



Licensing Committee

Date: WEDNESDAY, 12 OCTOBER 2022

Time: 1.45 pm

Venue: COMMITTEE ROOM - 2ND FLOOR WEST WING, GUILDHALL

Members:	James Tumbridge (Chairman)	Deputy Marianne Fredericks
	Sophie Anne Fernandes (Deputy Chairman)	Deputy Shravan Joshi
	Caroline Addy	Deputy Graham Packham
	Brendan Barns	Jason Pritchard
	Deputy Peter Dunphy	David Sales
	Mary Durcan	Ceri Wilkins
	Anthony David Fitzpatrick	Vacancy
	Deputy John Fletcher	

Enquiries: Chloe Ainsworth
Chloe.Ainsworth@cityoflondon.gov.uk

Accessing the virtual public meeting

Members of the public can observe this virtual public meeting at the below link:

<https://www.youtube.com/watch?v=ViWwkqDoGQo>

A recording of the public meeting will be available via the above link following the end of the public meeting for up to one civic year. Please note: Online meeting recordings do not constitute the formal minutes of the meeting; minutes are written and are available on the City of London Corporation's website. Recordings may be edited, at the discretion of the proper officer, to remove any inappropriate material.

John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

3. **PUBLIC MINUTES**

To agree the public summary and minutes of the meeting held on 13 July 2022.

For Decision
(Pages 5 - 8)

4. **ANNUAL REVIEW OF THE COMMITTEE'S TERMS OF REFERENCE**

Report of the Town Clerk.

For Decision
(Pages 9 - 12)

5. **MINUTES OF LICENSING (HEARING) SUB COMMITTEES**

For Information

a) Art of Dough, 15 July 2022 (Pages 13 - 18)

To receive the public minutes of the Licensing Hearing in respect of the premises Art of Dough, 16 Eldon Street, London, EC2M 7LD.

b) The Pavilion Bar and Restaurant Ltd, 18 July 2022 (Pages 19 - 24)

To receive the public minutes of the Licensing Hearing in respect of the premises The Pavilion Bar and Restaurant, 200 Aldersgate Street (Unit 3 South), London, EC1A 4HD.

c) Art of Dough, 28 July 2022 (Pages 25 - 26)

To receive the public minutes of the Licensing Hearing in respect of the premises Art of Dough, 16 Eldon Street, London, EC2M 7LD.

6. **APPEALS AGAINST LICENSING (HEARING) SUB COMMITTEE DECISIONS**

The Comptroller and City Solicitor to be heard.

For Information

7. **DELEGATED DECISIONS OF THE EXECUTIVE DIRECTOR ENVIRONMENT
PERTAINING TO PREMISES' LICENCES**

Report of the Executive Director Environment.

For Information
(Pages 27 - 58)

8. **CRIMES AT LICENSED PREMISES (TO FOLLOW)**

Report of the Commissioner of the City of London Police.

For Information

9. **OPERATION RE-FRAME UPDATE (TO FOLLOW)**

Report of the Commissioner of the City of London Police.

For Information

10. **CODE OF GOOD PRACTICE FOR LICENSED PREMISES**

Report of the Executive Director Environment.

For Decision
(Pages 59 - 138)

11. **SUPPORTING THE HOSPITALITY SECTOR: CITY EVENTS**

Executive Director Environment to be heard.

For Information

12. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

14. **EXCLUSION OF THE PUBLIC**

MOTION - That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act.

15. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the meeting held on 13 July 2022.

For Decision
(Pages 139 - 140)

16. **NON-PUBLIC QUESTIONS RELATING TO THE WORK OF THE COMMITTEE**

17. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

LICENSING COMMITTEE

Wednesday, 13 July 2022

Minutes of the meeting of the Licensing Committee held at Committee Room - 2nd Floor West Wing, Guildhall on Wednesday, 13 July 2022 at 1.45 pm

Present

Members:

James Tumbridge (Chairman)
Sophie Anne Fernandes (Deputy
Chairman)
Brendan Barns
Deputy Peter Dunphy
Mary Durcan

Deputy John Fletcher
Deputy Marianne Fredericks
Deputy Shravan Joshi
David Sales

Officers:

Chloe Ainsworth	- Town Clerk's Department
Andrew Buckingham	- Town Clerk's Department
Peter Davenport	- Environment Department
Frank Marchione	- Comptroller & City Solicitor's Department
Jenny Pitcairn	- Chamberlain's Department
Rachel Pye	- Environment Department
Gavin Stedman	- Environment Department

1. APOLOGIES

Apologies were received from Andrew Fitzpatrick, Graham Packham and Jason Pritchard.

The Committee noted that Martha Greckos had stepped down from the Committee and the Chair thanked her for her service.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. PUBLIC MINUTES

RESOLVED – That the public minutes and summary of the meeting held on 23 May 2022 be approved as a correct record.

4. MINUTES OF LICENSING (HEARING) SUB-COMMITTEES

4.1 Gopuff, 18 May 2022

The Committee noted the public minutes of the licensing hearing in respect of the premises Gopuff, 171-176 Aldersgate Street, Barbican, EC1A 4HT.

The Deputy Chairman informed the Committee that Gopuff had subsequently decided not to take up the licences in the above premises.

The Comptroller & City Solicitor confirmed that there had been no appeals.

5. **DELEGATED DECISIONS OF THE EXECUTIVE DIRECTOR ENVIRONMENT PERTAINING TO PREMISES' LICENCES**

The Committee received a report of the Executive Director Environment detailing the premises licences, and variations to premises licences, granted under the Licensing Act 2003 and administered by the Licensing Service from 1 April 2022 to 30 June 2022.

RESOLVED – That the report be noted.

6. **CONTINUED SUPPORT OF THE CITY HOSPITALITY SECTOR: AL FRESCO EATING AND DRINKING - BUSINESS AND PLANNING ACT EXTENSION 2022**

The Committee received a report of the Director of Markets and Consumer Protection providing a summary of pavement licences currently granted and outlining proposals for the continuation of pavement licence application process until 30 September 2023.

The Chair expressed his gratitude to the Chair and Deputy Chair of the Planning and Transportation Committee, as well as the Deputy Chair of the Licensing Committee, for opening communications between the two committees.

A Member queried how the Licensing Committee and the Planning and Transportation Committee were going to engage stakeholders in the extension of the pavement licence regulations going forward. Members were informed that there had not been sufficient time to hold a public consultation but were reminded that there is a consultation period for each pavement licence application, during which the statutory consultees and the public can raise any concerns about individual applications with the City Corporation's Licensing Team. These concerns are then considered in the decision to refuse, grant or amend the application. Members were also informed that once the Levelling Up Bill has been passed in parliament, Officers will develop a permanent pavement licence policy and will consult with local stakeholders as part of this process.

A Member stated that the Committee should not underestimate the effect that the current pavement licence regulations have had in attracting visitors into the City of London and that there has been a noticeable increase in customers utilising outdoor seating within his ward between 11am and 3pm.

The Chair of the Planning and Transportation Committee stated that at the meeting he had with the Chair and Deputy Chair of the Licensing Committee, they discussed ensuring that planning and licensing applications are moving in tandem with each other. He stated that this process should involve consultation

with all stakeholders, including residents. This view was endorsed by the Chair the Licensing Committee.

The Deputy Chair stated City of London residents were concerned by pavement licences granted for the later hours due to noise disturbance. She stated that the Committee will not understand the level of this concern until consultations with residents take place.

RESOLVED – That the report be noted.

7. POLICE LICENSING REPORT

The Committee received a report of the Commissioner of the City of London Police providing an update on crime committed which were linked to licensed premises between May and June 2022.

RESOLVED – That the report be noted.

7.1 Operation Reframe Briefing

The Committee received a report of the Commissioner of the City of London Police updating the Committee on Operation Reframe, which took place on 30 June 2022. The operation involved asking partners to assist the police in providing a reassuring high visibility presence, with the goal of making people feel safe in the City of London. Members were informed that the London Fire Brigade joined the operation.

A Member stated that she was pleased that joint operations were taking place once again following the pause during the Covid-19 pandemic.

The Deputy Chair queried if the police had identified a reason for the increase in offences in hotels. Members received an update on the training that hotels have received and were informed that Operation Make Safe will be restarting.

A Member stated there are a number of new student residences within the City and that this will bring with it a new demographic with a different behaviour pattern.

The Chair informed the Committee that he has asked that the City of London Police Authority Board and the Licensing Committee are kept suitably informed about the progress of Destination City plans going forward.

RESOLVED – That the report be noted.

8. **REVENUE OUTTURN REPORT 2021-22**

The Committee received a joint report of the Chamberlain and Executive Director Environment comparing the revenue outturn for the services overseen by the Licensing Committee in 2021/22 with the final budget for the year.

RESOLVED – That the report be noted.

9. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no questions.

10. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

There were no urgent items.

11. **EXCLUSION OF THE PUBLIC**

That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A of the Local Government Act.

12. **NON-PUBLIC MINUTES**

RESOLVED – That the non-public minutes of the meeting held on 23 May 2022 be approved as a correct record.

13. **NON-PUBLIC QUESTIONS RELATING TO THE WORK OF THE COMMITTEE**

A question was received regarding the assistance the City Corporation provides to licence applicants.

14. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

The following items of urgent business were raised:

- a) An update on a group squatting and promoting an unlicensed music event in the City.

The meeting ended at 2.15 pm

Chairman

Contact Officer: Chloe Ainsworth
Chloe.Ainsworth@cityoflondon.gov.uk

Committee: Licensing Committee	Date: 12 October 2022
Subject: Annual Review of Terms of Reference	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	N/A
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Town Clerk & Chief Executive	For Decision
Report author: Chloe Ainsworth, Town Clerk's Department	

Summary

As part of the post-implementation review of the changes made to the City Corporation's governance arrangements in 2011, it was agreed that all Committees/Boards should review their terms of reference annually. This is to enable any proposed changes to be considered in time for the annual reappointment of Committees by the Court of Common Council.

The terms of reference of the Licensing Committee are attached as an appendix to this report for Members' consideration.

Recommendations

It is recommended that:

- the terms of reference of the Licensing Committee, subject to any comments, be approved for submission to the Court of Common Council in April, and that any further changes required in the lead up to the Court's appointment of Committees be delegated to the Town Clerk in consultation with the Chairman and Deputy Chairman;
- Members consider whether any change is required to the frequency of the Committee's meetings.

Appendices

- Appendix 1 – Terms of Reference

Chloe Ainsworth

Governance Officer

E: chloe.ainsworth@cityoflondoncorporation.gov.uk

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KEAVENY, Mayor	RESOLVED: That the Court of Common Council holden in the Guildhall of the City of London on Thursday 21 st April 2022, doth hereby appoint the following Committee until the first meeting of the Court in April, 2023.
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LICENSING COMMITTEE

1. **Constitution**

A Non-Ward Committee consisting of 15 Members elected by the Court of Common Council, at least one of whom shall have fewer than five years' service on the Court at the time of their appointment.

2. **Quorum**

The quorum consists of any five Members.

3. **Membership 2022/23**

- 12 (4) Sophie Anne Fernandes
- 12 (4) James Richard Tumbridge
- 4 (4) John William Fletcher, Deputy
- 1 (1) David Sales, *for one year*
- 1 (1) Anthony Fitzpatrick, *for two years*
- 14 (3) Marianne Bernadette Fredericks, Deputy
- 5 (3) Shravan Joshi, M.B.E., Deputy
- 12 (2) Peter Gerard Dunphy, Deputy
- 6 (2) Mary Durcan
- 2 (2) Jason Paul Pritchard
- 1 (1) Ceri Edith Wilkins, *for three years*
- 5 (1) Caroline Kordai Addy
- 1 (1) Brendan Barns
- 1 (1) Martha Grekos
- 10 (1) Graham David Packham, Deputy

4. **Terms of Reference**

To be responsible for:-

- (a) the City of London Corporation's licensing functions under the following legislation:-
 - (i) Licensing Act 2003:-
 - (ii) Gambling Act 2005:-
 - (iii) Local Government (Miscellaneous Provisions) Act 1982, as amended by the Policing and Crime Act 2009:-
 - (a) the licensing of sexual entertainment venues
 - (b) action to prohibit the consumption of alcohol in designated public places as detailed in sections 12-16 of the Criminal Justice and Police Act 2001 and the Local Authorities (Alcohol Consumption in Designated Public Places) Regulations 2001
 - (c) the implementation of those sections of any Acts of Parliament and/or European Legislation which direct that the local authority take action in respect of those duties listed at (a) above, including the functions contained in Sections 2(1) and 2(2) of the Hypnotism Act 1952
 - (d) determining which of its functions and responsibilities may be delegated to enable the Director of Markets and Consumer Protection to act on its behalf.
- (b) The appointment of the Executive Director Environment (acting jointly with the Planning & Transportation, Port Health and Environmental Services Committee, and the Open Spaces & City Gardens Committee);
- (c) Making recommendations to the Court of Common Council regarding:-
 - (i) the City Corporation's Statement of Licensing Policy; and
 - (ii) The Statement of Licensing Principles in respect of the Gambling Act 2005.
- (d) charity collections, under the Police, Factories and Miscellaneous Provisions Act 1916 (or any subsequent re-enactment).

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MINUTES OF THE LICENSING (HEARING) SUB-COMMITTEE

HELD ON FRIDAY 15 JULY 2022 AT 12PM

APPLICANT: Art of Dough
PREMISES: 16 Eldon Street, London, EC2M 7LD

Sub-committee:

Deputy Peter Dunphy (Chairman)
Deputy John Fletcher
Brendan Barns

Officers:

Town Clerk – Polly Dunn
Comptroller and City Solicitor – Frank Marchione
Environment - Peter Davenport
Environment – Rachel Pye

Applicant:

Bhrijesh Patel (Applicant)
Sam Frimpong (Event Organiser)

Making representation:

Responsible Authorities

Mr Paul Holmes, City of London Police

Licensing Act 2003 (Hearings) Regulations 2005

A public Hearing was held at 12pm to consider the representations submitted in respect of a temporary event notice ('TEN') application for 16 Eldon Street, London, EC2M 7LD.

The Sub-Committee had before it the following documents:

- Hearing Procedure
- Report of the Executive Director Environment
- Appendix 1: Copy of Application
- Appendix 2: Conditions Consistent with the Operating Schedule
- Appendix 3: Representations from Other Responsible Authorities (i)
- Appendix 4: Plan of Premises

Appendix 5: Map of Subject Premises

The Hearing commenced at 12pm.

At the commencement of the Hearing, the Chairman introduced himself and the two panel members and asked the Applicant and other parties present to introduce themselves. The Chairman then outlined the purpose and procedure of the hearing.

On behalf of the City of London Police, Mr Holmes made a request to submit additional documentation for the Sub Committee's consideration, which he stated had been received since the initial representation was made. The Applicant confirmed he was content for the Sub Committee to have sight of this documentation and it was distributed to the Panel and all parties.

The Chairman invited Mr Holmes to set out the City of London Police's objections to the TEN.

