

Police Conditions – Agreed with applicant.**UNDER THE PREVENTION OF CRIME AND DISORDER LICENSING OBJECTIVE**

Delete everything and replace with:-

CCTV

The premises shall install operate and maintain a comprehensive digital colour CCTV system.

All public areas of the licensed premises including entry and exit points will be covered, including any outside areas under the control of the premises licence holder.

The system must record clear images permitting the identification of individuals, and in particular enable facial recognition images (a clear head and shoulder image) of every person entering and leaving in any light condition.

The CCTV system will continually record whilst the premises are open for licensable activities and during all times when customers remain on the premises.

All equipment must have a constant and accurate time and date generation.

All recordings will be stored for a minimum period of 14 days with date and time stamping.

Viewable copies of recordings will be provided on request to the Police or local authority officers as soon as is reasonably practicable and in accordance with the Data Protection Act 2018 (or any replacement legislation) a staff member from the premises who is conversant with the operation of the CCTV system, shall be on the premises at all times when the premises are open. This staff member must be able to provide an authorised officer of a responsible authority, copies of recent CCTV images or data with absolute minimum of delay when requested in accordance with the Data Protection Act 2018 (or any replacement legislation).

The CCTV system will be capable of downloading images to a recognisable viewable format.

There will be security measures in place to ensure the integrity of the system to prevent the tampering with, and deletion of, images.

If the CCTV equipment is inoperative the Licensing Authority must be informed within seven days and immediate steps must be taken to restore the equipment to full working order.

Add the following new condition:-

INCIDENT LOG

An incident log shall be kept and maintained at the premises which will include a log of the following, including pertinent details:

- i. Any incidents of disorder or of a violent or anti-social nature
- ii. All crimes reported to the venue, or by the venue to the police
- iii. All ejections of patrons
- iv. Any complaints received
- v. Seizures of drugs or offensive weapons
- vi. Any faults in the CCTV system
- vii. Any visits by a responsible authority (under the Licensing Act 2003) or emergency service.

Records must be completed within 24 hours of any incident, and will contain the time and date, the nature of the incident, the people involved, the action taken and details

of the person responsible for the management of the premises at the time of the incident.

The logs shall be kept for at least 12 months following the date of entry and be made available for inspection and copying upon request of an authorised officer of a responsible authority.

UNDER THE PUBLIC SAFETY LICENSING OBJECTIVE

Retain the following sentences:-

“Alcohol and soft drinks in the Pool House Bar & Restaurant will be served in high quality polycarbonate glassware for customers consuming drinks in all external areas of the complex. A personal licence holder will be at the premises at all times when alcohol is being sold or regulated entertainment is being provided.”

Delete the following as this is covered under fire safety legislation as opposed to the Licensing Act:-

“We have conducted a suitable fire risk assessment at the premises and implemented the necessary control measures. Exit doors from the premises will be regularly checked to ensure they function satisfactorily. All fire doors are maintained unobstructed and will not be held open other than with approved devices. Upholstered seating is fire retardant and complies with current fire regulations. Furniture and temporary decorations are located so as not to obstruct exits, fire safety signs or firefighting equipment. Fire safety signs are adequately illuminated. Notices dealing the actions to be taken in the event of a fire will be prominently displayed and maintained in good condition. Access is provided for the emergency vehicles and kept clear at all times. Fire drill, emergency light testing will be conducted regularly and records kept to be available on request. The new swimming pool has been risk assessed and the relevant safety and cleaning checks will be conducted daily.”

Retain the following sentences:-

When the swimming pool is not in use there is a retractable metal cover for the entire pool surface which can take the weight of a person. There are adequate arrangements within the entire premises for disabled guests.

Adequate and appropriate first aid equipment is available in all areas of the premises.

At least one trained First Aider will be on duty when the public are present in the premises. A full fire and security check of the premises is conducted and recorded by a Duty Manager 5 times over a 24 hour period.

Add the following new condition:-

STAFF TRAINING

All staff engaged in licensable activity at the premises will receive training and information in relation to the following:

- i. The Challenge 25 scheme in operation at the premises, including the forms of identification that are acceptable.
- ii. The hours and activities permitted by the premises licence issued under the Licensing Act 2003 and conditions attached to the licence.
- iii. How to complete and maintain the refusal register in operation at the premises (in relation to the sale of alcohol).
- iv. Recognising the signs of drunkenness.

- v. The operating procedures for refusing service to any person who is drunk, under-age or appears to be under-age, or appears to be making a proxy purchase.
- vi. Action to be taken in the event of an emergency, including reporting an incident to the emergency services.

