



Licensing Committee

Date: WEDNESDAY, 12 OCTOBER 2022
Time: 1.45 pm
Venue: COMMITTEE ROOM - 2ND FLOOR WEST WING, GUILDHALL

Supplementary Agenda

- a) Code of Good Practice for Licensed Premises Report - Appendix 2
(Pages 3 - 50)

John Barradell
Town Clerk and Chief Executive

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City of London

Code of Good Practice
for Licensed Premises

January 2013



October 2022

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1. Introduction

1.1. The City of London Licensing Authority acknowledges that well run licensed premises play a major part in the promotion of a vibrant and flourishing night-time economy; one where businesses are trusted to be socially responsible, where people are safe and feel safe, and where people are encouraged to adopt healthier and responsible behaviours.

1.2. Good practice sits at the core of every successful night-time business. Success in the night-time economy is not just about regulation and compliance. Premises must be safe, well-managed and welcoming, with quality processes and management procedures in place, and staff awareness. Alongside the statutory provisions referred to in paragraph 2, we encourage licence holders to reach high operational standards and continuous improvement at their premises by adopting a responsible approach to the provision of alcohol and entertainment through the promotion of good practice.

1.3. Good practice can reduce alcohol related crime and disorder at licensed premises. It can lead to a safer environment for customers to socialise in, deter them from engaging in anti-social behaviour and result in fewer alcohol related hospital admissions. This will enable the City's night-time economy to grow and thrive, whilst ensuring that potential impacts to residents, visitors, workers, and emergency services are minimised.

1.4. Through this Code of Good Practice (the Code), the City of London is committed to supporting licensed premises in the square mile by providing a single source of information on good practice measures. The Code is not statutory guidance but provides a mechanism for applicants and licensees to identify risks associated with their specific type of venue or operation and recommends mitigating measures to address or minimise those risks.

1.5. The City of London is further committed to supporting licensed premises by:

- providing help and advice on good practice at the application stage or during pre-application discussions
- providing help and advice on good practice after a licence is granted
- providing clear feedback to premises when negative operational issues have been identified, setting out actions and good practice measures that can be implemented to improve standards and minimise risks
- encouraging licensees to participate in the City of London Safety Thirst accreditation scheme which acknowledges good practice and celebrates well-run premises.

2. Licensing Act 2003

2.1. Licensed premises are managed under the provisions of the Licensing Act 2003 (the Act), and its associated regulations and statutory guidance. 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

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- The prevention of public nuisance
- The protection of children from harm

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2.2. When the Licensing Authority grants a premises licence, it may be subject to conditions, which form the parameters in which that premises can lawfully operate. There are three types of conditions that can appear on a premises licence:

- Mandatory conditions depending on the activity permitted by the licence
- Proposed conditions drawn from the applicant's operating schedule
- Imposed conditions following a licensing hearing

2.3. It is a mandatory requirement for licensees to comply with conditions on their licence whenever the licence is in use. However, it is equally important that premises always operate in a way that promotes the four licensing objectives, regardless of whether a specific condition requires them to do so.

3. Aim of the code

3.1. 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 adopts a holistic approach to the licensing regime, incorporating local and national initiatives aimed at protecting the business, its customers, employees, and those working or living nearby.

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

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

3.2. ~~Risks~~ conditions. It identifies risks associated with licensed premises the sale of alcohol and the provision of entertainment and/or late-night refreshment and sets out good practice measures to mitigate those risks. It is not an exhaustive list, but it provides a key mechanism for the promotion of the licensing objectives, for well-run premises and a responsible approach to the provision of alcohol, entertainment, and late-night refreshment in the City of London.

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3.3. Risks associated with licensed premises can vary ~~dependent~~ depending on the premises type and characteristics, the design, layout and general environment, the location, the knowledge and experience of management and staff, the policies in place and the type of events being held there.

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~~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 the provision of alcohol, entertainment and late night refreshment in the City of London.~~

3.4. It is recognised that all premises are different and not every risk will be relevant to everyall premises ~~and it is unlikely that any one premises. Licensees will need to address all of the measures. Indeed some premises may only need to introduce one or two measures~~ determine through their own risk assessment what specific measures are relevant to their venue.

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3.5. 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.~~

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4. How will the code be used and by who?

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4.1. The guidance in this code is not statutory, however it does form part of the City of London Statement of Licensing Policy and the Licensing Authority expects applicants and licensees to have regard to it.

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4.2. The code is set out in sections that cover each of the four licensing objectives. It identifies risks associated with each licensing objective and makes recommendations on how to mitigate the risk.

Applicants and licensees

4.3. ~~Alt is important to take a proactive and preventative approach is a key aspect of good management at to managing~~ licensed premises. ~~The City of London licensing authority therefore expects applicants to have regard to this code when completing their operating schedule. This will ensure that problems either do not occur, or if they do, are dealt with quickly and appropriately.~~

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4.4. ~~If problems occur at~~ The code is a good starting point in assessing the potential risks at licensed premises ~~after and applicants should read this document before making an application. The identification of a risk will not necessarily warrant a condition on a licence has been granted and but could identify a reactive approach is needed, licensees good practice measure to implement.~~

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4.5. Similarly, licence holders should ~~put~~ be familiar with this document as it will highlight any 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 they can implement if problems occur at their licensed premises.~~

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The licensing authority and responsible authorities

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4.6. ~~The code is not a statutory document but it will be taken into consideration and used by the~~ The licensing authority and responsible authorities ~~as follows may use this document to:~~

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- ~~when offering~~ Offer pre-application 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~~ Offer advice to applicants and licence holders in general
- Offer advice to licence holders encountering problems, ~~at their premises to raise standards~~ address the issue and to promote the licensing objectives ~~in these premises and avoid further problems;~~ and
 - ~~for~~. Sometimes, the implementation of good practice measures can be a suitable alternative to enforcement action or the review of licences ~~where there is evidence that licensees have not promoted the licensing objectives at premises licence.~~
 - Offer advice to licence holders seeking to achieve the City of London Safety Thirst accreditation.

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Dealing with problem premises

~~The routine monitoring of~~ Where there are problems or concerns identified at licensed premises ~~will be undertaken by~~ the licensing authority ~~and/or relevant~~ responsible authorities and findings under the four licensing objectives will be brought together.

~~Problems or concerns~~ authority will raise these ~~with licensed premises will be identified and flagged up at an early~~ the licensee at the earliest possible stage and advice will be offered to licensees ~~work in partnership with a view to improving standards at their premises and them to prevent or minimise subsequent problems.~~

4.7. ~~Where problems have been identified, the~~ The licensing authority and/or responsible ~~authorities~~ authority will agree appropriate ~~measures from the code~~ actions with the licence holder ~~to be implemented at the premises.~~ , and these may include the implementation of good practice measures from this code.