Mr Holmes explained that the event at 16 Eldon Street was being organised by an external promoter. Mr Holmes was concerned that, as the proprietor of a pizza restaurant, the Applicant had limited experience of running such an event. Mr Holmes explained that he raised this concern with the Applicant, who informed Mr Holmes that he had held a similar event in the previous November. Mr Holmes informed the Sub Committee that the TEN received in November indicated that the premises wished to extend its alcohol trading hours to accommodate Christmas parties and, as this was a typical application during the run up to Christmas, no objections were raised. Mr Holmes stated that the Applicant claims that this was a promoted event which occurred without any issues.

Mr Holmes stated that the Applicant accepted his own inexperience in holding promoted events and that there were risks involved. However, he explained that the event organiser was an experienced promoter. Mr Holmes informed the Sub Committee that he warned the Applicant that the event organiser would not be liable if anything went wrong at the event, but that the most serious eventualities could jeopardise the premises' license. In Mr Holmes' view, the Applicant felt that holding the event was worth the risk. Mr Holmes stated that he informed the Applicant that he would raise a representation based upon the licensing objective to prevent crime and disorder as he was concerned that the event would not be appropriately managed.

Mr Holmes informed the Sub Committee that there were several errors on the completion of the TEN application form. First, the Applicant had not selected 'regulated entertainment, and consequently would not be permitted to have a DJ at the event, as intended. Secondly, it was incorrectly marked as a late TEN. Finally, it stated that late night refreshments were required, which Mr Holmes believed the Applicant thought referred to alcohol. To Mr Holmes this indicated the Applicant's lack of understanding about the TEN application form.

Mr Holmes stated that following this correspondence, the Applicant returned a completed risk assessment form. Mr Holmes explained that he had emphasised to the Applicant the importance of ensuring the information on the form was accurate.

The returned risk assessment form indicated that there would be one promoter, Mr Sam Frimpong, and one DJ at the event. However, Mr Holmes stated that an advert for the event listed six DJs, but did not refer to Mr Frimpong. Mr Holmes concluded that this meant that the form had been completed incorrectly and that this may have been deliberate.

Mr Holmes further stated that on 17 July 2022 a colleague checked the CCTV system in place at the premises. He explained that working CCTV would assist the police if an incident did occur at the event, and that a condition of the premises' licence was to have operating CCTV with the capacity to store footage for 14 days. Mr Holmes stated that during his colleague's visit, the manager of the premises was unable to operate the CCTV system as he was new. Mr Holmes stated that the Applicant attended the premises and was able to operate the CCTV system. In total the system consisted of eight screens with four operational. However, Mr Holmes explained that two of the cameras were situated in the staircase, leaving only two cameras to cover the restaurant space. As such, this coverage was limited.

The Chairman invited the Applicant to ask any questions of Mr Holmes or proceed to his representations.

The Applicant began by responding to Mr Holmes' representations. In relation to the CCTV, he stated that the premises has an eight-system DVR (Digital Video Recorders), but only six cameras were in place with two non-operational. He informed the Sub Committee that these non-operational cameras were now working.

Turning to the event, the Applicant stated that it was a private event organised by Mr Frimpong, who was a close friend. The Applicant stated that he cared about his premises licence and any personal reputational damage that could arise from the mismanagement of the event. He explained that he and Mr Frimpong wanted to create an event to celebrate the end of the Covid-19 pandemic. The Applicant informed the Sub Committee that they take all laws very seriously and that they were considered when developing the event. The Applicant explained that he had ensured that he had hired adequate security and that the bar staff employed for the event are sourced from external organisations where they had received appropriate training.

The Chairman invited Mr Frimpong to address the Sub Committee. Mr Frimpong informed the Sub Committee that he has over ten years' experience in the hospitality sector and that he has numerous clients, including bars, restaurants and nightclubs. He stated that he has built a reputation for marketing venues and that from 2018 until the Covid-19 pandemic in 2020 he held four successful events.

Mr Frimpong explained that he has a co-partner, who is a DJ and listed on the event advertisement. He informed the Sub Committee that his co-partner had completed the form and apologised for the inaccuracies. He also explained that the events he holds are targeted at attendees who are aged 55 and over. Mr Frimpong stated that he and the Applicant have a close relationship and he would ensure that any restrictions on the event were adhered to. He concluded that he was confident that they could hold a safe, organised event on the date proposed.

In response to a query of a Member of the Sub Committee, Mr Holmes confirmed that the TEN would not have allowed the Applicant to have a DJ as they did not mark the requirement for regulated entertainment. The Applicant informed the Sub Committee that he was not aware of this.

In response to a query of a Member of the Sub Committee, Mr Frimpong confirmed that the event would conclude at 5am and that there would be no tickets available on the door.

In response to a further query of a Member of the Sub Committee, the Applicant stated that he wanted the event to proceed with a DJ and requested guidance on the procedure to obtain permission for DJs. The Chairman explained that the Panel could only make a decision based on the information provided on the current application form.

Both parties declined the opportunity to make final summarising comments.

The Sub Committee retired to consider the TEN application. Parties were released and the decision was delivered by email on 15 July. The Panel determined to issue the Applicant with a counter notice. The decision was made on the basis that the licensing objectives could not be met, in particular the objective to prevent crime and disorder. The Applicant was advised to consult with the City Corporation's licensing team before making any further applications.

The meeting ended at 12.33pm

Chairman

Contact Officer: Chloe Ainsworth
E-mail: chloe.ainsworth@cityoflondon.gov.uk

Decision letter circulated on 15 July 2012:

Dear Mr Patel,

Following today's hearing, the Panel has made the decision to issue you with a counter notice. This decision was made on the basis that the licensing objectives could not be met. Please find a copy of the Counter Notice attached to this email.

If making an application in future, the Panel wished to encourage you to liaise with the Licensing Office licensing@cityoflondon.gov.uk ahead of submission.

Kind regards

Polly Dunn

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MINUTES OF THE LICENSING (HEARING) SUB-COMMITTEE

HELD ON WEDNESDAY 18 JULY 2022 AT 1.45PM

APPLICANT: The Pavilion Bar and Restaurant Ltd
PREMISES: The Pavilion Bar and Restaurant, 200 Aldersgate Street
(Unit 3 South), London, EC1A 4HD

Sub-committee:

Deputy Marianne Fredericks (Chairman)
Mary Durcan

Officers:

Town Clerk – Chloe Ainsworth
Comptroller and City Solicitor – Frank Marchione
Markets & Consumer Protection - Peter Davenport

Applicant:

Peter Mayhew (Director, Beyond the Blue Training and Consultancy, on behalf of the applicant)
Andrew Deyhim (Applicant)

Making representation:

Sue Cox
Alpesh Lad

In attendance and provided written representations:

Sade Okutobu

Licensing Act 2003 (Hearings) Regulations 2005

A virtual public Hearing was held at 1.45pm to consider the representations submitted in respect of a premises licence in respect of The Pavilion Bar and Restaurant, 200 Aldersgate Street (Unit 3 South), London, EC1A 4HD.

The Sub-Committee had before it the following documents:

- Hearing Procedure
- Report of the Director of Markets & Consumer Protection
- Appendix 1: Copy of Application
- Appendix 2: Amended Application
- Appendix 3: Conditions consistent with the operating schedule
- Appendix 4: Representations from Other Persons (4i – 4xii)
- Appendix 5: Map of Subject Premises

Appendix 6: Plan of Premises

Appendix 7: Residential Proximity to Pavilion Bar and Restaurant

Appendix 8: Pavilion Statements and Supporting Documents

The Hearing commenced at 1.49pm.

At the commencement of the Hearing, the Chairman introduced herself, before asking the panel member, the City of London Corporation officers and the other parties present to introduce themselves. The Chairman then outlined the purpose and procedure of the hearing.

The Chairman informed the Hearing that due to the extreme weather some panel members had been unable to travel to Guildhall. She proposed to adjourn for 30 minutes to allow the panel member present to familiarise herself with the papers. The Applicant, his representative and the residents took this opportunity to hold a further discussion regarding some of the objections to the application.

When the Hearing reconvened, the Chairman stated that all written representations had been read by the Sub Committee.

The Chairman invited the Applicant to introduce the basis for the application, with reference to how the premises would be operated and support the licensing objectives. Mr Peter Mayhew, representing the Applicant, outlined the context of the application, stating that the premises is a bar and restaurant promoting the arts and philosophy by providing a space for artists and delivering workshops, seminars and presentations on these subjects.

The Applicant confirmed that after reviewing the objections from residents, the application was now amended to:

<u>Activity</u>	<u>Current Licence</u>	<u>Proposed Licence</u>
Supply of alcohol for consumption on and off the premises.	N/A	Mon–Sun 12:00-23:00
Opening Hours	N/A	Mon–Sun 07:00-23:30

In addition, late night refreshments had been removed and off-sales would be restricted solely to allow the sale of alcohol to customers seated in the outdoor area and would be conditioned as such. The Applicant also provided a set of proposed conditions, contained in Appendix 8 for the Sub Committee's consideration.

Mr Mayhew provided the Sub Committee with some background to the establishment of The Pavilion. He explained that the Applicant is involved in a group that organises tours to cultural centres across London. Following these tours, the group meets at

different locations to hold a discussion. Mr Mayhew stated that The Pavilion Bar and Restaurant has been established to become the fixed location for these discussions.

Mr Mayhew accepted that the original application did not accurately reflect the true purpose of the venue. He explained that whilst the public will be able to purchase food and drinks at the premises, during the evening, events held will be targeted at an audience interested in the arts and/or philosophy. Mr Mayhew stressed that the venue had not been designed to be a late-night bar or nightclub. In relation to an application for outdoor seating, Mr Mayhew acknowledged that this was outside of the jurisdiction of this Sub Committee. However, he wanted to clarify that the provision for off-sales of alcohol was required solely to allow the sale of alcohol to customers in the outdoor seating area until 22:00, and only if a pavement license were to be granted. Therefore, the Applicant had put forward the condition that off sales would be solely for patrons seated at the outside tables.

Mr Mayhew stated that the licensing and opening hours had now been reduced and drew the Sub Committee's attention to the Dispersal Policy, which set out how the Applicant intends to manage the venue and satisfactorily disperse of customers from the premises at the end of the evening.

Mr Mayhew stated that he hoped that the reduction in hours and a more detailed explanation of the nature of the business had reduced concerns about anti-social behaviour. Mr Mayhew stated that the Applicant had offered a condition to limit the number of smokers outside after 10pm to address noise concerns.

Mr Mayhew stated that it was the Applicant's intention to use the current extraction system. He noted that, if, in the future, the Applicant sought to change this, then he would need planning permission and added that he believed the previous incumbent had been denied this permission.

Mr Mayhew emphasised that the Applicant wished to have a positive relationship with residents and - to ensure this – the Applicant had suggested a condition stating that the residents should have the direct contact number of the premises. Furthermore, following the discussions with the residents present at the Hearing, which took place during the adjournment, Mr Mayhew stated that the Applicant was content to have a condition stipulating the times that bottles may or may not be moved to address related noise concerns.

Mr Mayhew stated that the Applicant did not intend to hold externally promoted events and that he was content to have a condition on the licence to disallow this. However, he noted that private parties and bookings would be a part of the business.

Mr Mayhew concluded that the Applicant respected the concerns of the residents, that he had tried to manage these appropriately and that he hoped, with the reduced hours and the correct conditions that the application could be granted.

The Chairman reiterated that the matter of outdoor seating would be considered by another Panel and added that the Panel's powers relating to smoking outside the licensed area were limited. She noted that some of the proposed conditions would be best placed in a management plan.

The Chairman then invited those making representations to set out their objections against the Application.

Mr Alpesh Lad, representing himself and several other residents of London House, advised that the apartments were home to key workers, young children and elderly people, and that an attraction of London House was the surrounding peaceful and quiet environment. Mr Lad pointed out that due to this quiet environment, noise travels further. He informed the Sub Committee that he objected to the application on the grounds of: the prevention of public nuisance; public safety; prevention of crime and disorder and the protection of children from harm.

Mr Lad stated that he and the other residents appreciated that they live in the City, but that a balance should be struck between the requirements of the residents and the Applicant. He suggested that if the licence was to be granted, the following conditions should be applied:

1. The premises may operate until 23:00, Monday to Friday.
2. Sale of alcohol should conclude at 22:30 to allow customers to disperse by 23:00.
3. Weekend operation should conclude by 17:00.
4. No offsite sales of alcohol.
5. No outside tables or drinking permitted.
6. No promoted events.
7. Any extraction equipment should need separate planning.

Ms Sue Cox, Deputy Chairman of the Barbican Association, then addressed the Sub Committee. She began by stating that it is important that residential amenity is protected, particularly residents' sleeping hours between the hours of 23:00 and 07:00. Ms Cox noted that she was content with the amendments to the opening hours during the week, but that she and the members of the Barbican Association continued to believe that the opening hours proposed for the weekend were excessive. Ms Cox queried why a licence until 23:00 was necessary if the venue's main purpose was to discuss the arts and poetry and suggested a closure time of 17:00 at the weekend would be more appropriate. She referred the Sub Committee to page 69 of the agenda pack, which listed key licensed premises surrounding the location and questioned the relevance of the venues listed.

The Chairman explained to Ms Cox that the premises chosen for inclusion at page 69 were based on their location within a certain circumference of the applicant premises.

The Sub Committee then retired and considered the application, carefully deliberating upon the representations submitted in writing and orally at the Hearing by those making representations and the Applicant. It was evident that the most relevant licensing objective that required the Sub Committee's consideration was the prevention of public nuisance, in particular noise. In reaching its decision, the Sub Committee were mindful of the provisions of the Licensing Act 2003, in particular the statutory licensing objectives, together with the guidance issued by the Secretary of State in pursuance of the Act and the City of London's own Statement of Licensing Policy dated 2022.

In determining what constituted a public nuisance, the Sub Committee relied upon the definition of “public nuisance” contained in Halsbury’s Laws of England which defines public nuisance as *“one which inflicts damage, injury or inconvenience on all the Queen’s subjects or on all members of a class who come within the sphere or neighbourhood of its operation. The character of the neighbourhood is relevant to determination of the question of whether a particular activity constitutes a “public nuisance”.*

The Sub Committee noted that the Applicant had reduced licensing and opening hours and no longer required the service of late-night refreshments. It also noted Appendix 8, in which the Applicant had clearly set out how they intend to operate the premises, the dispersal policy and proposed conditions. This reassured the Panel that, after a false start, the Applicant had considered the concerns of the local residents and sought to address them especially in relation to public nuisance. Furthermore, it noted that the Applicant had agreed to a management plan during the course of the Hearing.

The Sub Committee concluded that, with the imposition of suitable conditions, it would be possible for the Applicant to operate the premises in accordance with the licensing objectives, and it was the Sub Committee’s decision to grant the premises licence. The Sub Committee was of the view that a management plan in place should include, but not be limited to:

- The management of the frontage of the premises.
- Patron smoking and dispersal at the end of the evening.
- The delivery and disposal of bottles and rubbish.

