with a record kept of the date and findings of the checks.</p> <p><b>PS15 (a) Staff training in fire safety</b> and any premises safety policy should be provided for all staff to give them the knowledge and confidence to deal with emergency situations, including location of equipment, utilities, services and layout of premises. Training should include how to use fire extinguishers.</p>
<b>Accident or other emergency incident</b>	<p>(b) Records should be kept of the date and name of person trained and made available for inspection.</p>

<p><b>on the premises</b></p>	<p><b>PS16 An accident book</b> should be kept in order to record all accidents or incidents and made available for inspection.</p>
<p><b>Drug use or drink spiking</b></p>	<p><b>PS17 (a) A zero tolerance policy</b> to the use of drugs in the premises should be adopted.</p> <p>(b) Posters can be displayed throughout the premises to remind customers of the zero tolerance policy.</p> <p><b>PS18 Refusing entry</b> to anyone who appears to be showing signs of drug use and contacting the emergency services in appropriate circumstances. In such cases, an entry should be made in an incident log book.</p> <p><b>PS19 (a) A duty of care policy</b> regarding persons suffering adversely from the effects of drugs should be in place at the premises. The policy should include drug awareness training for all staff so that they can recognise the effects of controlled drugs and provide medical attention where necessary.</p> <p>(b) All staff must be briefed on the policy. A record should be kept of the date and name of person trained.</p> <p><b>PS20 (a) Prevent the possibility of drink spiking</b> by offering various anti drink spiking products to customers.</p> <p>(b) If a customer suspects that their drink has been spiked, you should report it to the police immediately. A process for this should be clearly set out in your duty of care policy.</p> <p><b>PS21 A ‘chill out’ area</b> should be provided. This should be cooler and quieter than rest of venue.</p>
<p><b>Smoking on the premises</b></p>	<p><b>PS22 Staff should be aware</b> of their responsibilities regarding smoke-free legislation and for monitoring compliance.</p>
<p><b>Safety of customers when leaving the premises</b></p> <p><b>Safety of customers when leaving the premises</b></p>	<p><b>PS23 Discourage drink driving</b> by promoting schemes such as Designated Driver, with notices clearly displayed throughout the premises.</p> <p><b>PS24 (a) Display information</b> to customers with regards to safe options for travelling home such as Cabwise. Information should include access to licensed taxi cabs</p>



or licensed private hire vehicles, the location of taxi ranks and public transport facilities including night bus options.

(b) Provide a free taxi phone service and a safe waiting area for customers inside the premises.

**PS25 (a) A 'chill out' period at the end of an evening** can allow a slow dispersal from the premises allowing door staff to gain a handle on problem individuals, preventing arguing over taxis or congregation at takeaways and clashes with groups from other venues.

(b) Provision of food and non-alcoholic drinks during a chill out period can be effective in allowing customers to sober up before leaving the premises.

**PS26 (a) Increased lighting** inside the premises should be considered towards the end of an evening to affect the alertness of customers before they leave the premises.

(b) **Increased external lighting** particularly in car parks under the direct control of the licence holder will provide added safety for customers as they leave the premises. Care should be taken so that lighting does not impact on neighbours, particularly in and close to established residential areas.

## Prevention of public nuisance

This section provides guidance on good practice for the prevention and management of public nuisance from licensed premises. It is intended to help those applying for new licences or variations to existing licences in completing their operating schedules. It is also designed to guide licensees on the prevention and management of noise and other public nuisance issues from their premises after a licence has been granted.

Excessive noise and nuisance from licensed premises is a major concern for persons living or working in the area. It is therefore recommended that applicants and licensees take a proactive approach to preventing and managing public nuisance from their premises.

All applications for new licences and variations should address the steps proposed to prevent public nuisance. Where entertainment or other potentially noisy activity is planned, a noise assessment should be carried out. For some premises, the assessment will need to be carried out by a suitably qualified consultant.