4.8. 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

4.9. ~~The code will also be used by~~ licensees can use the licensing authority ~~code to adopt good practice measures to assist them in becoming a City of London Safety Thirst accredited premises. The Safety Thirst scheme acknowledges good practice and its licensing liaison partners to acknowledge and support~~ celebrates well-run premises through ~~schemes such as Safety Thirst's awards.~~

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5. 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 identify and manage risks associated with licensed premises. Training should be provided to all staff and should be about both preventing and managing prevent problems occurring at premises. Training should be regularly updated reoccurring.~~

Risk	Good practice measure
Lack of knowledge or understanding of the Licensing Act 2003	G1 (a) Well trained staff will in Licensing Act and related subjects contribute to well-run premises and a responsible approach to the sale effective management of alcohol, provision of entertainment and late night refreshment. risks associated with licensed premises.
	G2 Formal qualifications - Every designated premises supervisor (DPS) and personal licence holder requires an accredited Award for your staff, either to Personal Licence level or to another appropriate standard recognised by bodies such as the British Institute of Innkeepers (BII) Holders (APLH). It would be preferential for this training to also be completed by other managers and supervising staff employed at the venue.
	(b) All front of house staff should be advised of trained in basic licensing law in writing before they are allowed to serve alcohol.
	G3 (c) Training This should also be provided on premises' specific policies relevant to the operation of the business include (but not limited to) <ul style="list-style-type: none">• authorised sales of alcohol• underage sales / age verification requirements• dealing with intoxicated customers• offences under the Licensing Act 2003• compliance with licence conditions both mandatory and unique conditions to the premises
	G4 (d) A record All staff, including SIA door staff, should be trained on premises specific policies relevant to the operation of the business. This might include: <ul style="list-style-type: none">• duty of care to vulnerable customers• first aid (physical and mental health)

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	<ul style="list-style-type: none"> ● <u>drugs awareness</u> ● <u>conflict management</u> ● <u>weapons policy</u> ● <u>crime scene preservation</u> ● <u>ejection of customers from the premises</u> ● <u>managing external areas and dispersal of customers</u> ● <u>emergency evacuation procedures</u> ● <u>counter terrorism</u> <p><u>G5</u> <u>Refresher training should be completed regularly but at least every 12 months.</u></p> <p><u>Records</u> should be kept of the date and name of <u>every</u> person trained or advised and be made available for inspection by the police or licensing authority-</p> <p><u>G6</u></p>
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6. 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 can~~ help those applying for new licences or variations ~~to varying~~ existing licences in completing their operating schedules. ~~It is can~~ also ~~designed to guide licensees on the prevention help~~ licence holders identify risks associated with their premises and ~~management offers mitigating measures to manage those risks and prevent~~ crime and disorder ~~from their premises after a licence has been granted.~~

The main causes of crime and disorder in ~~or around~~ licensed premises arise from inadequate security provisions, poor design and layout, the type of event being promoted ~~there~~, overcrowding and customers being drunk or under the influence of drugs. ~~This can result in theft, conflict, violence, and anti social behaviour. Excess alcohol consumption is therefore recommended that applicants and licensees take a proactive approach significant contributory factor, to preventing and managing levels of crime and disorder from their in and around premises. Good management and good practice along with adequate physical controls can make an important difference to the level of alcohol related crime at or near 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' Useful information can be found at the Secured by Design website. This is the official police security initiative that works to improve the security of buildings and their immediate surroundings.~~

~~Licence holders should have clear documented policies and procedures in place which~~ Licensees should take a proactive approach to managing and preventing crime and disorder at their premises. Documented policies should identify all crime and disorder risks associated with their premises and the measures implemented to ~~prevent~~, manage and ~~respond to prevent~~ those risks.

Risk	Good practice measure
Security in and around the premises	CD1 (a) An alarm or other security measure should be installed at the premises to protect it when closed or empty.
	CD1 (b) A monitored intruder alarm system installed at licensed premises acts as a deterrent to burglary and vandalism, protecting it when closed or empty.
	(a) A system that can be remotely accessed/monitored

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Risk	Good practice measure
<p><u>Security in and around the premises</u></p>	<p><u>is best. It should be linked to a digital communicator or text alerts that inform key holders, and/or the alarm company if the alarm is activated when no-one is physically present. An up-to-date key holder list should be maintained with the alarm company.</u></p> <p><u>(b) Staff should be familiar with opening and closing procedures to prevent false alarm activations.</u></p> <p><u>(c) Any private areas such as staff rooms or cellars should be securely closed and only accessible by staff whilst the premises are open to the public.</u></p> <p><u>(d) Emergency exits should be alarmed when the premises are open to the public so that staff are immediately notified of unauthorised opening or tampering.</u></p> <p><u>(e) Any staff or private areas and cellars should be kept locked and secured whilst the premises are open to the public.</u></p> <p><u>CD2 (a) CCTV should be provides a vital tool in the management of crime and disorder at licensed premises. It can make staff and customers feel safe, it can act as a deterrent to potential offenders, it can be used to immediately direct staff and security to incidents, and it can produce tangible evidence to support post incident investigation.</u></p> <p><u>(a) CCTV cameras should be installed inside and outside the premises. The with cameras should cover covering all internal areas accessible to the public and areas immediately outside the premises, including entry and exit points. Internal areas at a higher risk of violence, crime, or disorder, such as alcoves or blind spots, should be identified through a risk assessment and have cameras in place.</u></p> <p><u>(b) Camera systems should use the latest digital colour recording technologies to produce high quality imagery, with remote internet access where possible. The system should be able to provide facial recognition in any light condition.</u></p> <p><u>CD2(c) The date and time settings on the system must be correct set correctly. Cameras should continually record whilst the premises are open to the public and recordings should be kept available for a minimum of 31 days. In the event of an incident, recordings should be made available to the police or licensing authority upon</u></p>

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Risk	Good practice measure
<u>Security in and around the premises</u>	<p><u>request where necessary to detect a crime as it is happening or upon a data protection release request.</u></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) (d) <u>Staff should be trained in the maintenance and operation of such systems with a record kept of using the date and name of CCTV system with a record kept of person trained. Records and date. Training records should be made available for inspection by the police or licensing authority upon request.</u></p> <p>(f) <u>A trained member of staff should be on duty to operate the system whenever the premises are open to the public. Where CCTV is required by a condition on the premises licence or the licensee is applying for best practice accreditation, the trained person should be able to show the police or licensing authority the system in operation upon request.</u></p> <p><u>(f) The system should be regularly maintained to ensure it is working correctly with all cameras recording.</u></p> <p><u>(g) The system should be password protected and kept in a secure place or lockable room within the premises</u></p> <p><u>(h) CCTV systems should comply with the Information Commissioner's Office (ICO) guidance.</u></p> <p><u>(i) Signs should be clearly displayed within the premises informing members of the public that CCTV is in use.</u></p>
	<p>CD3 <u>External lighting provides an obvious means of crime deterrence. deterrent. External lighting should be operated by detection devices which will automatically switch lights on where movement is detected.</u></p> <p><u>(a) Lights should be checked regularly to ensure they are in good working order.</u></p> <p><u>(b) Care should be taken so that external lighting does</u></p>