The Sub Committee then considered the issue of conditions and concluded that it was necessary and appropriate to impose conditions upon the licence to address the concerns relating to public nuisance. The Sub Committee noted the conditions suggested voluntarily by the Applicant and agreed to incorporate those it deemed necessary, plus the hours as requested by the Applicant.

The hours shall be granted as amended by the Applicant and set out below:

<u>Activity</u>	<u>Current Licence</u>	<u>Proposed Licence</u>
Supply of alcohol for consumption on the premises	N/A	Mon-Sun 12:00-23:00
Supply of alcohol for consumption off the premises	N/A	Mon-Sun 12:00-22:00
Opening Hours	N/A	Mon-Sun 07:00-23:30

Conditions

1. Off- sales of alcohol shall be provided by table service only.
2. Prominent signage shall be displayed at all exits from the premises requesting that customers leave quietly (MC16).
3. The Licence holder shall make available a contact telephone number to nearby residents and the City of London Licensing Team to be used in the event of complaints arising (MC19).

The meeting ended at 3.10 pm

Chairman

Contact Officer: Chloe Ainsworth
E-mail: chloe.ainsworth@cityoflondon.gov.uk

MINUTES OF THE LICENSING (HEARING) SUB-COMMITTEE

HELD ON THURSDAY 28 JULY 2022 AT 2.00PM

APPLICANT: Art of Dough
PREMISES: 16 Eldon Street, London, EC2M 7LD

Sub-committee:

Deputy Marianne Fredericks (Chairman)
Brendan Barns
Deputy John Fletcher

Officers:

Town Clerk – Chloe Ainsworth
Comptroller and City Solicitor – Paul Chadha
Markets & Consumer Protection - Peter Davenport
Markets & Consumer Protection – Rachel Pye

Applicant:

Not present

Making representation:

Responsible Authorities

Mr Paul Holmes, City of London Police

Licensing Act 2003 (Hearings) Regulations 2005

A virtual public Hearing was held at 2.00pm to consider the representations submitted in respect of a temporary event notice application for 16 Eldon Street, London, EC2M 7LD.

The Sub-Committee had before it the following documents:

- Hearing Procedure
- Report of the Executive Director Environment
- Appendix 1: Copy of Application
- Appendix 2: Counter Notice and Cover Email
- Appendix 3: Conditions Consistent with the Operating Schedule
- Appendix 4: Representations from Other Responsible Authorities (i)

Appendix 5: Plan of Premises
Appendix 6: Map of Subject Premises

The Hearing commenced at 2pm.

At the commencement of the Hearing, the Chairman introduced herself, before asking the panel members, the City of London Corporation officers and the other parties present to introduce themselves.

The Chairman noted that the Applicant was not present and invited Mr Holmes of the City of London Police to address the Sub Committee. Mr Holmes confirmed that the City of London Police had objected to the temporary event notice application, however, the Applicant had since provided further information which had satisfied the police's concerns. Mr Holmes requested that the representation be withdrawn.

Given the withdrawal of the police's representation, the Sub Committee determined that it was not necessary to issue a counter notice.

The meeting ended at 2.03pm

Chairman

Contact Officer: Chloe Ainsworth
E-mail: chloe.ainsworth@cityoflondon.gov.uk

Committee(s)	Dated:
Licensing	12 October 2022
Subject: Delegated decisions of the Executive Director Environment pertaining to premises licences	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1, 4
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Juliemma McLoughlin, Executive Director Environment	For Information
Report author: Robert Breese, Licensing Officer	

Summary

This report details the premises licences, and variations to premises licences, granted under the Licensing Act 2003 and administered by the Licensing Service from 1 July 2022 to 30 September 2022. It does not include any premises where Members have been involved in the decision-making process i.e. decisions made at Licensing Sub-Committee hearings.

The report also gives a summary of the enforcement action taken under the Licensing Act 2003 between 1 July 2022 to 30 September 2022. In addition, the report presents data from the 'traffic light' risk scheme introduced within the City of London on 1 April 2013. The data gives a view of the scheme between 1 March 2022 to 31 August 2022.

Recommendation(s)

Members are asked to:

Note the report

Main Report

1. Pursuant to the instructions from your committee, I attach for your information lists detailing 'premises licence' applications (Appendix 1) and variations (Appendix 2) granted by the Licensing Service between 1 July 2022 to 30 September 2022. Each of these appendices contain details of any conditions attached to the premises licences.
2. The report also contains information appertaining to the number of personal licences issued. This information is also contained in Appendix 2.

3. Any questions of detail concerning premises licences can be obtained from the Corporation's public register which can be found at:
<http://www.cityoflondon.gov.uk/business/licensing/alcohol-and-entertainment/Pages/Search-the-public-register.aspx> or by email to the Licensing Team at licensing@cityoflondon.gov.uk.
4. This report also outlines the enforcement activity of the Licensing Service in relation to premises with a licence granted under the Licensing Act 2003 (Appendix 3). The table in Appendix 3 shows the number of visits undertaken, number of complaints received and the number of enforcement actions taken. Enforcement actions include warning letters, notices, simple cautions, legal proceedings etc. Appendix 3 provides data from 1 July 2022 to 30 September 2022.
5. Licensing Officers undertake routine enforcement visits to check on premises licence conditions where there are concerns, e.g. closing times, compliance with Temporary Event Notices and managing numbers of people consuming alcohol outside venues, and in response to complaints. The Department's Enforcement Policy is followed prior to escalating action and taking legal proceedings.
6. The Enforcement Policy conforms to the Regulators' Compliance Code and the regulatory principles required under the Legislative and Regulatory Reform Act 2006. It sets out the general principles and approach which Officers are expected to follow and addresses issues of proportionality, consistency, targeting, transparency and accountability.
7. More widely, enforcement arrangements are currently coordinated at the Licensing Liaison Partnership meetings that are held monthly and are attended by representatives from all enforcement agencies. Joint visits are organised via this forum and subsequent reports are used to add to the top-level premises list that comprises those premises that have accrued the most points under the 'traffic light' risk scheme. These are then targeted by relevant enforcement officers.
8. This report details data produced from the 'traffic light' risk scheme between 1 March 2022 to 31 August 2022. Further details can be seen in Appendix 4.
9. There is a very good working relationship between the Port Health & Public Protection (PH&PP) Licensing Team, the City of London Police Licensing Team and the PH&PP Pollution Control Team, all of whom are based at the Guildhall. These relationships and lines of communication have been maintained with regards to working from home, a number of communications taking place remotely. We have furthered our relationships with various stakeholders through Operation Reframe – a regular monthly collaborative partnership with numerous responsible authorities aimed at building trust and confidence in our work and creating safe spaces.
10. The Memorandum of Understanding (MoU) between the City of London Police and the Environment Department agreed in November 2011 (when it was the Markets and Consumer Protection Department) outlines specific arrangements for cooperation between the teams.

11. The other City Corporation Department that is routinely involved in enforcement is the Department of the Built Environment (DBE), which now also forms part of the Environment Department. Where it appears that a material change of use has occurred, or there is a failure to comply with any condition attached to a planning permission or a breach of planning controls, when it is expedient to do so, officers from this Department seek authorisation to take the appropriate enforcement action.
12. Any complaints about licensed premises are dealt with by the relevant agency/team, e.g. crime and disorder – Police, fire safety – London Fire Brigade. As far as PH&PP are concerned, complaints relating to the conditions on a licence will be dealt with in the first instance by the Licensing Team, but if there are noise issues the Pollution Team will also be involved.
13. Investigations are undertaken and if there are grounds for a review of the licence in relation to the licensing objectives, then the responsible authorities can apply accordingly. In practice, potential applications are considered at the Licensing Liaison Partnership meetings, and agencies/authorities support one another in providing evidence and making applications.

Implications

14. Corporate & Strategic Implications:

Strategic implications – None

Financial implications - None

Resource implications - None

Legal implications - None

Risk implications - None

Equalities implications – None

Climate implications - None

Security implications – None

Appendices

- Appendix 1 – New Licence Applications issued between 01 July 2022 to 30 September 2022.
- Appendix 2 – Applications to vary a licence issued between 01 July 2022 to 30 September 2022.

- Appendix 3 - Enforcement Action carried out between 01 July 2022 to 30 September 2022 (including complaints received).
- Appendix 4 (Non-Public) – Update on the risk scheme as of 31 August 2022.

Background Papers

None

Robert Breese

Licensing Officer

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Appendix 1

New Licence Applications Issued by way of Delegated Authority (01 July 2022 to 30 September 2022)

Name	Address	Ward	Details
Amor	13-14 Basinghall Street	Coleman Street	A 22:30
Aria By Bottacio	Level 58 & 58 Mezzanine, 22 Bishopsgate	Lime Street	A, L, (a), (h) 24 hours
Amazon	31 Blomfield Street	Coleman Street	A 23:00
Amazon	12 St Martins Le Grand	Cheap	A 23:00
Unit 1	20 Gracechurch Street	Langbourn	A 23:00
Curving Road	107 Leadenhall Street	Aldgate	A 01:00
Paternoster Lodge	2 Paternoster Square	Bread Street	A 22:00
Feeneys	48 Mark Lane	Tower	A, (e) (f) 23:30
Stem & Glory	100 Liverpool Street	Bishopsgate	A, (f), L 00:00
Back to Mine	10 Exchange Square	Bishopsgate	A, (f), L 01:00
Marugame	Unit 4 West Mall, Liverpool Street Station	Bishopsgate	A, L 00:00
Carters Cafe	12 Byward Street	Tower	A, (f) 00:00
Urban Food Court	28 Watling Street	Cordwainer	A, (f) 23:00
Nisa Local	55-56 Aldgate High Street	Portsoken	A 01:00

Total Licences Issued = 14

Key to Details:

- | | |
|----------------------------|---------------------------|
| A Sale of Alcohol | (e) Live Music |
| L Late Night Refreshment | (f) Recorded Music |
| (a) Plays | (g) Performances of Dance |
| (b) Films | (h) Making Music |
| (c) Indoor Sporting Events | |
| (d) Boxing or Wrestling | |

Times stated are the latest terminal hour for at least one of the licensable activities.

Number of Licences by Ward

WARD	No.
Aldgate	1
Bishopsgate	3
Bread Street	1
Cheap	1
Coleman Street	2
Cordwainer	1
Langbourn	1
Lime Street	1
Portsoken	1
Tower	2

Conditions Applied to Licences Granted by way of Delegated Authority

Amor

1. The premises shall install and maintain a comprehensive digital colour CCTV system. All public areas of the licensed premises, including all public entry and exit points, will be covered enabling facial identification of every person entering in any light condition. The CCTV cameras shall continually record whilst the premises are open to the public and recordings shall be kept available for a minimum of 31 days with date and time stamping. A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public. This staff member shall be able to show the police or Licensing Authority recordings of the preceding two days immediately when requested.
2. All customers purchasing alcohol for consumption on the premises or at any tables lawfully placed on the highway outside the premises will only be served to customers seated at a table by Waiter or waitress service.
3. All sales of alcohol for consumption off the premises shall be in sealed containers except to persons seated at tables lawfully placed on the highway.
4. A 'Challenge 25' Scheme shall operate to ensure that any person attempting to purchase alcohol who appears to be under the age of 25 shall provide documented proof that he/she is over 18 years of age. Proof of age shall only comprise a passport, a photo card driving licence, an EU/EEA national ID card or similar document, or an industry approved proof of age identity card.

Aria By Bottacio

1. An event and site-specific Operational Management Plan (OMP) will be developed and shared with the Licensing Authority and Police

The OMP will include details on subjects such as:

- Site plan
- Risk Assessments
- Counter terrorism measures
- Fire Risk Assessment,
- Security Management Plan
- Capacity control
- Drugs Policy
- Alcohol Management Plan
- Traffic Management Plan
- Medical Management Plan
- Adverse Weather Plan
- Crisis Communication Plan
- Noise Management Plan
- Ingress/Egress Plan
- Sanitation Plan
- Child Welfare/Vulnerable Persons Policy

2. This document (and appendices) will be 'living' documents which will be reviewed and revised in the planning phases of events at the premises.
3. The Premises licence Holder must comply with the OMP.
4. Save for in the case of an emergency, access to the premises will be via 22 Bishopgate and egress on to Crosby Square
5. The premises shall install and maintain a comprehensive digital colour CCTV system. All public areas of the licensed premises, including all public entry and exit points, will be covered enabling facial identification of every person entering in any light condition. The CCTV cameras shall continually record whilst the premises are open to the public and recordings shall be kept available for a minimum of 31 days with date and time stamping. A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public. This staff member shall be able to show the police or the Licensing Authority recordings of the preceding two days immediately when requested.
6. An incident log (which may be electronically recorded) shall be kept at the premises for at least six months, and made available on request to the police or an authorised officer of the licensing authority, which will record the following incidents including pertinent details:
 - (a) All crimes reported to the venue, or by the venue to the police
 - (b) All ejections of patrons
 - (c) Any incidents of disorder
 - (d) Seizures of drugs, offensive weapons, fraudulent ID or other items
 - (e) Any faults in the CCTV system, searching equipment or scanning equipment
 - (f) Any refusal of the sale of alcohol
 - (g) Any faults in the CCTV system
 - (h) Any visit by a relevant authority or emergency service
 - (i) The times on duty, names and the licence numbers of all licensed door supervisors employed by the premises
7. There must be at the premises a lockable "Drugs Box" to which no members of staff save for the DPS and nominated members of management shall have access. All controlled drugs or items suspected to be or to contain controlled drugs) found at the premises must be placed in this box as soon as reasonably practicable and when emoted of its contents all must be given to the City of London Police for appropriate disposal
8. The premises licence holder shall advise the Police of any externally promoted event taking place at the premises by means of completing and submitting the prescribed risk management form the provided by the Police. The form must be submitted to the Police Licensing Office at least 14 days (or such shorter period of time as may be agreed between the police licensing officer and the premises licence holder) before the event. A promoted event is defined as follows: A promoted event is an event involving music and dancing where the musical entertainment is provided at any time by a disc jockey or disc jockeys one or some of whom are not employees of the licensee (premises licence holder) and the event is (independent of the licensee) promoted to the general public.
9. The Challenge 21 scheme must be operated to ensure that any person who appears to be under the age of 21 shall provide documented proof that he/she is over 18 years of age. Proof of age shall only comprise a passport, photo card driving licence, an EU/EEA national ID card or

similar document, an HM Forces warrant card, a card bearing the PASS hologram, or any electronic or biometric age verification technology approved by the licensing authority

10. A refusals record must be kept at the premises which details all refusals to sell alcohol.
11. This record must include 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. All entries must be made within 24 hours of the refusal. The record must be made available for inspection and copying within 24 hours of a request by an officer of a Responsible Authority.
12. The provision of door security on the premises shall be risk assessed.
13. A copy of the risk assessment shall be kept on the premises and made available to the Police and Licensing Authority on request.
14. The risk assessment shall be reviewed at least annually
15. When employed, a register of Door supervisor staff shall be kept. The register must show the following details:
 - Full SIA registration number.
 - Date and time that the Door Supervisor commenced duty, countersigned by the Duty Manager
 - Date and time that the Door Supervisor finished work,
 - Any occurrence or incident of interest involving crime & disorder or public safety must be recorded giving names of the Door Supervisor involved.
16. The Door Supervisor register shall be kept at the premises and be available for inspection by an authorised officer from the Licensing Authority and the Police and shall be retained for a period of twelve months.