For new premises or the refurbishment of existing premises, preventative measures should be factored in during the planning and design stage. Consideration should be given to the structure and layout of the premises and equipment both internally and externally, to ensure that the premises are fit for purpose. Sound attenuation measures can include wall linings, acoustic curtains and acoustic treatment to mechanical ventilation or air conditioning systems. Consideration should also be given to historical noise problems at the premises with measures put in place to prevent them from recurring.

Licence holders should have clear documented policies and procedures in place which identify all public nuisance risks associated with their premises and measures implemented to prevent, manage and respond to those risks. Licence holders should also engage with local residents and businesses on a regular basis to ensure that they are being good neighbours and dealing with problems as they arise.

Risk	Good practice measure
<b>Music, singing and speech noise breakout from the premises</b>	<b>PN1</b> (a) <b>A noise management policy</b> should be in place setting out sound attenuation measures to prevent or control music, singing and speech noise breakout from the premises.  (b) The policy should be based on the findings of an acoustic consultant's assessment.  (c) All staff should be trained on the content of the policy to ensure a commitment to good noise management. A record should be kept of the date and name of person trained and made available for inspection by the licensing authority or environmental health responsible authority.

**Music, singing and speech noise breakout from the premises**

(d) DJs, event promoters or other entertainment providers should be made aware of the policy in advance of any performance.

(e) Use an approved list of DJs, event promoters / other entertainment providers who are signed up to the policy.

**PN2 (a) Windows and doors should be kept closed** whilst the premises licence is in use to prevent noise breakout. Ventilation should be provided by mechanical means.

(b) Windows should be sound insulated.

(c) Emergency exits should be sealed acoustic doors.

(d) A lobbied area should be provided at the entrance and exit to the premises.

(e) Doors should be fitted with self-closing devices.

**PN3 (a) A sound limiting device** should be installed, set and sealed at a level approved by an acoustic consultant.

(b) The sound limiting device should be used at all times that relevant regulated entertainment is taking place, including all externally promoted events.

(d) Only the premises licence holder or a nominated deputy and the designated premises supervisor should have access to the sound limiting device.

**PN4 (a) Locate entertainment facilities** such as DJ booth, stage and loud speakers away from doors and windows.

(b) Rubber speaker mounts can be used to minimise structure borne noise.

**PN5 (a) Methods for monitoring noise** should be included in a noise policy. Methods could range from simple perimeter checks and listening tests by the licence holder/staff to a detailed measurement taken by a qualified consultant using sound measuring equipment.

(b) Noise monitoring should actively be carried out on a regular basis and in particular when a new form of entertainment is introduced at the premises, when alterations are made to the premises or when a complaint is made directly to the venue.

**Music, singing and**

**PN6 (a) A log book** should be kept of any noise monitoring

<p><b>speech noise breakout from the premises (cont)</b></p>	<p>carried out, the findings and any remedial action taken. The log should indicate whether it was routine noise monitoring or the result of a complaint.</p> <p>(b) The log book should be made available for inspection by the licensing authority or environmental health responsible authority.</p> <p><b>PN7 A contact telephone number</b> should be made available to local residents and businesses which they can use to report noise disturbances to a responsible person at the venue as and when they occur. The phone line should be available at all times the licence is in use.</p>
<p><b>Noise and nuisance from customers arriving and leaving the premises</b></p> <p><b>Noise and nuisance from customers</b></p>	<p><b>PN8 (a) Reduce the potential for excessive queue lines</b> with a well-managed and efficient door policy.</p> <p>(b) Long queues should be avoided and any queues should be directed away from residential properties.</p> <p>(c) Queues should be actively managed by door staff, especially later in the evening, to keep noise to a minimum. Rowdy behaviour from people queuing to get in should not be tolerated. Door staff should refuse entry to anyone behaving in an anti-social way.</p> <p>(e) Restrict admittance or re-admittance to the premises after 11pm.</p> <p><b>PN9 (a) A customer dispersal policy</b> can minimise noise disturbance to local residents from customers leaving the premises. A policy should clearly set out measures to avoid a mass exit at the end of the evening.</p> <p>(b) A gradual change in music style and reduction in volume, for example quiet or mellow music towards the end of an evening and increasing lighting levels can help to reduce the potential for rowdy behaviour.</p> <p>(c) Sufficient staff should be available at the end of the evening to manage a controlled shut down of the premises and maintain good order as customers leave.</p> <p><b>PN10 (a) Display prominent notices</b> close to the exit doors, requesting patrons to leave the premises quickly and quietly.</p> <p>(b) Display notices in car parks reminding patrons that they are in a residential area and to leave quickly and</p>