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Risk	Good practice measure
Security in and around the premises	not impact on neighbours <u>at night</u> .
	CD4 (a) Security systems should be integrated so that the alarm, CCTV <u>system</u> and lighting work together in an effective manner.
	(b) The alarm should be linked to a system that will notify the police if it is activated.
	CD5 (a) Door staff and/or stewards should be employed at the venue to supervise admissions and customers inside the venue.
	(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. CD5 (e) Door supervisors can be essential in ensuring well-run premises and make customers feel safe. They can monitor admissions, refuse entry to intoxicated customers, supervise dispersals to deter anti-social behaviour, carry out authorised searches to prevent drugs or weapons being brought inside, and supervise / interact with customers inside the venue to maintain good behaviour. <u>(a) Any person performing the role of a door supervisor must be licensed with the Security Industry Authority (SIA). Licensees need to ensure that any security services bought in are compliant with the law. To assist licensees, the SIA has produced a guidance for buyers of security for events.</u> <u>(b) The SIA run a voluntary Approved Contractor Scheme (ACS) which provides buyers of private security services with a form of independent assurance of a contractor's commitment to quality. A list of approved contractors can be found at the SIA website</u> <u>(c) All door staff and security must clearly display their SIA badges whilst working. Licensees and venue managers can search the SIA register of licence holders to check whether someone has the correct, valid licence.</u> <u>(d) Door staff should be easily identifiable by wearing a uniform, high visibility jacketsjacket or arm bands.</u> <u>(de) Door staff should sign into a register detailing their full SIA licence number, their name, contact details and</u>

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Risk	Good practice measure
Security in and around the premises	<p>the time and date their duty commenced and concluded. <u>Copies of all door staff badges should be kept at the premises and checked with the SIA for validity.</u></p> <p>(e) Stewards and other (f) Where possible, the same door staff should be used each week, so they are familiar with premises specific policies and procedures.</p> <p><u>(g) The number of door staff will be determined through a risk assessment, the nature and size of the business and the type of crowd attending an event.</u></p> <p><u>(h) Other staff, such as stewards, at the premises should also be easily identifiable. Stewards but they must not be used for supervision of the door carry out the duties of a door supervisor if not SIA registered.</u></p> <p>CD6 (a) Effective security policies based on risk assessments can protect your premises, staff and customers from threats, conflict or violence.</p> <p>(b) Security policies should be formulated in consultation with a police crime prevention officer.</p> <p>(c) All staff must be aware of a premises security 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><u>CD6 (d) Counter Terrorism measures will protect businesses, staff and customers and support the Police in making the area safer for everyone. Licence holders and staff should be well prepared and resilient in the event of a terrorist attack. Crowded environments, both indoor and outdoor spaces, have security vulnerabilities, and these should be identified through premises specific risk assessments and managed through both physical measures and staff awareness.</u></p> <p><u>(a) Physical measures – Businesses and licensees have a duty to protect those using their services. If customers queue on the public highway to gain entry to the premises or use furniture placed on the highway to be served or to consume food or drink purchased from the premises, licensees should consider physical security barriers or hostile vehicle mitigations (HVMs) to protect the area and minimise the risk of a 'vehicle as a weapon' attack. The type of barrier or HVM will depend on the threat and vulnerability specific to the premises. Guidance for hospitality venues is available via: Police</u></p>

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Risk	Good practice measure
	<p><u>Protect UK, (which incorporates the National Counter Terrorism Security Office (NaCTSO)), and Centre for the Protection of National Infrastructure (CPNI). Further information and advice can also be sought from local Counter Terrorism Security Advisors: CTSA@city-of-london.pnn.police.uk</u></p> <p><u>(b) Premises should be searched inside and out for suspect packages before, during and after opening hours. Staff should be trained to remain vigilant during opening hours and report any suspicious activity to the Police. Staff should remain vigilant and report any suspicious activity immediately to the Police.</u></p> <p><u>(c) Staff awareness - Licence holders and all their staff should complete an appropriate level of counter terrorism awareness training. Nationally recognised training products such as See, Check and Notify (SCaN) and Action Counters Terrorism (or ACT) cater for different levels of staff, are available electronically and are free of charge.</u></p> <p><u>(d) Licensees and venue managers should preferably be registered with Protect UK, giving them access to the latest advice, guidance and training on security threats.</u></p> <p><u>(e) Staff should be made aware of premises specific contingency plans, and their roles and responsibilities in the event of an attack. Rehearsals or drill exercises are important to ensure knowledge retention and to identify any gaps in documented plans/policies.</u></p> <p>CD7 Documented security policies based on risk assessments can protect licensees, their premises, staff and customers from threats, conflict, or violence.</p> <p><u>(a) Security policies should be formulated in consultation with a police crime prevention officer.</u></p> <p><u>(b) All staff must be aware of a premises security policy with records kept of date and name of person trained.</u></p> <p>CD7CD8 Security reviews should be held regularly and at least every three months <u>between the licence holder or venue manager and door staff provider, to review successes, challenges or areas to improve, with minutes kept of the meetings recorded.</u></p> <p>CD8CD9 (a) Daily staff briefing briefings and debriefing will enable licensees to improve working practices in their premises.</p>

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Risk	Good practice measure
Crime including conflict, <u>assault</u> , violence, or aggression in and around the premises	<p><u>licensees should install a club scan or ID scan system, to digitally check IDs, detect fake IDs and prevent underage or banned persons from entering the premises. This will protect customers at events and ultimately the premises licence, by making it easier to identify suspects should a crime occur.</u></p>
	<p>CD10(b) The number of door supervisors should be determined by a risk assessment <u>taking into account</u> considering the size of venue, the type of event and the type of crowd the entertainment is likely to attract, <u>but at the very least on a</u>. <u>For promoted events, a minimum</u> ratio of 1 door supervisor per 50 customers- <u>should be considered.</u></p>
	<p><u>(c) All entry and exits points should be covered with at least one door staff, and depending on the event, consideration should be given to cloak room cover, roaming door staff and relief cover during breaks.</u></p>
	<p><u>(bd)</u> 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>CD11CD12 <u>A door admissions policy</u> including any age restrictions, expected dress <u>standards</u><u>code</u>, or the screening of <u>hand bags</u><u>handbags</u> should be widely publicised on any promotional material <u>or</u>, website <u>or social media platforms</u> and clearly displayed at the entrance to the premises.</p>
	<p>CD12 (a) Ejecting or refusingRefusing entry to persons <u>from the premises</u> if they do not meet <u>your admissions</u> the standards <u>or, if</u> they are <u>underage, intoxicated, disorderly, if they are a</u> known <u>troublemaker, if they refuse</u> to be <u>violent or aggressive.</u></p>
	<p>CD13 <u>searched or are in possession of drugs or weapons.</u></p> <p><u>(a) If entry to the venue is dependent on a search, then a 'No Search, No Entry' sign should be clearly displayed at the entrance, explaining what the search will entail</u></p> <p><u>(b) In such cases</u><u>the event of a refusal</u>, an entry should be made in an incident <u>or log book</u><u>logbook</u>. <u>If the refusal relates to possession of drugs or weapons, the Police should be informed.</u></p> <p><u>(c) If a customer resists refusal, a manager should be called to confirm the refusal. If after management</u></p>