Amazon (Blomfield)

1. The premises shall install and maintain a comprehensive digital colour CCTV system. All public areas of the licensed premises, including all public entry and exit points, will be covered enabling facial identification of every person entering in any light condition. The CCTV cameras shall continually record whilst the premises are open to the public and recordings shall be kept available for a minimum of 31 days with date and time stamping. A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public. This staff member shall be able to show the police or Licensing Authority recordings of the preceding two days immediately when requested. Recordings shall be made available to the police or local authority within 48 hours upon request throughout the entire 31-day period subject to data protection legislation.
2. At all times that the designated alcohol area is open and alcohol is available for sale, there shall be a dedicated member of staff present to supervise the alcohol area, carry out Challenge 25 age verification and authorise every alcohol sale.
3. A refusals book (electronic or hard copy) shall be kept at the premises to record details of all refusals to sell alcohol. This book shall contain the date and time of the incident, the name of the staff member who refused the sale and reasons the sale was refused. The book shall be made available to police and authorised Council officers on request.

4. All alcohol made available for sale shall be in sealed containers only.

Amazon (12 St Martins Le Grand)

1. The premises shall install and maintain a comprehensive digital colour CCTV system. All public areas of the licensed premises, including all public entry and exit points, will be covered enabling facial identification of every person entering in any light condition. The CCTV cameras shall continually record whilst the premises are open to the public and recordings shall be kept available for a minimum of 31 days with date and time stamping. A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public. This staff member shall be able to show the police or Licensing Authority recordings of the preceding two days immediately when requested. Recordings shall be made available to the police or local authority within 48 hours upon request throughout the entire 31-day period subject to data protection legislation.

2. At all times that the designated alcohol area is open and alcohol is available for sale, there shall be a dedicated member of staff present to supervise the alcohol area, carry out Challenge 25 age verification and authorise every alcohol sale.

3. A refusals book (electronic or hard copy) shall be kept at the premises to record details of all refusals to sell alcohol. This book shall contain the date and time of the incident, the name of the staff member who refused the sale and reasons the sale was refused. The book shall be made available to police and authorised Council officers on request.

4. All alcohol made available for sale shall be in sealed containers only.

Unit 1, 20 Gracechurch Street

1. The premises shall install and maintain a comprehensive digital colour CCTV system. All public areas of the licensed premises, including all public entry and exit points, will be covered enabling facial identification of every person entering in any light condition. The CCTV cameras shall continually record whilst the premises are open to the public and recordings shall be kept available for a minimum of 31 days with date and time stamping. A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public. This staff member shall be able to show the police or Licensing Authority recordings of the preceding two days immediately when requested. Recordings shall be made available to the police or local authority within 48 hours upon request throughout the entire 31-day period subject to data protection legislation.

2. At all times that the designated alcohol area is open and alcohol is available for sale, there shall be a dedicated member of staff present to supervise the alcohol area, carry out Challenge 25 age verification and authorise every alcohol sale.

3. A refusals book (electronic or hard copy) shall be kept at the premises to record details of all refusals to sell alcohol. This book shall contain the date and time of the incident, the name of the staff member who refused the sale and reasons the sale was refused. The book shall be made available to police and authorised Council officers on request.

4. All alcohol made available for sale shall be in sealed containers only.

Curving Road

1. The premises shall install and maintain a comprehensive digital colour CCTV system. All public areas of the licensed premises, including all public entry and exit points, will be covered enabling facial identification of every person entering in any light condition. The CCTV cameras shall continually record whilst the premises are open to the public and recordings shall be kept available for a minimum of 31 days with date and time stamping. A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public. This staff member shall be able to show the police or the Licensing Authority recordings of the preceding two days immediately when requested.

2. A 'Challenge 25' Scheme shall operate to ensure that any person attempting to purchase alcohol who appears to be under the age of 25 shall provide documented proof that he/she is over 18 years of age. Proof of age shall only comprise a passport, a photo card driving licence, an EU/EEA national ID card or similar document, or an industry approved proof of age identity card.

Paternoster Lodge

None

Feeneys

1. The premises shall install and maintain a comprehensive CCTV system.

2. Prominent signage shall be displayed at all exits from the premises requesting that customers leave quietly.

3. There shall be no sale of alcohol in unsealed containers for consumption off the premises.

4. A 'Challenge 25' Scheme shall operate to ensure that any person attempting to purchase alcohol who appears to be under the age of 25 shall provide documented proof that he/she is over 18 years of age. Proof of age shall only comprise a passport, a photo card driving licence, an EU/EEA national ID card or similar document, or an industry approved proof of age identity card.

Stem & Glory

1. The premises shall install and maintain a comprehensive digital colour CCTV system. All public areas of the licensed premises, including all public entry and exit points will be covered enabling facial identification of every person entering in any light condition. The CCTV cameras shall continually record whilst the premises are open to the public and recordings shall be kept available for a minimum of 31 days with date and time stamping. A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public. This staff member shall be able to show the police or the Licensing Authority recordings of the preceding two days immediately when requested.

2. Promoted events will not be held at the premises. A promoted event is an event involving music and dancing where the musical entertainment is provided at any time by a disc jockey or disc jockeys one or some of whom are not employees of the licensee (premises licence holder) and the event is (independent of the licensee) promoted to the general public.

3. Loudspeakers shall not be located in the entrance lobby or outside the premises

Back to Mine

1. The premises shall install and maintain a comprehensive digital colour CCTV system. All public areas of the licensed premises, including all public entry and exit points and the street environment, will be covered enabling facial identification of every person entering in any light condition. The CCTV cameras shall continually record whilst the premises are open to the public and recordings shall be kept available for a minimum of 31 days with date and time stamping. A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public. This staff member shall be able to show the police or the Licensing Authority recordings of the preceding two days immediately when requested.

2. Promoted events will not be held at the premises. A promoted event is an event involving music and dancing where the musical entertainment is provided at any time by a disc jockey or disc jockeys one or some of whom are not employees of the licensee (premises licence holder) and the event is (independent of the licensee) promoted to the general public.

Marugame

1. The premises shall install and maintain a comprehensive digital colour CCTV system. All public areas of the licensed premises, including all public entry and exit points and the street environment, will be covered enabling facial identification of every person entering in any light condition. The CCTV cameras shall continually record whilst the premises are open to the public and recordings shall be kept available for a minimum of 31 days with date and time stamping. A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public. This staff member shall be able to show the police or the Licensing Authority recordings of the preceding two days immediately when requested.

2. Promoted events will not be held at the premises. A promoted event is an event involving music and dancing where the musical entertainment is provided at any time by a disc jockey or disc jockeys one or some of whom are not employees of the licensee (premises licence holder) and the event is (independent of the licensee) promoted to the general public.

Carters Cafe

1. All on-sales of alcohol must be ancillary to food within the hours of 8am and 10am daily.

2. The premises shall install and maintain a comprehensive digital colour CCTV system. All public areas of the licensed premises, including all public entry and exit points, will be covered enabling facial identification of every person entering in any light condition. The CCTV cameras shall continually record whilst the premises are open to the public and recordings shall be kept available for a minimum of 31 days with date and time stamping. A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public. This staff member shall be able to show the police or Licensing Authority recordings of the preceding two days immediately when requested.

Urban Food Court

1. The premises shall install and maintain a comprehensive digital colour CCTV system. All public areas of the licensed premises, including all public entry and exit points, will be covered enabling facial identification of every person entering in any light condition. The CCTV cameras shall continually record whilst the premises are open to the public and recordings shall be kept available for a minimum of 31 days with date and time stamping. A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public. This staff member shall be able to show the police or Licensing Authority recordings of the preceding two days immediately when requested.

2. All doors and windows shall remain closed at all times during the provision of regulated entertainment save for entry or exit, or in the event of an emergency.

3. A 'Challenge 25' Scheme shall operate to ensure that any person attempting to purchase alcohol who appears to be under the age of 25 shall provide documented proof that he/she is over 18 years of age. Proof of age shall only comprise a passport, a photo card driving licence, an EU/EEA national ID card or similar document, or an industry approved proof of age identity card.

Nisa Local

1. The premises shall install and maintain a comprehensive digital colour CCTV system. All public areas of the licensed premises, including all public entry and exit points will be covered enabling facial identification of every person entering in any light condition. The CCTV cameras shall continually record whilst the premises are open to the public and recordings shall be kept available for a minimum of 31 days with date and time stamping. A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public. This staff member shall be able to show the police or the Licensing Authority recordings of the preceding two days immediately when requested.

Appendix 2

Licence Variations Issued by way of Delegated Authority (01 July 2022 to 30 September 2022)

Name	Address	Ward	Variation
Simmons	35 Eastcheap	Bridge and Bridge Without	<ul style="list-style-type: none"> Expansion of the internal licensed area, at basement level only.
Piazza Italiana	38 Threadneedle Street	Cornhill	<ul style="list-style-type: none"> To include the alcohol off premises sales for the outside area next to the premises where the restaurant has direct access to from the back side (part of Adam's court and is a confirmed private land area)
Pan Pacific Hotel	80 Houndsditch	Bishopsgate	<ul style="list-style-type: none"> To vary the layout of the Plaza to add external bar
Dilchad	24 Widegate Street	Bishopsgate	<ul style="list-style-type: none"> Changes to floor plan, movement of bar
Grill on the Market	2-3 West Smithfield	Farringdon Without	<ul style="list-style-type: none"> Extend hours for all licensable activities until 2am
Tavern	1 The Avenue, Devonshire Square	Bishopsgate	<ul style="list-style-type: none"> Add recorded music and live music as licensable activities Approve new plans to provide for a number of soundproofed karaoke booths on the ground floor.
Marsh Ltd	Tower Place	Tower	<ul style="list-style-type: none"> The premises are the office buildings of Marsh Ltd. The current licence covers floors lower ground to 6th floor

			(West). The application is to include the East Tower and the Atrium that joins both buildings. Details of the proposed layout of the buildings are shown on the plans submitted with this application (East Building Ground to Level 6 and West Building Basement to Level 6).
Avaritia	1 America Square	Tower	<ul style="list-style-type: none"> To vary layout, movement of bar and seating

Total Number of Variations Issued = 8

Number of Licences by Ward

WARD	No.
Bishopsgate	3
Bridge and Bridge Without	1
Cornhill	1
Farringdon Without	1
Tower	2

Conditions Added to Licences Granted by way of Delegated Authority

Simmons

No additional conditions added.

Piazza Italiana

The only off-sales permitted is by way of table service to patrons seated at tables as marked on the plans (drawing number 100).

Pan Pacific Hotel

1. To amend Condition 4 under Annex 2 to read as follows “With the exception of the area hatched green on the deposited plan, the sale of alcohol is permitted on the plaza during an

authorised event taking place between 09:00 hours and 23:00 hours. During such events pop-up bars may be included as part of an event/function”.

2. To amend Condition 6 under Annex 2 to read as follows: “With the exception of the area hatched green on the deposited plan, a dispersal management plan is to be in use during any event held in the ballroom and/or on the plaza and will include provision of a designated smoking area and management thereof; provision of dispersal to ensure the safe and quiet movement of people from the area; the provision of additional pop-up toilets (when necessary); provision of queue management; public safety and security arrangements, which shall include the requirement that security staff, stewards and management will be connected by a secure-channel radio system”.

Dilchad

No additional conditions added.

Grill on the Market

Removal of obsolete conditions, addition of below:

1. The premises shall install and maintain a comprehensive digital colour CCTV system. All public areas of the licensed premises, including all public entry and exit points will be covered enabling facial identification of every person entering in any light condition. The CCTV cameras shall continually record whilst the premises are open to the public and recordings shall be kept available for a minimum of 31 days with date and time stamping. A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public. This staff member shall be able to show the police or the Licensing Authority recordings of the preceding two days immediately when requested.

2. Promoted events will not be held at the premises. A promoted event is an event involving music and dancing where the musical entertainment is provided at any time by a disc jockey or disc jockeys one or some of whom are not employees of the licensee (premises licence holder) and the event is (independent of the licensee) promoted to the general public.

Tavern

1. There shall be no self-service of spirits on the premises.

Marsh Ltd

No additional conditions added.

Avaritia

No additional conditions added.

Personal Licences Issued by way of Delegated Authority

01 July 2022 to 30 September 2022

1

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Enforcement Action Carried out Under the Licensing Act 2003
01 July 2022 – 30 September 2022

Total Number of Inspections	107
Number of Warning Letters	9
Number of Premises advised	71
Number of simple cautions	0
Number of suspension notices	4 (4 on closed premises)
Licence lapsed*	6
'Dead' Suspensions**	4
'Live' Suspensions***	0
Under determination	0

*Licences are deemed lapsed in circumstances where the licence holder no longer exists e.g. a company has gone into liquidation.

**A 'dead' suspension is where the premises is closed but there is no evidence to suggest that the licence holder is still in existence. If the licence holder returns to the premises the outstanding fee will have to be paid in order for the licence to be resurrected.

***A 'Live' suspension is where the premises is still trading and can now no longer carry on licensable activities until the licence fee has been paid.