Training shall be recorded in documentary form and shall be regularly refreshed at no greater than 12 month intervals. Training records shall be made available for inspection and copying at reasonable times upon request of an authorised officer of a responsible authority.

Training records will be retained for at least 12 months.

Add the following conditions from your existing licence:-

No customers will be permitted to take open containers of alcoholic or soft drinks from the premises.

The licence holder or staff authorised by them will check the premises before it opens to the public to ensure there are no risks to patrons and that all safety precautions are in place.

All safety certificates and inspection reports will be kept on site and made available for inspection by officers of relevant statutory bodies.

Membership of the Local Licensees Association must be maintained and the license holder or their representative must attend meetings and participate in all relevant initiatives.

All bottles and glasses and rubbish must be removed from public areas on a regular and frequent basis.

UNDER THE PREVENTION OF PUBLIC NUISANCE LICENSING OBJECTIVE

Retain what you have offered and add the following conditions from your existing licence:-

All electronically amplified regulated entertainment must be played through the in-house PA system which is only to be operational in the designated rooms and not through any independent systems provided by the entertainers. The controls for the in-house PA system must only be accessible by the Premises Licence Holder or people authorised by them.

The telephone numbers of local taxi operators will be made available at reception for the benefit of customers.

Notices will be displayed in appropriate areas requesting people to leave the premises and the area quietly and to respect the neighbours.

A noise limiting device must be installed and maintained to the satisfaction of East Devon District Council's Environmental Health Service. The level must be set by an Environmental Health Officer of East Devon District Council.

All external windows and doors to any room where regulated entertainment is taking place must be kept closed except for access and egress.

Amplified music must only be played in the rooms marked as Music Room and Drawing Room and the **Pool House** on the **plans** submitted to and approved by the Licensing Authority.

The licence holder, or persons authorised by them, must control the volume of regulated entertainment taking place at the premises.

UNDER THE PROTECTION OF CHILDREN FROM HARM LICENSING OBJECTIVE

Delete everything and replace with:-

CHALLENGE 25

There will be in place a written age verification policy in relation to the sale or supply of alcohol, which will specify a

Challenge 25 proof of age requirement. This means that staff working at the premises must ask individuals who

appear to be under 25 years of age, attempting to purchase alcohol, to produce identification. The only acceptable identification documents will be:

- A photo driving licence
- A passport
- An identification card carrying the PASS hologram

Unless such identification is produced the sale of alcohol must be refused.

This policy will include documented steps taken to prevent adults from purchasing alcohol for or on behalf of children under 18.

REFUSALS REGISTER

An alcohol sales refusal register shall be kept at the premises and be maintained to include details of all alcohol sales refused. The register will include:

- i. the date and time of refusal
- ii. the reason for refusal
- iii. details of the person refusing the sale
- iv. description of the customer
- v. any other relevant observations.

The refusals register will be made available for inspection and copying on request of an authorised officer of a responsible authority.

All entries must be made within 24 hours of the refusal.

Add the following conditions from your existing licence:-

Children will be supervised by parents at all times.

No under 18's will be permitted without an adult to supervise.

I have also noted that there are also fourteen ANNEXE 3 conditions as on your existing licence that were added following a hearing by the Licensing Authority on the grant of your existing licence, I have incorporated these into the conditions above.

Environmental Health Conditions – Agreed with applicant.

I have reviewed your submitted licensing application, due to the close proximity of a noise sensitive property I have concerns in relation to noise. Taking this into consideration I recommend approval with conditions attached:

In order to ensure that the noise climate of the surrounding area will be protected from music noise the following noise conditions are recommended:

- A noise management plan (NMP) connected with the premises shall be planned and implemented in full. The NMP shall be sufficient to ensure that the music noise level from any regulated entertainment shall meet with part 2 of this condition.
- Between the hours of 07:00 and 23:00 the A-weighted equivalent continuous noise level (LAeq 15min) emanating from the premises, when measured or determined at the boundary of any noise sensitive property* over any 15 minute period with entertainment taking place, must not exceed the background noise level (LA90 15min) by more than 5 dB(A) with no entertainment taking place.
- Between the hours of 23:00 and 07:00 the A-weighted equivalent continuous noise level (LAeq5min) emanating from the premises, when measured or determined at the facade of any noise sensitive property* over any 5 minute period with entertainment taking place, must not exceed the background noise level (LA90 5min) with no entertainment taking place.
- *Where access to the nearest sound-sensitive property is not possible, measurements shall be undertaken at an appropriate location and corrected to establish the noise levels at the nearest noise sensitive property.

Reason: To protect the amenity of local residents from noise.