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Risk	Good practice measure
<p><u>Crime including conflict, assault, violence, or aggression in and around the premises</u></p>	<p><u>intervention, the customer insists on admission, the Police should be called to assist.</u></p>
	<p>CD14 <u>(a) Escorting or removing persons from the premises who have become drunk or disorderly after admission. All evictions should be recorded in an incident logbook.</u></p> <p><u>(a) If a customer becomes violent or aggressive when being escorted off the premises, the Police should be called to assist.</u></p>
	<p>CD15 <u>A policy to manage capacity</u> should be adopted to prevent overcrowding / <u>localised overcrowding</u> and patrons possibly becoming aggressive through accidental jostling.</p> <p><u>(ba)</u> For promoted events and large venues, the use of clickers is essential to record the number of patrons inside the premises <u>or moving from room to room.</u></p> <p><u>(eb)</u> For other events or smaller venues, ticket sales or head counts may be appropriate.</p> <p><u>(ec)</u> 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><u>(ed)</u> Where a premises holds a special event <u>which that is not a promoted event but one that</u> is expected to attract a <u>greater/larger crowd</u> than usual <u>number of patrons and in excess of 500 people</u>, the <u>premises licence holder will be expected to should</u> notify the City of London Police licensing team at least 14 days in advance of the event. <u>They may be able provide support with crowd management during the event.</u></p>
	<p>CD16 <u>(a) Alternatives Durable and reusable alternatives to glass drinking vessels, made from polycarbonate or non-splintering plastic, should be considered to prevent glassware being used as an assault weapon, particularly during promoted events, or for consumption in outdoor areas.</u></p> <p><u>(b) Drinking vessels made from plastic or polycarbonate</u></p>

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Risk	Good practice measure
<p><u>Crime including conflict, assault, violence, or aggression in and around the premises</u></p>	<p>would be preferential particularly in outside areas.</p> <p>(e)(a) 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>CD15 (a) Measures to preserve a crime scene until police arrival, following the outbreak of disorder or any other crime should be clearly documented in a policy.</p> <p>CD17 (b) Such a<u>Crime scene preservation</u> - in the event of a crime at licensed premises, the Police must be notified immediately, and measures must be in place to preserve the crime scene until police arrive. Such measures should include:</p> <ul style="list-style-type: none"> • <u>identifying any injured people, ensuring adequate medical treatment is provided or calling an ambulance</u> • <u>creating a secure and sterile cordon around the scene for the preservation of evidence and life</u> • <u>preventing others from entering the crime scene and not touching anything</u> • <u>preventing the contamination, cleaning, wiping, clearing away or removal of any items or materials from the crime scene. Any bloodstains, broken glass, drugs paraphernalia, weapons or other items used during the crime must remain untouched until Police arrive</u> • <u>creating a record of the incident as soon as practicable to do so, including date, time, persons involved, including perpetrators, victims, anyone assisting, and anyone who has left the scene, items at the scene, any smells, take photos, descriptions, and keep CCTV recordings or mobile phone recordings.</u> <p>(a) A documented crime scene preservation 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>CD16<u>CD18 (a) Staff training in conflict</u> management should be provided to give them<u>Conflict management</u> for staff will provide them with the knowledge and confidence to deal with difficult situations. <u>Trained staff should be able to identify conflict as it develops and take appropriate measures to resolve it before it escalates, which can</u> reduce crime and disorder at the premises.</p>

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Risk	Good practice measure
	<p>(ba) Training should <u>include dealing with abuse, harassment, threatening behaviour, disorderly conduct, aggression and violence.</u> also cover dealing with, logging and reporting incidents if they occur.</p> <p>(eb) 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>CD19 Responding to allegations of assault at licensed premises. Licensees must take any allegation about assault or harassment at the premises seriously, and always call the Police if a customer or other person at the venue makes such an allegation.</p> <p>CD20 Sharing of information with others in the industry- <u>Regular meetings, the use of about troublemakers, incidents, and common problems in an area can help to manage or reduce crime and antisocial behaviour associated with licensed premises. This can be through local radio networks or membership of network groups, business Whatsapp groups, or through the SentrySIS application, a secure, city-wide data-sharing platform that works in real-time.</u></p> <p>CD17CD21 Membership of a Safer Business Network or Business Crime Reduction Partnership provides businesses with <u>a local pub/club watch scheme will enable network connection, up-to-date information to be passed on about trouble makers and common problems in the area on localised crime and offenders, access to expert advice, free crime reduction training and access to local Pubwatch meetings. City of London Police Licensing also host regular Licensing Forums covering a wide range of topics and initiatives to safeguard licenced premises against crime. Businesses can sign up to attend the City Police licensing forums by emailing licensingoffice@cityoflondon.pnn.police.uk</u></p>
Drugs and weapons being brought into the premises	<p>CD21 (a) A zero tolerance policy to the use of premises specific 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 <u>policy is a valuable tool for keeping customers of zero tolerance policy.</u></p> <p>CD22 (a) Effective search policies will minimise the</p>

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Risk	Good practice measure
Drugs and weapons being brought into the premises	<p>opportunity for safe. It should address all potential drugs and weapons to be brought into licensed premises concerns relevant to the business and lead to drug offer mitigations, provide a basis for staff training, 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>CD21 (c) Search policies ultimately safeguard the welfare and safety of the business's staff and customers. Guidance on how to develop a drugs and weapons policy can be found at Safer Nightlife, an online resource produced by the London Drug and Alcohol Policy Forum. Policies should be formulated in consultation with the City of London Police licensing team.</p> <p>CD22 (d) Preventing drugs and weapons entering the venue can be achieved by searching customers on entry or through the provision of amnesty boxes.</p> <p>(a) Searches may only be necessary for larger or promoted events, or on busier nights. The premises policy should identify the types of events or days when searches will be conducted. The use of search arches and wands may be appropriate in some cases.</p> <p>(b) Search policies must be advertised widely on tickets, promotional leaflets and on websites and prominently in the premises entrance and queuing area. Notices should clearly advise customers that if they refuse to be searched, they will be refused entry.</p> <p>(ec) Searches should always be carried out in public areas and covered by CCTV.</p> <p>(f) All staff (d) Searches must only be trained on search policies conducted by door supervisors with a record kept of valid SIA door supervisor registration.</p> <p>CD23 Preventing drug dealing at the venue can be achieved through the regular supervision and name of person trained. Records monitoring of all public areas by roving staff. All public areas should be made available for inspection by the police covered by CCTV cameras and any alcoves or licensing authority concealed areas should have adequate lighting to enable the capture of clear images.</p> <p>(a) Supervising toilet areas can be effective in</p>