Number of complaints received between
01/07/2022 and 30/09/2022

Total number of complaints: 16

Cococure, Retail Unit, 5 Minories, London, EC3N 1BJ

Noise from people in mitre street from Club Cococure cars parking and loud music from there cars refer to 202208470	01:50	09/07/2022	Resolved informally	Tower
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Jamie's, 36 Tudor Street, London, EC4Y 0BH

noise from people outside bar and they are still drinking	23:30	14/07/2022	Resolved informally	Castle Baynard
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Magpie & Stump, 18 Old Bailey, London, EC4M 7EP

loud music	16:03	02/09/2022	Resolved informally	Farringdon Within
------------	-------	------------	---------------------	-------------------

Patch Bar, 58-62 Carter Lane, London, EC4V 5EA

Noise from music being played in bar (possibly Patch Bar)- Carter Lane. Passed to SEO PNC @ 18:45	18:42	12/07/2022	Resolved informally	Farringdon Within
--	-------	------------	---------------------	-------------------

Punch Tavern, The Punch Tavern Public House, 99 Fleet Street, London, EC4Y 1DE

Customer is complaining about four fans outside their window that make a lot of noise that is only noticable at night and is keeping her awake.	13:33	04/08/2022	Case still in progress	Castle Baynard
---	-------	------------	------------------------	----------------

can someone ask the Punch Taven to turn there music down its to loud	21:10	22/07/2022	Case still in progress	Castle Baynard
--	-------	------------	------------------------	----------------

The Brewery on Chiswell Street Ltd, Offices, The Whitbread Brewery, 52 Chiswell Street, London, EC1Y 4SA

Customer reported there was people shouting last night at the Brewery on Moor Lane he reported this last night to a polltion officer	10:32	21/09/2022	Case still in progress	Coleman
--	-------	------------	------------------------	---------

The Bridewell Theatre, St Brides Foundation Institute, 14 Bride Lane, London, EC4Y 8EQ

People drinking and shouting in street 0530-0630hrs on Sunday 31/07/22	14:12	01/08/2022	Case still in progress	Castle Baynard
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The Counting House, The Counting House Public House, 50 Cornhill, London, EC3V 3PD

loud music coming from 2 places at the counting house and simmons bar says both place are trying to out do each other with there loud music		03/09/2022	Case still in progress	Cornhill
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<u>Details</u>	<u>Time</u>	<u>Date</u>	<u>Outcome</u>	<u>Ward</u>
The Craft Beer Company, 29-31 Mitre Street, London, EC3A 5BU				
noise from people still in bar shouting	00:46	29/07/2022	Case still in progress	Aldgate
The Crutched Friar, The Crutched Friar Public House, 39-41 Crutched Friars, London, EC3N 2AE				
JS called regarding noise coming from CF pub.	00:01	31/07/2022	Resolved informally	Tower
The Rack & Tenter, Rack And Tenter Public House, Tenter House, 45 Moorfields, London, EC2Y 9AE				
noise from loud speakers put out in the garden of Street the public house very loud	21:10	20/09/2022	No action possible	Coleman
The Trinity Bell, Cree House, 20 Creechurch Lane, London, EC3A 5AY				
Repeated loud music on Friday evenings for the last three weeks from 21:00 makes it impossible to keep the window open, especially with the increased summer temperatures this is very difficult to bear.	09:43	01/08/2022	Case still in progress	Aldgate
Wood Street Bar and Restaurant, 53 Fore Street, London, EC2Y 5EJ				
Loud Music and people also there is a door slamming	20:56	16/08/2022	Case still in progress	Cripplegate
LOUD MUSIC NOISE COMING FROM WOOD STREET BAR & RESTAURANT - BARBICAN	22:24	21/09/2022	Case still in progress	Cripplegate

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By virtue of paragraph(s) 5 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

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Committee(s)	Dated:
Licensing	12 October 2022
Subject: Code of Good Practice for Licensed Premises	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1,2,5
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	n/a
What is the source of Funding?	n/a
Has this Funding Source been agreed with the Chamberlain's Department?	n/a
Report of: Juliemma McLoughlin – Executive Director Environment	For Decision
Report author: Peter Davenport – Licensing Manager	

Summary

In October 2012 the first, and current, City of London Corporation's Code of Good Practice (the Code) was brought before the Licensing Committee and came into operation in January 2013. The aim of the Code was to ensure that the operation of licensed premises do not conflict with the rights of residents and other members of the public to enjoy their lives in safety and without nuisance.

Since the introduction of the Code much has changed, and the Code has been rewritten, consulted, and updated to take into account the current expectations of the City Corporation's licensing partners in order to keep the City of London a safe place.

The Code gives guidance on how to promote the four licensing objectives and will be taken into account by the licensing authority in such matters as assessing licence applications and the operation of licensed premises.

Recommendation

Members are asked to:

- Agree the Code of Good Practice 2022 as shown in Appendix 1.

Main Report

Background

1. The Licensing Act 2003 (the 'Act') focuses on the promotion of four statutory licensing objectives which must be addressed when licensing functions are undertaken namely, the prevention of crime and disorder, public safety, the prevention of public nuisance and the protection of children from harm.
2. Applicants are expected to address steps to be taken, within their application for a premises licence, to prevent these objectives being undermined. Similarly, current licence holders are expected to adhere to those steps whilst operating the premises for any licensable activity.
3. In order to assist applicants and licence holders, the Corporation's statutory Statement of Licensing Policy is a document which addresses a number of points aimed at statutory compliance. However, to try and ensure residents, visitors and other members of the public remain safe and free from nuisance from the operation of licensed premises, a Code of Good Practice (the Code) was additionally introduced in January 2013.
4. The Code supplements the Statement of Licensing Policy and provides a basis for businesses to operate well run licensed premises, reaching high operational standards and helping to keep alcohol related crime and disorder as low as possible.
5. The Corporation expects applicants of premises licences to have regard to the Code when completing their operating schedule and for licence holders to have regard ensuring a 'well run' premises. Although the Code is not a statutory document it is intended that it will be taken into consideration by the licensing authority:
 - 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 to avoid further problems
 - For the review of licenses where there is evidence that licensees are undermining the licensing objectives.
6. Additionally, the Code can be used as a guide for businesses when applying for a Safety Thirst Award and the possibility of a 30% reduction from the Late-Night Levy if relevant.

Current Position

7. Since the introduction of the first Code much has changed and the document has been rewritten to take account of, or enhance, such areas as counter terrorism, drink spiking, CCTV, crime scene preservation, information sharing, drugs on premises and the safer business partnership.
8. 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. The 2022 Code identifies many of the possible risks associated with the sale of alcohol and the provision of entertainment or late-night refreshment.
9. The Code outlines what the City of London licensing authority partners currently expect in practical terms from applicants when completing their operating schedules and from licence holders when operating their premises under the terms of their licence. Comments were received from the following partners:
 - Public Health Team
 - Environmental Health Service
 - City of London Police
 - Trading Standards Service
 - Counter Terrorism Security Advisors
 - Night-time Industries Association
 - Security Industry Authority
 - Licensing Service
10. A copy of the 2022 Code can be seen as Appendix I. A copy of the original 2013 Code, amended to show the areas that have been rewritten, is attached as Appendix II.
11. A risk assessment scheme for licensed premises operates in conjunction with the Code to provide a simple but effective monitoring tool which brings together the findings of the licensing authority, other responsible authorities and members of the public. This permits the City Corporation to deal with any potential issues before they escalate.

Corporate & Strategic Implications

12. The Code is in line with the City Corporation's Core Strategy and meets one or more of the 2018-2023 Corporate Plan outcomes.

Implications

13. There are no direct financial or risk implications for the Corporation's services associated with this report. Costs for the publication and administration of the new policy can be met within current budget.

Conclusion

14. The Code has been redrafted to take account of current practices and current expectations of the City Corporation's licensing partners. Members are asked to agree the 2022 Code as shown in Appendix 1

Background Papers:

Code of Good Practice 2013

Appendices

Appendix 1 – Licensing Code of Practice 2022

Appendix II – Licensing Code of Practice 2013 showing amendments.

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City of London
Code of Good Practice for Licensed Premises

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 four 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

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. 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.

3.2. The code can assist applicants with their operating schedules and assist licensees in complying with their licence conditions. It identifies risks associated with 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.

3.3. Risks associated with licensed premises can vary 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 held there.

3.4. It is recognised that all premises are different and not every risk will be relevant to all premises. Licensees will determine through their own risk assessment what specific measures are relevant to their venue.

3.5. The code cannot anticipate every 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.

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

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.

- 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. It is important to take a proactive and preventative approach to managing licensed premises. This will ensure that problems either do not occur, or if they do, are dealt with quickly and appropriately.
- 4.4. The code is a good starting point in assessing the potential risks at licensed premises and applicants should read this document before making an application. The identification of a risk will not necessarily warrant a condition on a licence but could identify a good practice measure to implement.
- 4.5. Similarly, licence holders should be familiar with this document as it will highlight any additional operational measures they can implement if problems occur at their licensed premises.

The licensing authority and responsible authorities

- 4.6. The licensing authority and responsible authorities may use this document to:
- Offer pre-application advice to applicants
 - Offer advice to applicants and licence holders in general
 - Offer advice to licence holders encountering problems at their premises to address the issue and to promote the licensing objectives. Sometimes, the implementation of good practice measures can be a suitable alternative to enforcement action or the review of a premises licence.
 - Offer advice to licence holders seeking to achieve the City of London Safety Thirst accreditation.

Dealing with problem premises

- 4.7. Where there are problems or concerns identified at licensed premises, the licensing authority or relevant responsible authority will raise these with the licensee at the earliest possible stage and work in partnership with them to prevent or minimise subsequent problems. The licensing authority and/or responsible authority will agree appropriate actions with the licence holder, 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. Licensees can use the 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 celebrates well-run premises through its awards.

5. General – all four licensing objectives

This section provides guidance on good practice for the general promotion of all four licensing objectives. 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, managers, and staff the knowledge and skills to identify and manage risks associated with licensed premises and prevent problems reoccurring.

Risk	Good practice measure
Lack of knowledge or understanding of the Licensing Act 2003	<p>G1 Well trained staff in Licensing Act and related subjects contribute to well-run premises and effective management of risks associated with licensed premises.</p> <p>G2 Formal qualifications - Every designated premises supervisor (DPS) and personal licence holder requires an accredited Award for Personal Licence Holders (APLH). It would be preferential for this training to also be completed by other managers and supervising staff employed at the venue.</p> <p>G3 All front of house staff should be trained in basic licensing law before they are allowed to serve alcohol. This should include (but not limited to)</p> <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 <p>G4 All staff, including SIA door staff, should be trained on premises specific policies relevant to the operation of the business. This might include:</p> <ul style="list-style-type: none">• duty of care to vulnerable customers• first aid (physical and mental health)• drugs awareness• conflict management• weapons policy• crime scene preservation• ejection of customers from the premises• managing external areas and dispersal of customers• emergency evacuation procedures• counter terrorism <p>G5 Refresher training should be completed regularly but at least every 12 months.</p> <p>G6 Records should be kept of the date and name of every person trained and be made available for inspection by the police or licensing authority</p>

6. Prevention of crime and disorder

This section provides guidance on good practice for the prevention of crime and disorder at licensed premises. It can help those applying for new licences or varying existing licences in completing their operating schedules. It can also help licence holders identify risks associated with their premises and offers mitigating measures to manage those risks and prevent crime and disorder.

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 a significant contributory factor to levels of crime and disorder 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. 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 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.

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 manage and prevent those risks.

Risk	Good practice measure
Security in and around the premises	<p>CD1 A monitored intruder alarm system installed at licensed premises acts as a deterrent to burglary and vandalism, protecting it when closed or empty.</p> <p>(a) A system that can be remotely accessed/monitored 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.</p> <p>(b) Staff should be familiar with opening and closing procedures to prevent false alarm activations.</p> <p>(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.</p>

Risk	Good practice measure
<p>Security in and around the premises</p>	<p>(d) Emergency exits should be alarmed when the premises are open to the public so that staff are immediately notified of unauthorised opening.</p> <p>CD2 CCTV 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.</p> <p>(a) CCTV cameras should be installed inside and outside the premises with cameras covering all areas accessible to the public 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.</p> <p>(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.</p> <p>(c) The date and time settings on the system must be 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 request where necessary to detect a crime as it is happening or upon a data protection release request.</p> <p>(d) Staff should be trained in using the CCTV system with a record kept of person trained and date. Training records should be made available for inspection by the police or licensing authority upon request.</p> <p>(e) 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.</p> <p>(f) The system should be regularly maintained to ensure it is working correctly with all cameras recording.</p>

Risk	Good practice measure
Security in and around the premises	<p>(g) The system should be password protected and kept in a secure place or lockable room within the premises</p> <p>(h) CCTV systems should comply with the Information Commissioner's Office (ICO) guidance.</p> <p>(i) Signs should be clearly displayed within the premises informing members of the public that CCTV is in use.</p> <p>CD3 External lighting provides an obvious means of crime deterrent. External lighting should be operated by detection devices which will automatically switch lights on where movement is detected.</p> <p>(a) Lights should be checked regularly to ensure they are in good working order.</p> <p>(b) Care should be taken so that external lighting does not impact on neighbours at night.</p> <p>CD4 Security systems should be integrated so that the alarm, CCTV system and lighting work together in an effective manner.</p> <p>CD5 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.</p> <p>(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.</p> <p>(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</p> <p>(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.</p>

Risk	Good practice measure
<p>Security in and around the premises</p>	<p>(d) Door staff should be easily identifiable by wearing a uniform, high visibility jacket or arm bands.</p> <p>(e) 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. Copies of all door staff badges should be kept at the premises and checked with the SIA for validity.</p> <p>(f) Where possible, the same door staff should be used each week, so they are familiar with premises specific policies and procedures.</p> <p>(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.</p> <p>(h) Other staff, such as stewards, at the premises should also be easily identifiable but they must not carry out the duties of a door supervisor if not SIA registered.</p> <p>CD6 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.</p> <p>(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 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</p>

Risk	Good practice measure
<p>Security in and around the premises</p>	<p>(b) Premises should be searched inside and out for suspect packages before, during and after opening hours. Staff should remain vigilant and report any suspicious activity immediately to the Police.</p> <p>(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.</p> <p>(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.</p> <p>(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.</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>(a) Security policies should be formulated in consultation with a police crime prevention officer.</p> <p>(b) All staff must be aware of a premises security policy with records kept of date and name of person trained.</p> <p>CD8 Security reviews should be held regularly between the licence holder or venue manager and door staff provider, to review successes, challenges or areas to improve, with minutes of the meetings recorded.</p> <p>CD9 Daily staff briefings and debriefing will enable licensees to improve working practices in their premises. Briefings can be informal, but any problems identified, or remedial action taken should be recorded.</p>
<p>Crime including conflict, assault, violence, or aggression in and around the premises</p>	<p>CD10 Promoted events may attract larger than usual crowds and some promotions may have crime and disorder associated with them.</p> <p>(a) Where premises are hosting events that are promoted by third parties, the licensee should complete a risk assessment or event management plan in</p>

Risk	Good practice measure
<p>Crime including conflict, assault, violence, or aggression in and around the premises</p>	<p>conjunction with the promoter. The risk assessment or event management plan is the licensee's responsibility and ownership and must be submitted by them to the City of London Police licensing team at least 14 days in advance of the proposed event.</p> <p>(b) As part of the event risk assessment, the licensee should be satisfied that the event promoter has a suitable qualification in managing music promotions, including the provisions of the Licensing Act 2003, admission policies, conflict management, and noise management.</p> <p>(c) In the event that a problem or incident should arise during a promoted event, the licensee should inform City of London Police immediately so that on-site support can be provided to prevent the incident escalating into something more serious.</p> <p>CD11 Management of the door will depend on the size and type of venue, or the event being held there.</p> <p>(a) For large or promoted events, or 'nightclub' events, 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.</p> <p>(b) The number of door supervisors should be determined by a risk assessment considering the size of venue, the type of event and the type of crowd the entertainment is likely to attract. For promoted events, a minimum ratio of 1 door supervisor per 50 customers should be considered.</p> <p>(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.</p> <p>(d) 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>CD12 A door admissions policy including any age restrictions, expected dress code, or the screening of handbags should be widely publicised on any promotional material, website or social media platforms and clearly displayed at the entrance to the premises.</p>