<p><b>arriving and leaving the premises</b></p>	<p>quietly and not to slam doors, rev engines, sound horns or play loud music.</p> <p>(c) Make announcements at the end of an evening, requesting patrons to leave the premises and area quickly and quietly.</p> <p><b>PN11 (a) Provide a free taxi phone service and an internal waiting area</b> for customers to prevent noise disturbance to neighbours.</p> <p>(b) Steps should be taken to ensure that any taxi operators used and all their drivers are aware that they should arrive and depart as quietly as possible and should not sound their horns or leave engines idling unnecessarily.</p>
<p><b>Noise and nuisance from customers using external areas such as beer gardens or forecourts</b></p>	<p><b>PN12 Display prominent signs</b> in external areas such as beer gardens and forecourts asking customers to keep noise to a minimum.</p> <p><b>PN13 Restrict the use of external areas</b> after 10pm if premises are in a residential area.</p> <p><b>PN14 (a) Door supervisors or staff</b> should regularly monitor and manage external areas to ensure that customers are not causing a disturbance to local residents.</p> <p>(b) For private forecourts, a physical barrier such as a rope should be used to mark the boundary of the area outside the premises where customers are allowed.</p> <p>(c) Limit the number of smokers permitted outside at any one time after a certain time.</p> <p>(d) Discourage smokers from loitering outside by not permitting them to take their drinks with them and removing external furniture after a certain time.</p> <p>(e) Locate smoking areas away from residential premises.</p> <p>(f) Do not permit customers to congregate on and block the public highway to passers-by.</p>
<p><b>Noise from staff and entertainment providers leaving</b></p>	<p><b>PN15</b> Staff and performers who depart late at night or in the early hours of the morning when the business has ceased trading, should conduct themselves in such a</p>

<p><b>the premises</b></p>	<p>manner as to avoid causing disturbance to nearby residents. This includes the loading and unloading of artists' equipment.</p>
<p><b>Noise and disturbance caused by deliveries, collections and waste disposal</b></p>	<p><b>PN16 Commercial deliveries, collections and storage/disposal of waste</b>, including beer deliveries, refuse collections and storage / disposal of waste and recyclables in external areas should be restricted to normal working hours between 8am and 6pm Monday to Friday.</p>
<p><b>Litter and waste around the premises</b></p>	<p><b>PN17 (a) Flyers should not be distributed outside the premises</b> by the licence holder or any staff employed by the licence holder.</p> <p>(b) Licence holders should ensure that promoters of events at their premises do not distribute flyers outside the premises.</p> <p><b>PN18 (a) Procedures should be in place</b> for the prompt collection of street litter generated by the premises for example flyers, cigarette butts or food wrappers.</p> <p>(b) Regular patrols of the area outside the premises should be undertaken by staff to clear any litter attributable to the premises.</p> <p>(c) Use wall or floor mounted cigarette bins in designated smoking areas for customers.</p>
<p><b>Disturbance from external lighting</b></p>	<p><b>PN19 External lighting</b> for the premises should be turned off after the premises are closed to the public.</p>
<p><b>Noise or odours from plant and machinery</b></p>	<p><b>PN20 Plant and machinery should not cause nuisance</b> to local residents by way of noise, odours or vibration. Acoustic measures such as screening, enclosures, anti-vibration mounts, silencers or timing clocks should be used if necessary.</p>

## Protection of children from harm

This section provides guidance on good practice for the protection of children from harm at licensed premises. It is intended to help those applying for new licences or variations to existing licences in completing their operating schedules. It is also designed to guide licensees on the protection and management of children from harm at their premises after a licence has been granted.