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Risk	Good practice measure
Drugs and weapons being brought into the premises	<p><u>discouraging drug selling or use. A toilet attendant may be appropriate for promoted events or on busy nights such as Friday and Saturday.</u></p> <p><u>(b) Removal of flat surfaces in toilet areas can reduce the likelihood of drug misuse</u></p> <p><u>(c) Regular toilet checks such as swabbing should be considered, and where conducted, these should be documented with date, time and findings.</u></p> <p>CD20CD24 Calling the police if customers are suspected of being in possession of drugs or weapons. <u>All a clear procedure should be agreed with City of London Police about the circumstances in which they expect to be called and all</u> staff must be made aware of this requirement.</p> <p>CD21CD25 (a) Seizing, retaining and documenting any drugs or weapons found with a clear audit trail and a process for surrendering them to the Police.</p> <p><u>(ba)</u> A search policy should clearly set out procedures that must be followed by staff should they find drugs or weapons during a search including circumstances when the police should be called; <u>Procedures should include the wearing of gloves</u>, the use of tamper proof bags and safe storage of seized items in a lockable box; details that need to be recorded and how/when seized items should be surrendered to the police.</p> <p>CD25 (a) Supervising toilet areas 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<u>Any items seized by staff should be considered and where conducted, these should be documented with date, time and finding recorded.</u></p> <p>(d) Removal<u>done in a public area, witnessed by a colleague and/or in full view of flat surfaces in toilet areas can reduce the likelihood of drug misuse</u><u>CCTV cameras.</u></p> <p>CD23CD26 Drug awareness training should be</p>

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Risk	Good practice measure
	provided for all staff, <u>so they have the knowledge to identify any illegal drug activity at the venue and to recognise symptoms of drug use</u> . A record should be kept of the date and name of person trained. <u>Records, and records</u> should be made available for inspection by the police or licensing authority.
Theft from premises or lost property	CD24 CD27 Bag hooks (Chelsea clips) should be provided to prevent bag snatching.
	CD25 CD28 Clear signage should be displayed throughout the premises about crime prevention and to warn customers of the potential for pickpockets and bag/laptop snatchers.
	CD26 CD29 Property patrols, managed cloakrooms and toilet attendants can be employed to prevent theft from patrons or the premises.
	CD27 CD30 Premises layout and lighting should be considered. Secluded or dimly lit parts of the premises should be avoided as they can encourage crime.
	CD28 CD31 Mirrors used throughout the premises can aid supervision and act as deterrents to thieves.
	CD29 CD32 A lost and found policy 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.
	CD33 (a) Carefully positioning alcohol 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'.
	CD33 (b) It may be helpful for alcohol display areas to be covered by CCTV if possible.
<u>Theft from premises or lost property</u>	CD34 CD34 Security tagging any items considered a specific target for theft, particularly alcoholic drinks over a certain price level will deter thieves.
Disorder from	CD32 CD35 Reduce the potential for excessive queue

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Risk	Good practice measure
customers queuing to enter the premises or when leaving the premises	<p>lines with 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>CD33CD36 (a) A customer dispersal policy 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>(ba) 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>CD37 (a) Staff training in preventing disorder should be provided to give them the knowledge and confidence to deal with difficult situations.</p> <p>CD37 (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>
Customers getting drunk and dealing with drunken customers	<p>CD35CD38 (a) Drinks promotions should be socially responsible and not encourage excessive drinking.</p> <p>(ba) 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<u>British Beer and Pub Association (BBPA) and The Portman Group</u>. This is in addition to adherence with the mandatory licensing condition regarding irresponsible promotions.</p> <p>(eb) Any drinks promotion should market the availability of soft drinks</p> <p>and low or alcohol-free alternatives. Club Soda is mindful drinking movement that offers advice to the hospitality industry on a<u>wide range of alcohol-free drinks.</u></p> <p>CD39 Staff training on the effects of alcohol and how to spot early signs of customers becoming drunk<u>symptoms of drunkenness</u> should be provided<u>regularly undertaken</u> to give them the knowledge and confidence to deal with drunken patrons.</p>
Customers getting	

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Risk	Good practice measure
drunk and dealing with drunken customers	<p>(b) Staff should be It is an offence for someone to knowingly serve alcohol to a person who is drunk and bar staff must be aware of their responsibilities under the Licensing Act 2003 and. They should 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 with customers and assess the levels of drunkenness. Any concerns should be reported back to a manager.</p> <p>CD39 (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>CD37PS1 A duty of care policy 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>CD41 Drink aware posters can be displayed in the premises to remind customers of the unit content in alcoholic drinks and the safe alcohol consumption limits.</p>
Consumption of alcohol on the street and street drinkers	<p>CD39 CD40 <u>Restrict the sale</u> 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>
Sale of alcohol outside permitted hours	<p>CD40 CD41 <u>Lockable shutters</u> can be fitted on display units for alcohol in retail premises, which can be closed and locked at the end of permitted hours.</p>

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7. Public Safety

This section provides guidance on good practice for the promotion of public safety at licensed premises. ~~It is intended to can~~ help those applying for new licences or ~~variations to varying~~ 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 increased the~~ risks to ~~the public~~ safety. ~~The consumption of the public (including performers) attending licensed premises. alcohol, combined with recreational drug use can make some customers vulnerable and expose them to risks.~~ It is ~~important~~ 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
General safety of staff and customers	PS1 (a) A full risk assessment taking into account considering 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 <u>Health and Safety Executive (HSE)</u> website and on the Communities and Local Government website. A risk assessment should be regularly reviewed <u>and</u> at least every 12 months.
	(ba) All staff should be made aware of the risk assessment and precautionary measures therein.
	(eb) A copy of the risk assessment should be kept at the premises and made available for inspection <u>if required</u> .
	PS2 First aid boxes should be available at the premises and maintained with sufficient in-date stock.
	PS3 (a) A recognised qualification in first aid should be held by at least one member of staff who should be on duty <u>at all times when</u> the premises licence is in use.

General safety of staff and customers	<p>PS3 (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>PS4 A first aid room or quiet room should be made available to anyone requiring medical attention.</p> <p>PS5 Temperature levels 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, <u>fans</u>, or natural ventilation in non-residential areas.</p>
Overcrowding	<p>PS6 A documented capacity 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. <u>The risk assessment should consider factors such as floor space, available fire exits, and means of escape as well as comfort factors such as numbers of toilets and potential queuing time.</u></p> <p>The risk assessment should consider factors such as floor space, numbers of toilets, potential queuing time and available fire exits.</p> <p>PS7 (a) A policy to manage the capacity should be adopted to prevent overcrowding and <u>or</u> localised overcrowding.</p> <p>(b) The use of electronic clocking systems, <u>ID scanning systems</u>, 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 <u>for customers</u>.</p>
Accumulation and disposal of glasses / drinking vessels	<p>PS8 (a) A glass collection policy 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. <u>Perimeter checks should be made outside the premises for any glasses or bottles.</u></p>

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<p>Accumulation and disposal of glasses / drinking vessels</p>	<p>(b) Perimeter checks should be made outside the premises for any glasses or bottles.</p> <p>(c)(a) All staff must be made aware of the glass collection policy and their responsibility for the task.</p> <p>PS9 Spillages and broken glass should be cleaned up immediately to prevent floors from becoming slippery and unsafe.</p> <p>PS10 Bottle bins should be secure at all times and away from public areas.</p>
<p>Accident or other emergency incident on the premises</p>	<p>PS11 (a) A written policyDocumented policies to deal with all types of accidents & emergency incidents including fire, should be in place at the premises.</p> <p>(b) The policypolicies should be based on risk assessments and might include matters such as <u>responding to and recording/reporting of accidents, providing medical care,</u> emergency management, contingency planning and evacuation procedures in the event of fire, bomb threats or suspect packages and, when to contact emergency services, <u>and providing support to staff or customers in the aftermath of an accident or incident.</u></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 copya) Copies of the <u>accident, emergency incident and</u> fire risk assessmentassessments should be kept at the premises and made available for inspection by the fire authority and licensing authority <u>if required.</u></p> <p>PS12 A fire detection system should be in place at the premises and should be <u>maintained</u> fully functional at all times. The system should be tested regularly with records kept and made available for inspection.</p> <p>PS13 (a) Means of escape in case of any emergency must be clearly visible, unobstructed and well <u>maintained</u> including areas outside exits leading to a place of</p>