Risk	Good practice measure
<p>Crime including conflict, assault, violence, or aggression in and around the premises</p>	<p>CD13 Refusing entry to persons if they do not meet the standards, if they are underage, intoxicated, disorderly, if they are a known troublemaker, if they refuse to be searched or are in possession of drugs or weapons.</p> <p>(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</p> <p>(b) In the event of a refusal, an entry should be made in an incident logbook. If the refusal relates to possession of drugs or weapons, the Police should be informed.</p> <p>(c) If a customer resists refusal, a manager should be called to confirm the refusal. If after management intervention, the customer insists on admission, the Police should be called to assist.</p> <p>CD14 Escorting or removing persons from the premises who have become drunk or disorderly after admission. All evictions should be recorded in an incident logbook.</p> <p>(a) If a customer becomes violent or aggressive when being escorted off the premises, the Police should be called to assist.</p> <p>CD15 A policy to manage capacity should be adopted to prevent overcrowding / localised overcrowding and patrons possibly becoming aggressive through accidental jostling.</p> <p>(a) For promoted events and large venues, the use of clickers is essential to record the number of patrons inside the premises or moving from room to room.</p> <p>(b) For other events or smaller venues, 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 and avoid conflict, violence, or aggression within the premises.</p> <p>(d) Where a premises holds a special event that is not a promoted event but one that is expected to attract a larger crowd than usual, the licence holder should notify the City of London Police licensing team at least 14 days in advance of the event. They may be able provide support with crowd management during the event.</p>

Risk	Good practice measure
<p>Crime including conflict, assault, violence, or aggression in and around the premises</p>	<p>CD16 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.</p> <p>(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>CD17 Crime scene preservation - 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"> • identifying any injured people, ensuring adequate medical treatment is provided or calling an ambulance • creating a secure and sterile cordon around the scene for the preservation of evidence and life • preventing others from entering the crime scene and not touching anything • 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 • 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. <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>CD18 Conflict management training for staff will provide them with the knowledge and confidence to deal with difficult situations. Trained staff should be able to identify conflict as it develops and take appropriate measures to resolve it before it escalates, which can reduce crime and disorder at the premises.</p>

Risk	Good practice measure
<p>Crime including conflict, assault, violence, or aggression in and around the premises</p>	<p>(a) Training should include dealing with abuse, harassment, threatening behaviour, disorderly conduct, aggression and violence. also cover dealing with, logging and reporting incidents if they occur.</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>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 information with others in the industry 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 network groups, business Whatsapp groups, or through the SentrySIS application, a secure, city-wide data-sharing platform that works in real-time.</p> <p>CD21 Membership of a Safer Business Network or Business Crime Reduction Partnership provides businesses with a local network connection, up-to-date information 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</p>
<p>Drugs and weapons being brought into the premises</p>	<p>CD21 A premises specific drugs and weapons policy is a valuable tool for keeping customers safe. It should address all potential drugs and weapons concerns relevant to the business and offer mitigations, provide a basis for staff training, and 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>

Risk	Good practice measure
<p>Drugs and weapons being brought into the premises</p>	<p>CD22 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>(c) Searches should always be carried out in public areas and covered by CCTV.</p> <p>(d) Searches must only be conducted by door supervisors with a valid SIA door supervisor registration.</p> <p>CD23 Preventing drug dealing at the venue can be achieved through the regular supervision and monitoring of all public areas by roving staff. All public areas should be covered by CCTV cameras and any alcoves or concealed areas should have adequate lighting to enable the capture of clear images.</p> <p>(a) Supervising toilet areas can be effective in discouraging drug selling or use. A toilet attendant may be appropriate for promoted events or on busy nights such as Friday and Saturday.</p> <p>(b) Removal of flat surfaces in toilet areas can reduce the likelihood of drug misuse</p> <p>(c) Regular toilet checks such as swabbing should be considered, and where conducted, these should be documented with date, time and findings.</p> <p>CD24 Calling the police if customers are suspected of being in possession of drugs or weapons. A clear procedure should be agreed with City of London Police about the circumstances in which they expect to be called and all staff must be made aware of this requirement.</p> <p>CD25 Seizing, retaining and documenting any drugs or weapons found with a clear audit trail and a process for surrendering them to the Police.</p>

Risk	Good practice measure
Drugs and weapons being brought into the premises	<p>(a) 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. Procedures should include the wearing of gloves, 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>(b) Any items seized by staff should be done in a public area, witnessed by a colleague and/or in full view of CCTV cameras.</p> <p>CD26 Drug awareness training should be provided for all staff, so they have the knowledge to identify any illegal drug activity at the venue and to recognise symptoms of drug use. A record should be kept of the date and name of person trained, and records should be made available for inspection by the police or licensing authority.</p>
Theft from premises or lost property	<p>CD27 Bag hooks (Chelsea clips) should be provided to prevent bag snatching.</p> <p>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.</p> <p>CD29 Property patrols, managed cloakrooms and toilet attendants can be employed to prevent theft from patrons or the premises.</p> <p>CD30 Premises layout and lighting should be considered. Secluded or dimly lit parts of the premises should be avoided as they can encourage crime.</p> <p>CD31 Mirrors used throughout the premises can aid supervision and act as deterrents to thieves.</p> <p>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.</p> <p>CD33 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</p>

Risk	Good practice measure
Theft from premises or lost property	<p>this allows thieves to 'grab and run'. It may be helpful for alcohol display areas to be covered by CCTV if possible.</p> <p>CD34 Security tagging any items considered a specific target for theft, particularly alcoholic drinks over a certain price level will deter thieves.</p>
Disorder from customers queuing to enter the premises or when leaving the premises	<p>CD35 Reduce the potential for excessive queue 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>CD36 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>(a) 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 Staff training in preventing disorder should be provided to give them the knowledge and confidence to deal with difficult situations. 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>CD38 Drinks promotions should be socially responsible and not encourage excessive drinking.</p> <p>(a) 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>(b) Any drinks promotion should market the availability of soft drinks, and low or alcohol-free alternatives. Club Soda is mindful drinking movement that offers advice to the hospitality industry on a wide range of alcohol-free drinks.</p>

Risk	Good practice measure
Customers getting drunk and dealing with drunken customers	CD39 Staff training on the effects of alcohol and how to spot symptoms of drunkenness should be regularly undertaken to give them the knowledge and confidence to deal with drunken patrons. 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. They should be able to recognise appropriate 'cut off' points for serving drunken customers, to reduce the likelihood of fights or aggressive behaviour. 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.
Consumption of alcohol on the street and street drinkers	CD40 Restrict the sale 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.
Sale of alcohol outside permitted hours	CD41 Lockable shutters can be fitted on display units for alcohol in retail premises, which can be closed and locked at the end of permitted hours.

7. Public Safety

This section provides guidance on good practice for the promotion of public safety at licensed premises. It can help those applying for new licences or 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 increased the risks to public safety. The consumption of alcohol, combined with recreational drug use can make some customers vulnerable and expose them to risks. It is important therefore, 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 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 full risk assessment 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 (HSE) website. A risk assessment should be regularly reviewed and at least every 12 months. (a) All staff should be made aware of the risk assessment and precautionary measures therein. (b) A copy of the risk assessment should be kept at the premises and made available for inspection if required.
	PS2 First aid boxes should be available at the premises and maintained with sufficient in-date stock.
	PS3 A recognised qualification in first aid should be held by at least one member of staff on duty when the premises licence is in use. Other staff should be trained to a basic first aid standard with records kept of the date and name of person trained.
	PS4 A first aid room or quiet room should be made available to anyone requiring medical attention.

<p>General safety of staff and customers</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, fans, or natural ventilation in non-residential areas.</p>
<p>Overcrowding</p>	<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. 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.</p> <p>PS7 A policy to manage the capacity should be adopted to prevent overcrowding and/or localised overcrowding.</p> <p>(a) The use of electronic clocking systems, ID scanning systems, clickers, ticket sales or head counts may be appropriate.</p> <p>(b) Consideration should be given to deliberately running below capacity to afford a comfort factor for customers.</p>
<p>Accumulation and disposal of glasses / drinking vessels</p>	<p>PS8 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. Perimeter checks should be made outside the premises for any glasses or bottles.</p> <p>(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 and away from public areas.</p>
<p>Accident or other emergency incident on the premises</p>	<p>PS11 Documented policies to deal with all types of accidents & emergency incidents including fire, should be in place at the premises.</p>

<p>Accident or other emergency incident on the premises</p>	<p>(a) The policies should be based on risk assessments and might include matters such as responding to and recording/reporting of accidents, providing medical care, emergency management, contingency planning and evacuation procedures in the event of fire, bomb threats or suspect packages, when to contact emergency services, and providing support to staff or customers in the aftermath of an accident or incident.</p> <p>(b) Evacuation responsibilities should be clearly communicated to staff, routes and exits should be well defined and evacuation plans exercised regularly.</p> <p>(a) Copies of the accident, emergency incident and fire risk assessments should be kept at the premises and made available for inspection by the fire authority and licensing authority if required.</p> <p>PS12 A fire detection system should be in place at the premises and should be maintained fully functional. The system should be tested regularly with records kept and made available for inspection.</p> <p>PS13 Means of escape 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. 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 Staff training in fire safety 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. 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 on site to record all accidents or incidents and made available for inspection.</p>
<p>Customer Vulnerabilities – drug use, intoxication or drink spiking</p>	<p>PS17 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</p>

<p>Customer Vulnerabilities – drug use, intoxication or drink spiking</p>	<p>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 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 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 seek medical attention where necessary.</p> <p>(b) The policy should clearly express that every effort will be made by staff 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 levels of drunkenness or signs of drug use. Any concerns should be reported back to a manager</p> <p>(c) On no account should anyone suffering from ill effects of drug or alcohol use be ejected from the premises or left alone unmonitored. It is important to unite them with their friends to ensure they get home safely.</p> <p>(d) Guidance for licensees can be found at Safer Nightlife, an online resource produced by the London Drug and Alcohol Policy Forum.</p> <p>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.</p> <p>PS20 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>
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<p>Customer Vulnerabilities – drug use, intoxication or drink spiking</p>	<p>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.</p> <p>(a) Preventative measures might include</p> <ul style="list-style-type: none"> • 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. <p>(b) If a customer suspects that their drink has been spiked, you should report it to the police immediately and record as much information as you can about the incident:</p> <ul style="list-style-type: none"> • full details of the affected person • full description of the suspected perpetrator if known • time and location of the incident • seize, preserve and secure the drinking vessel containing suspected drug until Police arrive • ensure the well-being of the customer, calling an ambulance if required, and ensuring they are with trusted friends <p>(c) A process for this should be clearly set out in your duty of care policy.</p> <p>(c) Further guidance can be found at Local Government Association and Drinkaware</p> <p>PS22 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.</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>(a) Businesses and licensees should develop anti-sexual harassment policies to promote a safer night-time environment in venues, provide information to</p>

<p>Customer Vulnerability – sexual harassment</p>	<p>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</p> <p>(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.</p> <p>(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</p> <p>(d) Campaign posters such as 'Reframe the Night' can be displayed at premises to help change people's attitudes to harassment.</p>
<p>Customer Vulnerability – suicide</p>	<p>PS24 Licensed premises within high rise buildings with outdoor roof terraces could create potential suicide risks to vulnerable persons.</p> <p>(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</p> <p>(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</p> <p>(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.</p>

<p>Smoking on the premises</p>	<p>PS25 Staff should be aware of their responsibilities regarding smoke-free legislation, including the use of e-cigarettes, and for monitoring compliance.</p>
<p>Safety of customers when leaving the premises</p>	<p>PS26 Discourage drink driving by promoting schemes such as Designated Driver, with notices clearly displayed throughout the premises.</p> <p>PS27 Display information to customers on safe travel at night options, including public transport options, access to licensed taxi cabs / taxi ranks and licensed pre-booked private hire vehicles.</p> <p>PS28 A ‘chill out’ period at the end of an evening can facilitate a slow dispersal from the premises allowing door staff to manage any problem individuals or anti-social behaviour / clashes with groups from other venues.</p> <p>PS29 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>(a) 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>

8. Prevention of public nuisance

This section provides guidance on good practice for the prevention and management of public nuisance from licensed premises. It can help those applying for new licences or varying existing licences in completing their operating schedules. It can also 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 are major 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 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 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 premises specific noise management policy should be in place that sets out sound attenuation measures to prevent or control noise break out of music, singing or speech from the premises.</p> <p>(a) The policy should preferably be based on the findings of an acoustic consultant's assessment.</p> <p>(b) 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

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

(d) Use an approved list of DJs, event promoters or other entertainment providers who have signed up to the policy.

PN2 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.

(a) Windows should be sound insulated.

(b) Emergency exits should be sealed acoustic doors.

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

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

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

(a) The sound limiting device should always be used when music or other forms of entertainment is taking place, including all externally promoted events.

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

PN4 Locate entertainment facilities such as DJ booth, stage, and speakers inside the premises and not position them near or pointing at doors and windows. Rubber speaker mounts can be used to minimise structure borne noise.

PN5 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.

(a) Noise monitoring should actively be carried out on a regular basis and particularly 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.

<p>Music, singing and speech noise breakout from the premises</p>	<p>PN6 A logbook 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. The logbook 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 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 when the premises licence is in use.</p>
<p>Noise and nuisance from customers arriving and leaving the premises</p>	<p>PN8 Reduce the potential for excessive queue lines with a well-managed and efficient door policy.</p> <p>(a) Long queues should be avoided, and any queues should be directed away from residential properties.</p> <p>(b) 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>(c) In residential areas, consider restricting admittance or re-admittance to the premises after 11pm.</p> <p>PN9 A customer dispersal policy can minimise noise disturbance to 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>(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>(b) Sufficient staff should be available at the end of the evening to manage a controlled shut down of the premises, to aid dispersal and maintain good order as customers leave.</p> <p>PN10 Display prominent notices close to the exit doors, requesting patrons to leave the area quickly and quietly.</p> <p>(a) Make announcements at the end of an evening, requesting patrons to leave the premises and area quickly and quietly</p>

<p>Noise and nuisance from customers arriving and leaving the premises</p>	<p>(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.</p> <p>PN11 Provide an internal waiting area for customers waiting for taxis to prevent noise disturbance to neighbours. Steps should be taken to ensure that customers board their taxi or private hire vehicle as quickly and quietly as possible to prevent engines idling unnecessarily or horns being sounded.</p>
<p>Noise, nuisance, anti-social behaviour, or odours from customers using external areas such as beer gardens, roof terraces, forecourts, pavement licenced areas, or public highway / open spaces.</p>	<p>PN12 Display prominent signs in external areas such as beer gardens, roof terraces, pavement licensed areas and forecourts asking customers to be respectful to neighbouring property owners and to keep noise to a minimum.</p> <p>PN13 Restrict the use of external areas after 10pm if premises are in a residential area. Some areas in the City may require earlier finish times depending on sensitivity.</p> <p>PN14 Door supervisors or staff should regularly monitor and manage external areas to ensure that customers are not obstructing the highway or causing a disturbance to residents.</p> <p>(a) Do not permit customers to obstruct the public 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.</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>PN15 Limit the number of smokers permitted outside at any one time after a certain time, discourage smokers from loitering outside by not permitting them to take their drinks with them and removing external furniture after a certain time and locate smoking areas away from residential premises</p> <p>PN16 Locate designated smoking areas away from residential properties or offices</p>

Noise from staff and entertainment providers leaving the premises	PN17 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 manner as to avoid causing disturbance to nearby residents. This includes the loading and unloading of artists' equipment.
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 Use rubber matting for the movement of barrels, cylinders and bottles.</p>
Litter and waste around the premises	<p>PN20 Flyers should not be distributed outside the premises by the licence holder, any staff employed by the licence holder, or by promoters of events at their premises.</p> <p>(a) Procedures should be in place for the prompt collection of street litter generated by the premises for example flyers, cigarette butts, disposable e-cigarettes, 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	PN21 External lighting for the premises should be turned off after the premises are closed to the public.
Noise or odours from plant and machinery or alarms	<p>PN22 Plant and machinery should not cause nuisance to 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 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.</p>

9. Protection of children from harm

This section provides guidance on good practice for the protection of children from harm at licensed premises. It can help those applying for new licences or varying existing licences in completing their operating schedules. It can also help licence holders with the protection 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. This is best achieved through a premises risk assessment.