The carrying on of licensable activities in particular the provision of alcohol and some types of entertainment can increase risks of harm to children attending licensed premises. It is therefore recommended that applicants and licensees take a proactive approach to protecting and managing the wellbeing of children at their premises.

All applications for new licences and variations should address the steps proposed to protect children from harm and this is best achieved through a premises risk assessment.

Licence holders should have clear documented policies and procedures in place which identify all age restricted risks at their premises and measures implemented to prevent, manage and respond to those risks.

Risk	Good practice measure
<b>Children accessing licensed premises</b>	<p><b>CH1 (a) A documented policy</b> setting out measures to protect children from harm should be in place at the premises. The policy should consider all activities associated with the premises including the sale of alcohol and the provision of regulated entertainment and when children should be allowed on or restricted from the premises.</p> <p>(b) All staff including door staff and bar staff should be trained on the policy.</p> <p><b>CH2 (a) Restrict access to children</b> depending on the nature of the business and / or circumstances.</p> <p>(b) The admission of children can be restricted up until a specified time in the evening.</p> <p>(c) The admittance of children can only be permitted if they are accompanied by an adult.</p>
<b>Underage sales of alcohol</b>	<p><b>CH3 (a) Operate a strict 'No ID – No Sale' policy.</b> 'Challenge 21' scheme serves as a reminder to staff of the need to be vigilant in preventing underage sales and to customers that it is against the law for anyone under 18 to purchase alcohol.</p>

<p><b>Underage sales of alcohol</b></p>	<p>(b) A 'Challenge 25' scheme gives staff additional support and encouragement to ask for ID from any person appearing to be under 25 years of age to prove that they are over 18.</p> <p>(c) Only accept photographic driving licences, passports or PASS (Proof of Age Standards Scheme) cards approved as means of ID. If you accept other forms of ID such as EU National ID cards, these must bear a photograph, date of birth and holographic mark.</p> <p>(d) Use till prompts to remind staff to ask for proof of age.</p> <p>(e) Prominently advertise the proof of age scheme in your premises so that customers are aware, in particular, display proof of age signs at the point of sale.</p> <p><b>CH4 Display posters at the premises</b> stating that it is an offence to purchase alcohol on behalf of an underage person (proxy sales).</p> <p><b>CH5 Adverts or promotions for alcohol should not</b> appeal to young persons.</p> <p><b>CH6 (a) Keep a refusals book</b> (or refusal button on EPOS – Electronic Point of Sale) on the premises and ensure it is completed whenever a sale is refused to a person who cannot prove they are over the age of 18.</p> <p>(b) The book should contain the date and time of the incident, a description of the customer, the name of the staff member who refused the sale, and the reason the sale was refused.</p> <p>(c) The book should be made available to Police and authorised officers on request</p> <p>(d) The book should be reviewed on a regular basis to see if any patterns emerge.</p> <p><b>CH7 (a) Staff training</b> in the age related sections of the Licensing Act 2003 should be provided to all door, bar and till staff. This includes the ability to competently check customers' identification where necessary.</p> <p>(b) A record should be kept of the date and name of person trained.</p>
<p><b>Access to age</b></p>	<p><b>CH8 (a) Provisions for restricting children</b> from viewing</p>