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<p>Accident or other emergency incident on the premises</p>	<p>ultimate safety such as the street.</p>
	<p>PS13 (b) Checks should be carried out before opening each day to ensure that exits are unlocked and unobstructed.</p>
	<p>PS14 Equipment should be checked and maintained regularly with a record kept of the date and findings of the checks.</p>
	<p>PS15 (a) Staff training in fire safety 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>
	<p>PS15 (b) Records should be kept of the date and name of person trained and made available for inspection.</p>
	<p>PS16 An accident book should be kept in order on site to record all accidents or incidents and made available for inspection.</p>

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<p><u>Drug Customer Vulnerabilities – drug use, intoxication or drink spiking</u></p> <p><u>Customer Vulnerabilities – drug use, intoxication or drink spiking</u></p>	<p>PS17 (a) A zero tolerance policy 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>PS18 Refusing entry 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>PS17 (a) Drug use is common amongst people going out to pubs, bars and clubs and for some people it is integral to a good night out. Despite efficient measures aimed at preventing drugs being brought into or sold at premises, some people will take drugs before going out or will find ways of taking drugs whilst out at licensed premises. Some people may have an adverse medical or psychological reaction to drug use or the combined effects of alcohol and drug consumption. Intoxicated customers may become confused, disorientated, emotional, separated from their friends, or incapacitated. There is therefore an expectation that licensees will take responsibility for people affected by drugs or alcohol from the point they join a queue to get in through to them getting home safely.</p> <p>PS18 A duty of care policy regarding should clearly set out how licensees will respond to drug, or alcohol induced problems and the type of interventions available to persons suffering adversely from the effects of drugs should be in place at the premises or alcohol.</p> <p>(a) The policy should include drug awareness training for all staff so that they can recognise the effects of controlled drugs and provide seek medical attention where necessary.</p> <p>(b) All The policy should clearly express that every effort will be made by staff must be briefed on to prevent patrons from deteriorating to an uncontrolled intoxicated extent.</p> <p>(c) When staff are collecting glasses, they can interact with customers and assess the policy. A record levels of drunkenness or signs of drug use. Any concerns should be kept of reported back to a manager</p>

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Customer Vulnerabilities – drug use, intoxication or drink spiking

(c) On no account should anyone suffering from ill effects of drug or alcohol use be ejected from the ~~date~~ and ~~name of person trained~~ premises or left alone unmonitored. It is important to unite them with their friends to ensure they get home safely.

(d) Guidance for licensees can be found at Safer Nightlife, an online resource produced by the London Drug and Alcohol Policy Forum.

PS19 Refusing entry to anyone who appears to be showing signs of drug use or intoxication and contacting the emergency services in appropriate circumstances. In such cases, an entry should be made in an incident logbook.

Drink-aware posters can be displayed in the premises to remind customers of the unit content in alcoholic drinks and the safe alcohol consumption limits

PS20 (a) Prevent the possibility of drink spiking by offering various anti-drink spiking products to customers.

PS20

PS21 Prevent the possibility of drink spiking by offering preventative measures and guidance to customers. A drink can be spiked by adding drugs to it or by adding more alcohol to it. A spiked drink can have dangerous consequences for the health or welfare of the person whose drink it is and can make them vulnerable to assault.

(a) Preventative measures might include

- the provision of drink protectors such bottle stoppers or StopTopps foil covers to customers
- displaying prominent signage reminding customers not to leave their drinks unattended and not to accept drinks from strangers
- staff awareness and vigilance in monitoring disorientated customers and unattended drinks, and reporting any suspicious activity to a manager and to the police.

(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.~~ and record as much information as you can about the incident:

- full details of the affected person
- full description of the suspected perpetrator if known

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	<ul style="list-style-type: none"> ● <u>time and location of the incident</u> ● <u>seize, preserve and secure the drinking vessel containing suspected drug until Police arrive</u> ● <u>ensure the well-being of the customer, calling an ambulance if required, and ensuring they are with trusted friends</u> <p><u>(c) A process for this should be clearly set out in your duty of care policy.</u></p> <p><u>(c) Further guidance can be found at Local Government Association and Drinkaware</u></p> <p>PS24PS22 <u>A 'chill out' area should be provided– for vulnerable or unwell customers. This should be a cooler and quieter area than rest of venue–, with the availability of water and support staff.</u></p>
<p>Customer Vulnerability – sexual harassment</p> <p>Customer Vulnerability – sexual harassment</p>	<p>PS23 Sexual harassment or assault, usually gender-based, can occur at licensed premises, and can be exacerbated if customers have become vulnerable due to alcohol or drug consumption.</p> <p><u>(a) Businesses and licensees should develop anti-sexual harassment policies to promote a safer night-time environment in venues, provide information to customers on how to report sexual harassment, and encourage bystanders to identify, challenge and report unwanted behaviours. Guidance, information and membership can be found at Good Night Out and at Mayor of London Women's Night Safety Charter</u></p> <p><u>(b) Staff should be educated to understand and respond to reports of sexual harassment. Accredited training such as that provided by Good Night Out or the free Safer Sounds Partnership Welfare and Vulnerability Engagement (WAVE) training is preferential.</u></p> <p><u>(c) Licensees should adopt the 'Ask for Angela' campaign at their venues. Ask for Angela is a consumer facing campaign which allows people who feel like they are in an unsafe situation to ask for help from the venue. Information can be found at Safer Sounds WAVE programme</u></p> <p><u>(d) Campaign posters such as 'Reframe the Night' can be displayed at premises to help change people's attitudes to harassment.</u></p>
Customer	PS24 Licensed premises within high rise buildings with