Licence holders should have 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 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. All staff including door staff and bar staff should be trained on the policy.</p> <p>CH2 Restrict access to children depending on the nature of the business and / or circumstances.</p> <p>(a) The admission of children can be restricted up until a specified time in the evening.</p> <p>(b) The admittance of children can only be permitted if they are accompanied by an adult.</p>
Underage sales of alcohol	<p>CH3 Operate a strict 'No ID, No Sale' policy. 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. 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)</p> <p>(a) Only accept photographic driving licences, passports or PASS (Proof of Age Standards Scheme) cards</p>

<p>Underage sales of alcohol (cont.)</p>	<p>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</p> <p>(b) Use till prompts to remind staff to ask for proof of age.</p> <p>(c) Prominently advertise the scheme in your premises so that customers are aware and display proof of age signs at the point of sale.</p> <p>CH4 Display posters at the premises stating that it is an offence to purchase alcohol on behalf of an underage person (proxy sales).</p> <p>CH5 Adverts or promotions for alcohol should not appeal to young persons.</p> <p>CH6 Keep a refusals 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.</p> <p>(a) The 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</p> <p>(b) The logbook or electronic record should be reviewed on a regular basis to see if any patterns emerge.</p> <p>CH7 Staff training 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. A record should be kept of the date and name of person trained.</p>
<p>Access to age restricted films</p>	<p>CH8 Adequate provisions for restricting children from viewing age restricted films should be in place at the premises.</p> <p>(a) 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>

<p>Access to age restricted gaming machines</p>	<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>
<p>Access to entertainment of an adult nature</p>	<p>CH10 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>
<p>Child Sexual Exploitation at licensed premises</p>	<p>CH12 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:</p> <ul style="list-style-type: none"> • include within their business operating policy or duty of care policy, provisions to protect young people from child sexual exploitation • report any suspicious activities or concerns about possible perpetrators of child sexual exploitation to the Police

Useful Contacts

City of London 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 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

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.highfieldlearning.com>

B

British Beer and Pub Association (BBPA)

<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 Business Healthy

<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>

I

Information Commissioner's Office

<https://ico.org.uk>

Institute of Acoustics

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

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>

Police Protect UK (incorporating National Counter Terrorism Security Office (NaCTSO))

<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>



City of London
Code of Good Practice for Licensed Premises

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 four 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

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. 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.

3.2. The code can assist applicants with their operating schedules and assist licensees in complying with their licence conditions. It identifies risks associated with 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.

3.3. Risks associated with licensed premises can vary 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 held there.

3.4. It is recognised that all premises are different and not every risk will be relevant to all premises. Licensees will determine through their own risk assessment what specific measures are relevant to their venue.

3.5. The code cannot anticipate every 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.

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

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.

- 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. It is important to take a proactive and preventative approach to managing licensed premises. This will ensure that problems either do not occur, or if they do, are dealt with quickly and appropriately.
- 4.4. The code is a good starting point in assessing the potential risks at licensed premises and applicants should read this document before making an application. The identification of a risk will not necessarily warrant a condition on a licence but could identify a good practice measure to implement.
- 4.5. Similarly, licence holders should be familiar with this document as it will highlight any additional operational measures they can implement if problems occur at their licensed premises.

The licensing authority and responsible authorities

- 4.6. The licensing authority and responsible authorities may use this document to:
- Offer pre-application advice to applicants
 - Offer advice to applicants and licence holders in general
 - Offer advice to licence holders encountering problems at their premises to address the issue and to promote the licensing objectives. Sometimes, the implementation of good practice measures can be a suitable alternative to enforcement action or the review of a premises licence.
 - Offer advice to licence holders seeking to achieve the City of London Safety Thirst accreditation.

Dealing with problem premises

- 4.7. Where there are problems or concerns identified at licensed premises, the licensing authority or relevant responsible authority will raise these with the licensee at the earliest possible stage and work in partnership with them to prevent or minimise subsequent problems. The licensing authority and/or responsible authority will agree appropriate actions with the licence holder, 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. Licensees can use the 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 celebrates well-run premises through its awards.

5. General – all four licensing objectives

This section provides guidance on good practice for the general promotion of all four licensing objectives. 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, managers, and staff the knowledge and skills to identify and manage risks associated with licensed premises and prevent problems reoccurring.

Risk	Good practice measure
Lack of knowledge or understanding of the Licensing Act 2003	<p>G1 Well trained staff in Licensing Act and related subjects contribute to well-run premises and effective management of risks associated with licensed premises.</p> <p>G2 Formal qualifications - Every designated premises supervisor (DPS) and personal licence holder requires an accredited Award for Personal Licence Holders (APLH). It would be preferential for this training to also be completed by other managers and supervising staff employed at the venue.</p> <p>G3 All front of house staff should be trained in basic licensing law before they are allowed to serve alcohol. This should include (but not limited to)</p> <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 <p>G4 All staff, including SIA door staff, should be trained on premises specific policies relevant to the operation of the business. This might include:</p> <ul style="list-style-type: none"> ● duty of care to vulnerable customers ● first aid (physical and mental health) ● drugs awareness ● conflict management ● weapons policy ● crime scene preservation ● ejection of customers from the premises ● managing external areas and dispersal of customers ● emergency evacuation procedures ● counter terrorism <p>G5 Refresher training should be completed regularly but at least every 12 months.</p> <p>G6 Records should be kept of the date and name of every person trained and be made available for inspection by the police or licensing authority</p>

6. Prevention of crime and disorder

This section provides guidance on good practice for the prevention of crime and disorder at licensed premises. It can help those applying for new licences or varying existing licences in completing their operating schedules. It can also help licence holders identify risks associated with their premises and offers mitigating measures to manage those risks and prevent crime and disorder.

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 a significant contributory factor to levels of crime and disorder 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. 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 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.

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 manage and prevent those risks.

Risk	Good practice measure
Security in and around the premises	<p>CD1 A monitored intruder alarm system installed at licensed premises acts as a deterrent to burglary and vandalism, protecting it when closed or empty.</p> <p>(a) A system that can be remotely accessed/monitored 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.</p> <p>(b) Staff should be familiar with opening and closing procedures to prevent false alarm activations.</p> <p>(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.</p>

Risk	Good practice measure
<p>Security in and around the premises</p>	<p>(d) Emergency exits should be alarmed when the premises are open to the public so that staff are immediately notified of unauthorised opening.</p> <p>CD2 CCTV 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.</p> <p>(a) CCTV cameras should be installed inside and outside the premises with cameras covering all areas accessible to the public 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.</p> <p>(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.</p> <p>(c) The date and time settings on the system must be 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 request where necessary to detect a crime as it is happening or upon a data protection release request.</p> <p>(d) Staff should be trained in using the CCTV system with a record kept of person trained and date. Training records should be made available for inspection by the police or licensing authority upon request.</p> <p>(e) 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.</p> <p>(f) The system should be regularly maintained to ensure it is working correctly with all cameras recording.</p>

Risk	Good practice measure
Security in and around the premises	<p>(g) The system should be password protected and kept in a secure place or lockable room within the premises</p> <p>(h) CCTV systems should comply with the Information Commissioner's Office (ICO) guidance.</p> <p>(i) Signs should be clearly displayed within the premises informing members of the public that CCTV is in use.</p> <p>CD3 External lighting provides an obvious means of crime deterrent. External lighting should be operated by detection devices which will automatically switch lights on where movement is detected.</p> <p>(a) Lights should be checked regularly to ensure they are in good working order.</p> <p>(b) Care should be taken so that external lighting does not impact on neighbours at night.</p> <p>CD4 Security systems should be integrated so that the alarm, CCTV system and lighting work together in an effective manner.</p> <p>CD5 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.</p> <p>(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.</p> <p>(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</p> <p>(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.</p>

Risk	Good practice measure
<p>Security in and around the premises</p>	<p>(d) Door staff should be easily identifiable by wearing a uniform, high visibility jacket or arm bands.</p> <p>(e) 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. Copies of all door staff badges should be kept at the premises and checked with the SIA for validity.</p> <p>(f) Where possible, the same door staff should be used each week, so they are familiar with premises specific policies and procedures.</p> <p>(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.</p> <p>(h) Other staff, such as stewards, at the premises should also be easily identifiable but they must not carry out the duties of a door supervisor if not SIA registered.</p> <p>CD6 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.</p> <p>(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 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</p>

Risk	Good practice measure
<p>Security in and around the premises</p>	<p>(b) Premises should be searched inside and out for suspect packages before, during and after opening hours. Staff should remain vigilant and report any suspicious activity immediately to the Police.</p> <p>(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.</p> <p>(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.</p> <p>(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.</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>(a) Security policies should be formulated in consultation with a police crime prevention officer.</p> <p>(b) All staff must be aware of a premises security policy with records kept of date and name of person trained.</p> <p>CD8 Security reviews should be held regularly between the licence holder or venue manager and door staff provider, to review successes, challenges or areas to improve, with minutes of the meetings recorded.</p> <p>CD9 Daily staff briefings and debriefing will enable licensees to improve working practices in their premises. Briefings can be informal, but any problems identified, or remedial action taken should be recorded.</p>
<p>Crime including conflict, assault, violence, or aggression in and around the premises</p>	<p>CD10 Promoted events may attract larger than usual crowds and some promotions may have crime and disorder associated with them.</p> <p>(a) Where premises are hosting events that are promoted by third parties, the licensee should complete a risk assessment or event management plan in</p>

Risk	Good practice measure
<p>Crime including conflict, assault, violence, or aggression in and around the premises</p>	<p>conjunction with the promoter. The risk assessment or event management plan is the licensee's responsibility and ownership and must be submitted by them to the City of London Police licensing team at least 14 days in advance of the proposed event.</p> <p>(b) As part of the event risk assessment, the licensee should be satisfied that the event promoter has a suitable qualification in managing music promotions, including the provisions of the Licensing Act 2003, admission policies, conflict management, and noise management.</p> <p>(c) In the event that a problem or incident should arise during a promoted event, the licensee should inform City of London Police immediately so that on-site support can be provided to prevent the incident escalating into something more serious.</p> <p>CD11 Management of the door will depend on the size and type of venue, or the event being held there.</p> <p>(a) For large or promoted events, or 'nightclub' events, 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.</p> <p>(b) The number of door supervisors should be determined by a risk assessment considering the size of venue, the type of event and the type of crowd the entertainment is likely to attract. For promoted events, a minimum ratio of 1 door supervisor per 50 customers should be considered.</p> <p>(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.</p> <p>(d) 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>CD12 A door admissions policy including any age restrictions, expected dress code, or the screening of handbags should be widely publicised on any promotional material, website or social media platforms and clearly displayed at the entrance to the premises.</p>

Risk	Good practice measure
<p>Crime including conflict, assault, violence, or aggression in and around the premises</p>	<p>CD13 Refusing entry to persons if they do not meet the standards, if they are underage, intoxicated, disorderly, if they are a known troublemaker, if they refuse to be searched or are in possession of drugs or weapons.</p> <p>CD13</p> <p>(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</p> <p>(b) In the event of a refusal, an entry should be made in an incident logbook. If the refusal relates to possession of drugs or weapons, the Police should be informed.</p> <p>(c) If a customer resists refusal, a manager should be called to confirm the refusal. If after management intervention, the customer insists on admission, the Police should be called to assist.</p> <p>CD14 Escorting or removing persons from the premises who have become drunk or disorderly after admission. All evictions should be recorded in an incident logbook.</p> <p>(a) If a customer becomes violent or aggressive when being escorted off the premises, the Police should be called to assist.</p> <p>CD15 A policy to manage capacity should be adopted to prevent overcrowding / localised overcrowding and patrons possibly becoming aggressive through accidental jostling.</p> <p>(a) For promoted events and large venues, the use of clickers is essential to record the number of patrons inside the premises or moving from room to room.</p> <p>(b) For other events or smaller venues, 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 and avoid conflict, violence, or aggression within the premises.</p> <p>(d) Where a premises holds a special event that is not a promoted event but one that is expected to attract a larger crowd than usual, the licence holder should notify the City of London Police licensing team at least 14 days in advance of the event. They may be able provide support with crowd management during the event.</p>

Risk	Good practice measure
<p>Crime including conflict, assault, violence, or aggression in and around the premises</p>	<p>CD16 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.</p> <p>(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>CD17 Crime scene preservation - 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"> • identifying any injured people, ensuring adequate medical treatment is provided or calling an ambulance • creating a secure and sterile cordon around the scene for the preservation of evidence and life • preventing others from entering the crime scene and not touching anything • 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 • 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. <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>CD18 Conflict management training for staff will provide them with the knowledge and confidence to deal with difficult situations. Trained staff should be able to identify conflict as it develops and take appropriate measures to resolve it before it escalates, which can reduce crime and disorder at the premises.</p>

Risk	Good practice measure
<p>Crime including conflict, assault, violence, or aggression in and around the premises</p>	<p>(a) Training should include dealing with abuse, harassment, threatening behaviour, disorderly conduct, aggression and violence. also cover dealing with, logging and reporting incidents if they occur.</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>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 information with others in the industry 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 network groups, business Whatsapp groups, or through the SentrySIS application, a secure, city-wide data-sharing platform that works in real-time.</p> <p>CD21 Membership of a Safer Business Network or Business Crime Reduction Partnership provides businesses with a local network connection, up-to-date information 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</p>
<p>Drugs and weapons being brought into the premises</p>	<p>CD21 A premises specific drugs and weapons policy is a valuable tool for keeping customers safe. It should address all potential drugs and weapons concerns relevant to the business and offer mitigations, provide a basis for staff training, and 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>