<p><b>restricted films</b></p>	<p>age restricted films should be in place at the premises.</p> <p>(b) Staff should be trained to check age at point of sale and prior to entry to a screening room to ensure that admission of children to films is in accordance with the recommendations of the British Board of Film Classifications (BBFC).</p>
<p><b>Access to age restricted gaming machines</b></p>	<p><b>CH9 Age restricted gaming or vending machines</b> should have suitable signage setting out the age restrictions and should be in full view of staff for monitoring.</p>
<p><b>Access to entertainment of an adult nature</b></p>	<p><b>CH10 (a) Children under the age of 18 should be excluded</b> from the premises or part of the premises when specified activities such as adult entertainment are taking place.</p> <p><b>CH11 Adverts for entertainment of an adult nature should not be displayed externally</b> on the premises or in any part of the premises internally where they can be seen by young persons.</p>

## Useful Contacts

### City of London Licensing Authority

Markets and Consumer Protection  
PO Box 270, Guildhall  
London EC2P 2EJ

**Telephone: 020 7332 3406**

**Email: [licensing@cityoflondon.gov.uk](mailto:licensing@cityoflondon.gov.uk)**

### City of London Police licensing team

Walbrook Wharf  
78-83 Upper Thames Street  
London EC4R 3TD

**Telephone: 020 7601 2736**

**Email: [licensingoffice@cityoflondon.pnn.police.uk](mailto:licensingoffice@cityoflondon.pnn.police.uk)**

### Environmental Health

Department of Markets and Consumer Protection (Pollution)  
City of London Corporation  
PO Box 270, Guildhall  
London EC2P 2EJ

**Telephone: 020 7606 3030**

**Email: [publicprotection@cityoflondon.gov.uk](mailto:publicprotection@cityoflondon.gov.uk)**

### Planning

Department of the Built Environment  
PO Box 270, Guildhall  
London EC2P 2EJ

**Telephone: 020 7332 1710**

**Email: [plans@cityoflondon.gov.uk](mailto:plans@cityoflondon.gov.uk)**

### Health and Safety Executive

**<http://www.hse.gov.uk>**

### Institute of Acoustics

**<http://www.ioa.org.uk>**

### Secured by Design

**[www.securedbydesign.com](http://www.securedbydesign.com)**

## **Information sources used in the preparation of this guide:**

**Association of Licensed Multiple Retailers (ALMR)**  
(incorporating BEDA – Bar Entertainment and Dance Association)  
<http://www.almr.org.uk>

**Best Bar None**  
<http://bbnuk.com>

**British Beer and Pub Association (BBPA)**  
(Licensed Property: Noise Control, Managing Safety in Bars, Clubs and Pubs)  
<http://www.beerandpub.com>

**British Institute of Inn Keeping (BII)**  
<http://www.bii.org>

**City of London Corporation licensing**  
(Statement of Licensing Policy 2011)  
<http://www.cityoflondon.gov.uk>

**City of London police licensing**  
<http://www.cityoflondon.police.uk>

**Department for Communities and local government (DCLG)**  
<http://www.communities.gov.uk>

**Drinkaware**  
<http://www.drinkaware.co.uk>

**Health and Safety Executive**  
<http://www.hse.gov.uk>

**Home Office (alcohol and drugs)**  
(Home Office guidance issued under S182 of the Licensing Act 2003, Home Office practical guidance for preventing and dealing with alcohol related problems, Alcohol Strategy 2012)  
<http://www.homeoffice.gov.uk/drugs/>

**Institute of Acoustics**  
<http://www.ioa.org.uk>

**London Drug Policy Forum**  
(Safer Nightlife, Drugs at the Door)  
<http://www.cityoflondon.gov.uk>

**Metropolitan police licensing: Safe and Sound 2012 publication**

**National Counter Terrorism Security Office (NaCTSO)**  
(Security advice for bars, pubs and nightclubs)  
<http://www.nactso.gov.uk>

**The Portman Group**  
<http://www.portmangroup.org.uk>