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<u>Vulnerability – suicide</u>	<p><u>outdoor roof terraces could create potential suicide risks to vulnerable persons.</u></p> <p><u>(a) Licensees with outdoor roof terraces should take a proactive approach to identify and design out or mitigate any suicide risks. Mitigations may include physical barriers such as balustrades or planting as a deterrent from accessing the edge of the building, lighting, or additional staffing arrangements in high-risk areas. Guidance and information can be found on the Gov.UK website, Suicide Prevention in Public Places</u></p> <p><u>(b) Staff should be trained in suicide prevention awareness, enabling them to recognise warning signs and giving them the confidence to intervene or distract a vulnerable person and to seek assistance for them. Free Suicide Prevention Awareness training is available to City businesses via The City of London Corporation's Business Healthy team: Business Healthy Events and to anyone via the Mayor of London's #ZeroSuicideLDN campaign</u></p> <p><u>(c) Licensees should ensure there are arrangements in place to support the mental wellbeing of their employees and to support staff who have intervened or witnessed a suicide.</u></p>
Smoking on the premises	<u>PS22PS25</u> <u>Staff should be aware of their responsibilities regarding smoke-free legislation, including the use of e-cigarettes, and for monitoring compliance.</u>
Safety of customers when leaving the premises	<u>PS23PS26</u> <u>Discourage drink driving by promoting schemes such as Designated Driver, with notices clearly displayed throughout the premises.</u>
Safety of customers when leaving the premises	<p><u>PS24PS27</u> <u>(a) Display information to customers with regards to on safe travel at night options for travelling home such as Cabwise. Information should include, including public transport options, access to licensed taxi cabs or/ taxi ranks and licensed pre-booked private hire vehicles, the location of taxi ranks and public transport facilities including night bus options.</u></p> <p><u>(b) Provide a free taxi phone service and a safe waiting area for customers inside the premises.</u></p> <p><u>PS25PS28</u> <u>(a) A 'chill out' period at the end of an evening can allow/facilitate a slow dispersal from the</u></p>

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	<p>premises allowing door staff to gain a handle on <u>manage any</u> problem individuals, preventing arguing over taxis or congregation at takeaways and or anti-social behaviour / clashes with groups from other venues.</p> <p>(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.</p> <p>PS26PS29 (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.</p> <p>(ba) 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.</p>
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8. 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~~ help licence holders with 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~~ are major ~~concerns~~ concerns 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~~ noise 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~~ clearly 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
Music, singing and speech noise breakout from the premises	<p>PN1 (a) AA premises specific noise management policy should be in place that sets out sound attenuation measures to prevent or control <u>noise break out of</u> music, singing and/or speech noise breakout from the premises.</p> <p>(b) The policy should <u>preferably</u> be based on the findings of an acoustic consultant's assessment.</p> <p>(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.</p>

Music, singing and speech noise breakout from the premises

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

(~~ed~~) Use an approved list of DJs, event promoters or other entertainment providers who have 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.

(~~ba~~) Windows should be sound insulated.

(~~eb~~) Emergency exits should be sealed acoustic doors.

(~~dc~~) A lobbied area (two sets of self-closing doors) should be provided at the entrance and exit to the premises.

(~~ed~~) 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.

(~~ba~~) The sound limiting device should always be used at all times that relevant regulated when music or other forms of entertainment is taking place, including all externally promoted events.

(~~eb~~) 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 inside the premises and not position them near or pointing at doors and windows.

PN4 (~~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.

(~~ba~~) Noise monitoring should actively be carried out on a regular basis and in particular particularly when a new

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<p>Music, singing and speech noise breakout from the premises</p>	<p>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.</p> <p>PN6 (a) A log-booklogbook should be kept of any noise monitoring carried, 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>PN6 (b) The log-booklogbook should be made available for inspection by the licensing authority or environmental health responsible authority.</p> <p>PN7 A contact telephone number should be made available to local residents and businesses in the immediate area which they can use to report noise disturbances to a responsible person at the venue as and when they occur. The phone line should always be available at all timeswhen the premises licence is in use.</p>
<p>Noise and nuisance from customers arriving and leaving the premises</p>	<p>PN8 (a) Reduce the potential for excessive queue lines 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>(e) 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(c) In residential areas, consider restricting admittance or re-admittance to the premises after 11pm.</p> <p>PN9 (a) A customer dispersal policy 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)PN9</p> <p>(a) 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>(e) Sufficient staff should be available at the end of the</p>

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<p>Noise and nuisance from customers arriving and leaving the premises</p>	<p>evening to manage a controlled shut down of the premises, <u>to aid dispersal</u> and maintain good order as customers leave.</p> <p>PN10 (a) Display prominent notices close to the exit doors, requesting patrons to leave the premises and area quickly and quietly.</p> <p><u>(a) Make announcements at the end of an evening, requesting patrons to leave the premises and area quickly and quietly</u></p> <p><u>(b) Display notices in car parks reminding patrons that they are in a residential area and to leave quickly and quietly and not to slam doors, rev engines, sound horns or play loud music.</u></p> <p>(c) Make announcements at the end of an evening, requesting patrons to leave the premises and area quickly and quietly.</p> <p>PN11 (a) Provide a free taxi phone service and an internal waiting area for customers <u>waiting for taxis</u> to prevent noise disturbance to neighbours.</p> <p>(b) Steps should be taken to ensure that any taxi operators used and all customers board their drivers are aware that they should arrive and depart taxi or private hire vehicle as quickly and quietly as possible and should not sound their horns or leave to prevent engines idling unnecessarily.</p> <p>PN11 <u>or horns being sounded.</u></p>
<p>Noise and nuisance, <u>anti-social behaviour, or odours</u> from customers using external areas such as beer gardens or <u>roof terraces, forecourts, pavement licenced areas, or public highway / open spaces.</u></p>	<p>PN12 Display prominent signs in external areas such as beer gardens, <u>roof terraces, pavement licenced areas</u> and forecourts asking customers to <u>be respectful to neighbouring property owners and to</u> keep noise to a minimum.</p> <p>PN13 Restrict the use of external areas after 10pm if premises are in a residential area. <u>Some areas in the City may require earlier finish times depending on sensitivity.</u></p> <p>PN14 (a) Door supervisors or staff should regularly monitor and manage external areas to ensure that customers are not <u>obstructing the highway or</u> causing a disturbance to local residents.</p> <p><u>(a) Do not permit customers to obstruct the public</u></p>

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	<p><u>highway or the doorways of neighbouring residential, commercial or office premises. Pedestrians must have unobstructed access to the highway and should not be forced to step into the road to pass by.</u></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>(e) Limit the number of smokers permitted outside at any one time after a certain time.</p> <p>PN15 (d) Discourage, discourage smokers from loitering outside by not permitting them to take their drinks with them and removing external furniture after a certain time- <u>and locate smoking areas away from residential premises.</u></p> <p>PN16 (e) Locate designated smoking areas away from residential premises-properties or offices.</p> <p>(f) Do not permit customers to congregate on and block the public highway to passers by.</p>
Noise from staff and entertainment providers leaving the premises	<p>PN15 Staff and performers who depart late at night or in the early hours or of the morning when the business has ceased trading, should conduct themselves in such a manner as to avoid causing disturbance to nearby residents. This includes the loading and unloading of artists' equipment.</p> <p>PN17</p>
Noise and disturbance caused by deliveries, collections and waste disposal	<p>PN18 Commercial deliveries, collections and storage/ disposal of waste, 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>PN19 <u>Use rubber matting for the movement of barrels, cylinders and bottles.</u></p>
Litter and waste around the premises	<p>PN17 (a) Flyers should not be distributed outside the premises by the licence holder or, any staff employed by the licence holder.</p>

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	<p>(b) Licence holders should ensure that, or by promoters of events at their premises do not distribute flyers outside the premises.</p> <p>PN18PN20</p> <p>(a) Procedures should be in place for the prompt collection of street litter generated by the premises for example flyers, cigarette butts, <u>disposable e-cigarettes</u>, 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>
Disturbance from external lighting	<p>PN19PN21 External lighting for the premises should be turned off after the premises are closed to the public.</p>
Noise or odours from plant and machinery <u>or alarms</u>	<p>PN20PN22 Plant and machinery should not cause nuisance 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> <p>PN23 <u>Noise from an activated alarm - if the alarm is activated when no-one is physically present at the premises, it should be capable of being deactivated remotely and/or the City's Environmental Health team should be provided with an up-to-date key holder list and contact numbers.</u></p>

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9. 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~~ can help those applying for new licences or ~~variations to~~ varying existing licences in completing their operating schedules. -It ~~is~~ can also ~~designed to guide licensees on~~ help licence holders with 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 well being of children at their premises.