Risk	Good practice measure
<p>Drugs and weapons being brought into the premises</p>	<p>CD22 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>(c) Searches should always be carried out in public areas and covered by CCTV.</p> <p>(d) Searches must only be conducted by door supervisors with a valid SIA door supervisor registration.</p> <p>CD23 Preventing drug dealing at the venue can be achieved through the regular supervision and monitoring of all public areas by roving staff. All public areas should be covered by CCTV cameras and any alcoves or concealed areas should have adequate lighting to enable the capture of clear images.</p> <p>(a) Supervising toilet areas can be effective in discouraging drug selling or use. A toilet attendant may be appropriate for promoted events or on busy nights such as Friday and Saturday.</p> <p>(b) Removal of flat surfaces in toilet areas can reduce the likelihood of drug misuse</p> <p>(c) Regular toilet checks such as swabbing should be considered, and where conducted, these should be documented with date, time and findings.</p> <p>CD24 Calling the police if customers are suspected of being in possession of drugs or weapons. A clear procedure should be agreed with City of London Police about the circumstances in which they expect to be called and all staff must be made aware of this requirement.</p> <p>CD25 Seizing, retaining and documenting any drugs or weapons found with a clear audit trail and a process for surrendering them to the Police.</p>

Risk	Good practice measure
Drugs and weapons being brought into the premises	<p>(a) 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. Procedures should include the wearing of gloves, 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>(b) Any items seized by staff should be done in a public area, witnessed by a colleague and/or in full view of CCTV cameras.</p> <p>CD26 Drug awareness training should be provided for all staff, so they have the knowledge to identify any illegal drug activity at the venue and to recognise symptoms of drug use. A record should be kept of the date and name of person trained, and records should be made available for inspection by the police or licensing authority.</p>
Theft from premises or lost property	<p>CD27 Bag hooks (Chelsea clips) should be provided to prevent bag snatching.</p> <p>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.</p> <p>CD29 Property patrols, managed cloakrooms and toilet attendants can be employed to prevent theft from patrons or the premises.</p> <p>CD30 Premises layout and lighting should be considered. Secluded or dimly lit parts of the premises should be avoided as they can encourage crime.</p> <p>CD31 Mirrors used throughout the premises can aid supervision and act as deterrents to thieves.</p> <p>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.</p> <p>CD33 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</p>

Risk	Good practice measure
Theft from premises or lost property	<p>this allows thieves to 'grab and run'. It may be helpful for alcohol display areas to be covered by CCTV if possible.</p> <p>CD34 Security tagging any items considered a specific target for theft, particularly alcoholic drinks over a certain price level will deter thieves.</p>
Disorder from customers queuing to enter the premises or when leaving the premises	<p>CD35 Reduce the potential for excessive queue 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>CD36 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>(a) 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 Staff training in preventing disorder should be provided to give them the knowledge and confidence to deal with difficult situations. 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>CD38 Drinks promotions should be socially responsible and not encourage excessive drinking.</p> <p>(a) 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>(b) Any drinks promotion should market the availability of soft drinks, and low or alcohol-free alternatives. Club Soda is mindful drinking movement that offers advice to the hospitality industry on a wide range of alcohol-free drinks.</p>

Risk	Good practice measure
Customers getting drunk and dealing with drunken customers	CD39 Staff training on the effects of alcohol and how to spot symptoms of drunkenness should be regularly undertaken to give them the knowledge and confidence to deal with drunken patrons. 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. They should be able to recognise appropriate 'cut off' points for serving drunken customers, to reduce the likelihood of fights or aggressive behaviour. 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.
Consumption of alcohol on the street and street drinkers	CD40 Restrict the sale 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.
Sale of alcohol outside permitted hours	CD41 Lockable shutters can be fitted on display units for alcohol in retail premises, which can be closed and locked at the end of permitted hours.

7. Public Safety

This section provides guidance on good practice for the promotion of public safety at licensed premises. It can help those applying for new licences or 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 increased the risks to public safety. The consumption of alcohol, combined with recreational drug use can make some customers vulnerable and expose them to risks. It is important therefore, 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 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 full risk assessment 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 (HSE) website. A risk assessment should be regularly reviewed and at least every 12 months. (a) All staff should be made aware of the risk assessment and precautionary measures therein. (b) A copy of the risk assessment should be kept at the premises and made available for inspection if required.
	PS2 First aid boxes should be available at the premises and maintained with sufficient in-date stock.
	PS3 A recognised qualification in first aid should be held by at least one member of staff on duty when the premises licence is in use. Other staff should be trained to a basic first aid standard with records kept of the date and name of person trained.
	PS4 A first aid room or quiet room should be made available to anyone requiring medical attention.

General safety of staff and customers	<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, fans, 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. 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.</p> <p>PS7 A policy to manage the capacity should be adopted to prevent overcrowding and/or localised overcrowding.</p> <p>(a) The use of electronic clocking systems, ID scanning systems, clickers, ticket sales or head counts may be appropriate.</p> <p>(b) Consideration should be given to deliberately running below capacity to afford a comfort factor for customers.</p>
Accumulation and disposal of glasses / drinking vessels	<p>PS8 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. Perimeter checks should be made outside the premises for any glasses or bottles.</p> <p>(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 and away from public areas.</p>
Accident or other emergency incident on the premises	<p>PS11 Documented policies to deal with all types of accidents & emergency incidents including fire, should be in place at the premises.</p>

<p>Accident or other emergency incident on the premises</p>	<p>(a) The policies should be based on risk assessments and might include matters such as responding to and recording/reporting of accidents, providing medical care, emergency management, contingency planning and evacuation procedures in the event of fire, bomb threats or suspect packages, when to contact emergency services, and providing support to staff or customers in the aftermath of an accident or incident.</p> <p>(b) Evacuation responsibilities should be clearly communicated to staff, routes and exits should be well defined and evacuation plans exercised regularly.</p> <p>(a) Copies of the accident, emergency incident and fire risk assessments should be kept at the premises and made available for inspection by the fire authority and licensing authority if required.</p> <p>PS12 A fire detection system should be in place at the premises and should be maintained fully functional. The system should be tested regularly with records kept and made available for inspection.</p> <p>PS13 Means of escape 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. 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 Staff training in fire safety 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. 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 on site to record all accidents or incidents and made available for inspection.</p>
<p>Customer Vulnerabilities – drug use, intoxication or drink spiking</p>	<p>PS17 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</p>

<p>Customer Vulnerabilities – drug use, intoxication or drink spiking</p>	<p>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 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 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 seek medical attention where necessary.</p> <p>(b) The policy should clearly express that every effort will be made by staff 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 levels of drunkenness or signs of drug use. Any concerns should be reported back to a manager</p> <p>(c) On no account should anyone suffering from ill effects of drug or alcohol use be ejected from the premises or left alone unmonitored. It is important to unite them with their friends to ensure they get home safely.</p> <p>(d) Guidance for licensees can be found at Safer Nightlife, an online resource produced by the London Drug and Alcohol Policy Forum.</p> <p>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.</p> <p>PS20 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>
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<p>Customer Vulnerabilities – drug use, intoxication or drink spiking</p>	<p>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.</p> <p>(a) Preventative measures might include</p> <ul style="list-style-type: none"> • 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. <p>(b) If a customer suspects that their drink has been spiked, you should report it to the police immediately and record as much information as you can about the incident:</p> <ul style="list-style-type: none"> • full details of the affected person • full description of the suspected perpetrator if known • time and location of the incident • seize, preserve and secure the drinking vessel containing suspected drug until Police arrive • ensure the well-being of the customer, calling an ambulance if required, and ensuring they are with trusted friends <p>(c) A process for this should be clearly set out in your duty of care policy.</p> <p>(c) Further guidance can be found at Local Government Association and Drinkaware</p> <p>PS22 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.</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>(a) Businesses and licensees should develop anti-sexual harassment policies to promote a safer night-time environment in venues, provide information to</p>

<p>Customer Vulnerability – sexual harassment</p>	<p>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</p> <p>(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.</p> <p>(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</p> <p>(d) Campaign posters such as 'Reframe the Night' can be displayed at premises to help change people's attitudes to harassment.</p>
<p>Customer Vulnerability – suicide</p>	<p>PS24 Licensed premises within high rise buildings with outdoor roof terraces could create potential suicide risks to vulnerable persons.</p> <p>(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</p> <p>(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</p> <p>(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.</p>

<p>Smoking on the premises</p>	<p>PS25 Staff should be aware of their responsibilities regarding smoke-free legislation, including the use of e-cigarettes, and for monitoring compliance.</p>
<p>Safety of customers when leaving the premises</p>	<p>PS26 Discourage drink driving by promoting schemes such as Designated Driver, with notices clearly displayed throughout the premises.</p> <p>PS27 Display information to customers on safe travel at night options, including public transport options, access to licensed taxi cabs / taxi ranks and licensed pre-booked private hire vehicles.</p> <p>PS28 A ‘chill out’ period at the end of an evening can facilitate a slow dispersal from the premises allowing door staff to manage any problem individuals or anti-social behaviour / clashes with groups from other venues.</p> <p>PS29 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>(a) 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>

8. Prevention of public nuisance

This section provides guidance on good practice for the prevention and management of public nuisance from licensed premises. It can help those applying for new licences or varying existing licences in completing their operating schedules. It can also 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 are major 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 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 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 premises specific noise management policy should be in place that sets out sound attenuation measures to prevent or control noise break out of music, singing or speech from the premises.</p> <p>(a) The policy should preferably be based on the findings of an acoustic consultant's assessment.</p> <p>(b) 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

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

(d) Use an approved list of DJs, event promoters or other entertainment providers who have signed up to the policy.

PN2 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.

(a) Windows should be sound insulated.

(b) Emergency exits should be sealed acoustic doors.

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

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

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

(a) The sound limiting device should always be used when music or other forms of entertainment is taking place, including all externally promoted events.

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

PN4 Locate entertainment facilities such as DJ booth, stage, and speakers inside the premises and not position them near or pointing at doors and windows. Rubber speaker mounts can be used to minimise structure borne noise.

PN5 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.

(a) Noise monitoring should actively be carried out on a regular basis and particularly 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.

<p>Music, singing and speech noise breakout from the premises</p>	<p>PN6 A logbook 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. The logbook 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 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 when the premises licence is in use.</p>
<p>Noise and nuisance from customers arriving and leaving the premises</p>	<p>PN8 Reduce the potential for excessive queue lines with a well-managed and efficient door policy.</p> <p>(a) Long queues should be avoided, and any queues should be directed away from residential properties.</p> <p>(b) 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>(c) In residential areas, consider restricting admittance or re-admittance to the premises after 11pm.</p> <p>PN9 A customer dispersal policy can minimise noise disturbance to 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>(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>(b) Sufficient staff should be available at the end of the evening to manage a controlled shut down of the premises, to aid dispersal and maintain good order as customers leave.</p> <p>PN10 Display prominent notices close to the exit doors, requesting patrons to leave the area quickly and quietly.</p> <p>(a) Make announcements at the end of an evening, requesting patrons to leave the premises and area quickly and quietly</p>

<p>Noise and nuisance from customers arriving and leaving the premises</p>	<p>(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.</p> <p>PN11 Provide an internal waiting area for customers waiting for taxis to prevent noise disturbance to neighbours. Steps should be taken to ensure that customers board their taxi or private hire vehicle as quickly and quietly as possible to prevent engines idling unnecessarily or horns being sounded.</p>
<p>Noise, nuisance, anti-social behaviour, or odours from customers using external areas such as beer gardens, roof terraces, forecourts, pavement licenced areas, or public highway / open spaces.</p>	<p>PN12 Display prominent signs in external areas such as beer gardens, roof terraces, pavement licensed areas and forecourts asking customers to be respectful to neighbouring property owners and to keep noise to a minimum.</p> <p>PN13 Restrict the use of external areas after 10pm if premises are in a residential area. Some areas in the City may require earlier finish times depending on sensitivity.</p> <p>PN14 Door supervisors or staff should regularly monitor and manage external areas to ensure that customers are not obstructing the highway or causing a disturbance to residents.</p> <p>(a) Do not permit customers to obstruct the public 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.</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>PN15 Limit the number of smokers permitted outside at any one time after a certain time, discourage smokers from loitering outside by not permitting them to take their drinks with them and removing external furniture after a certain time and locate smoking areas away from residential premises</p> <p>PN16 Locate designated smoking areas away from residential properties or offices</p>

Noise from staff and entertainment providers leaving the premises	PN17 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 manner as to avoid causing disturbance to nearby residents. This includes the loading and unloading of artists' equipment.
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 Use rubber matting for the movement of barrels, cylinders and bottles.</p>
Litter and waste around the premises	<p>PN20 Flyers should not be distributed outside the premises by the licence holder, any staff employed by the licence holder, or by promoters of events at their premises.</p> <p>(a) Procedures should be in place for the prompt collection of street litter generated by the premises for example flyers, cigarette butts, disposable e-cigarettes, 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	PN21 External lighting for the premises should be turned off after the premises are closed to the public.
Noise or odours from plant and machinery or alarms	<p>PN22 Plant and machinery should not cause nuisance to 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 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.</p>

9. Protection of children from harm

This section provides guidance on good practice for the protection of children from harm at licensed premises. It can help those applying for new licences or varying existing licences in completing their operating schedules. It can also help licence holders with the protection 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. This is best achieved through a premises risk assessment.

Licence holders should have 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 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. All staff including door staff and bar staff should be trained on the policy.</p> <p>CH2 Restrict access to children depending on the nature of the business and / or circumstances.</p> <p>(a) The admission of children can be restricted up until a specified time in the evening.</p> <p>(b) The admittance of children can only be permitted if they are accompanied by an adult.</p>
Underage sales of alcohol	<p>CH3 Operate a strict 'No ID, No Sale' policy. 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. 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)</p> <p>(a) Only accept photographic driving licences, passports or PASS (Proof of Age Standards Scheme) cards</p>

<p>Underage sales of alcohol (cont.)</p>	<p>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</p> <p>(b) Use till prompts to remind staff to ask for proof of age.</p> <p>(c) Prominently advertise the scheme in your premises so that customers are aware and display proof of age signs at the point of sale.</p> <p>CH4 Display posters at the premises stating that it is an offence to purchase alcohol on behalf of an underage person (proxy sales).</p> <p>CH5 Adverts or promotions for alcohol should not appeal to young persons.</p> <p>CH6 Keep a refusals 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.</p> <p>(a) The 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</p> <p>(b) The logbook or electronic record should be reviewed on a regular basis to see if any patterns emerge.</p> <p>CH7 Staff training 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. A record should be kept of the date and name of person trained.</p>
<p>Access to age restricted films</p>	<p>CH8 Adequate provisions for restricting children from viewing age restricted films should be in place at the premises.</p> <p>(a) 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>

<p>Access to age restricted gaming machines</p>	<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>
<p>Access to entertainment of an adult nature</p>	<p>CH10 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>
<p>Child Sexual Exploitation at licensed premises</p>	<p>CH12 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:</p> <ul style="list-style-type: none"> • include within their business operating policy or duty of care policy, provisions to protect young people from child sexual exploitation • report any suspicious activities or concerns about possible perpetrators of child sexual exploitation to the Police

Useful Contacts

City of London 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 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

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.highfieldlearning.com>

B

British Beer and Pub Association (BBPA)

<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 Business Healthy

<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>

I

Information Commissioner's Office

<https://ico.org.uk>

Institute of Acoustics

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

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>

Police Protect UK (incorporating National Counter Terrorism Security Office (NaCTSO))

<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>

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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