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

Licence holders should have ~~clear~~ clearly 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
Children accessing licensed premises	<p>CH1 (a) A documented policy 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. <u>All staff including door staff and bar staff should be trained on the policy.</u></p> <p>(b) All staff including door staff and bar staff should be trained on the policy.</p> <p>CH2 (a) Restrict access to children depending on the nature of the business and / or circumstances.</p> <p>(ba) The admission of children can be restricted up until a specified time in the evening.</p> <p>(eb) The admittance of children can only be permitted if they are accompanied by an adult.</p>
Underage sales of alcohol	<p>CH3 (a) Operate a strict 'No ID', No Sale' policy. -'A 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>

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Underage sales of alcohol (cont.)

CH3 ~~(b)~~ A 'Challenge 25'**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. It serves as a reminder to staff to be vigilant in preventing underage sales and to customers that it is against the law for anyone under 18 to purchase alcohol. Guidance can be found at the Retail of Alcohol Standards Group (RASG)

(~~ea~~) 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. Guidance and information can be found at PASS

(~~eb~~) Use till prompts to remind staff to ask for proof of age.

(~~ec~~) Prominently advertise the scheme in your premises so that customers are aware, ~~in particular, and~~ display proof of age signs at the point of sale.

CH4 **Display posters at the premises** stating that it is an offence to purchase alcohol on behalf of an underage person (proxy sales).

CH5 **Adverts or promotions for alcohol should not** appeal to young persons.

CH6 ~~(a)~~ **Keep a refusals ~~book~~logbook** (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.

(~~ba~~) The ~~book~~logbook 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, and should be made available to Police and authorised Council officers on request

~~(cb) The book should be made available to Police and authorised Council officers on request~~

~~(d) The booklogbook or electronic record~~ should be reviewed on a regular basis to see if any patterns emerge.

CH7 ~~(a)~~ **Staff training** in the age-related sections of the

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	<p>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>CH7 (b) A record should be kept of the date and name of person trained.</p>
Access to age restricted films	<p>CH8 (a) Adequate provisions for restricting children from viewing age restricted films should be in place at the premises.</p> <p>(b) Staff should be trained to check ages 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>
Access to age restricted gaming machines	<p>CH9 Age restricted gaming or vending machines should have suitable signage setting out the age restrictions and should be in full view of staff for monitoring.</p>
Access to entertainment of an adult nature	<p>CH10 (a) Children under the age of 18 should be excluded from the premises or part of the premises when specified activities such as adult entertainment are taking place.</p> <p>CH11 Adverts for entertainment of an adult nature should not be displayed externally on the premises or in any part of the premises internally where they can be seen by young persons.</p>
<u>Child Sexual Exploitation at licensed premises</u>	<p>CH12 <u>Recognise indicators of child sexual exploitation through the premises risk assessment and operating policy. Licensed premises may be used to groom or exploit young people. In order to mitigate any risks of child sexual exploitation at licensed premises, licensees should:</u></p> <ul style="list-style-type: none"> ● <u>include within their business operating policy or duty of care policy, provisions to protect young people from child sexual exploitation</u> ● <u>report any suspicious activities or concerns about possible perpetrators of child sexual exploitation to the Police</u>

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Useful Contacts

City of London ~~Licensing Authority~~ Counter Terrorism Security Advisors
CTSA@city-of-london.pnn.police.uk

City of London Environmental Health Team

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

~~Telephone: 020 7332 3406~~

~~Email: licensing@cityoflondon.gov.uk~~

City Police licensing team

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

~~Telephone: 020 7604 2736~~

~~Email: 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

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~~

City of London Planning Team

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

Telephone: 020 7332 1710

Email: plans@cityoflondon.gov.uk

City of London Police Licensing Team

PO Box 270, Guildhall
London EC2P 2EJ

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Telephone: 020 7601 2736
Email: licensingoffice@cityoflondon.pnn.police.uk

City and Hackney Public Health team
Email: public.health@hackney.gov.uk

Resources:

A

Action Counters Terrorism (ACT) training
<https://ct.highfieldelearning.com>

B

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

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

Secured by Design
www.securedbydesign.com

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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 Innkeeping (BII)~~
~~<http://www.bii.org>~~

C

~~Centre for the Protection of National Infrastructure~~
~~<https://www.cpni.gov.uk/>~~

~~City of London Corporation licensing Business Healthy~~
~~(Statement of Licensing Policy 2014)~~
~~<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>~~
~~<https://www.businesshealthy.org>~~

~~Club Soda~~
~~<https://joinclubsoda.com>~~

D

~~Drinkaware~~
~~<https://www.drinkaware.co.uk>~~

G

~~Good Night Out Campaign~~
~~<https://goodnightoutcampaign.org>~~

H

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

~~<http://www.drinkaware.co.uk>~~

~~Health and Safety Executive~~

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

Home!

Information Commissioner's Office (alcohol and drugs)
<https://ico.org.uk>

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

(Home Office guidance issued under S482 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

L

Local Government Association
<https://local.gov.uk>

M

Mayor of London's Women's Night Safety Charter
<https://www.london.gov.uk/what-we-do/arts-and-culture/24-hour-london/womens-night-safety-charter>

Mayor of London's Zero Suicide Campaign
<https://thrivedn.co.uk/campaigns/zerosuicideln/>

N

National Pubwatch
<https://www.nationalpubwatch.org.uk>

Night-Time Industries Association (NTIA)
<https://www.ntia.co.uk>

P

PASS – National Proof of Age Standards Scheme
<https://www.pass-scheme.org.uk>

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

~~The~~ <https://www.protectuk.police.uk/>

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

R

Retail of Alcohol Standards Group (RASG)
<https://rasg.org.uk>

Reframe the Night
<https://www.cityoflondon.gov.uk/services/community-and-safety/reframe-the-night>

S

Safer Business Network
<https://www.saferbusiness.org.uk>

Safer Nightlife
<https://www.safernightlife.info>

Secured by Design
www.securedbydesign.com

Security Industry Authority
<https://www.gov.uk/government/organisations/security-industry-authority>

SentrySIS
<https://sentrysis.com>

Suicide Prevention in Public Places
<https://www.gov.uk/government/publications/suicide-prevention-suicides-in-public-places>

W

Welfare and Vulnerability Engagement (WAVE)
<https://www.saferounds.org.uk/wave>