

APPENDIX I

Conditions for the Loft, 11a Church Street, Exmouth, EX8 1PE

Crime and Disorder

Staff training

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

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

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 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.

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CCTV

The premises shall install operate and maintain a comprehensive digital colour CCTV system to the satisfaction of the Police and Local Authority.

CCTV for the roof terrace, first and second floor stairs must be installed, operated and maintained to the satisfaction of the Licensing Authority.

All public areas of the licensed premises including entry and exit points will be covered.

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 recordings will be stored for a minimum period of 28 days with date and time stamping.

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

If the CCTV equipment is inoperative, the Police and Local Authority must be informed as soon as possible and immediate steps will be taken to put the equipment back into action.

Drugs

A written drugs policy shall be in place and operated at the premises. It must detail the actions taken to minimise the opportunity to use or supply illegal substances within the premises. The policy must be made available for inspection and copying upon request by an authorised officer of a responsible authority.

A zero-tolerance approach to drugs will be promoted via signage in the premises. Any person found to be in possession of drugs must be reported to the Police immediately upon being apprehended.

At all times that the premises are open to the public regular toilet checks are conducted and documented accordingly. Checks are to be documented.

A clear and legible notice must be prominently displayed at all entrances to the premises advising those attending, that the Police will be informed if anyone is found in possession of controlled substances or weapons.

Risk Assessments and Door Staff

When the premises hold an event the Premises Licence Holder or Designated Premises Supervisor will risk assess the need for SIA registered door staff.

The number of SIA licensed door supervisors employed shall be in accordance with the following ratio: A minimum of two (2) door supervisors will be employed for the first one hundred and fifty (150) customers and one door supervisor for every seventy-five (75) thereafter.

A minimum of one (1) SIA licensed door supervisors shall be positioned at the exit(s) from the premises at closing time.

A minimum of two (2) SIA licensed door supervisors shall always be on duty at the entrance of the premises until the premises have closed and all customers have left.

All SIA licensed door supervisors shall wear distinctive clothing or insignia to clearly identify them as door supervisors. Door supervisors on duty at the entrance(s) shall wear 'high visibility' clothing (such as a jacket or waistcoat).

The following details for each door supervisor will be contemporaneously entered into a register kept for that purpose:

- (i) Full name
- (ii) SIA licence/badge number, and registration number of any accreditation scheme recognised by the Licensing Authority (including expiry date of that registration or accreditation)
- (iii) The date and time they began their duty
- (iv) The date and time they completed their duty
- (v) The full details of any agency through which they have been allocated to work at the premises if appropriate

The register shall be available for inspection and copying at all reasonable times by an authorised officer of a responsible authority.

The register shall be always kept at the premises and be so maintained as to enable an authorised officer to establish the particulars of all door supervisors engaged at the premises during the period of not less than 12 months prior to the request.

SIA licensed door supervisors will be responsible for ensuring the safe, quiet and orderly dispersal of customers from the premises and the immediate vicinity of the premises.

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

Public Nuisance

Clear and legible notices shall be prominently displayed at the exit requesting patrons to respect the needs of residents and businesses and to leave the vicinity as quickly and quietly as possible.

The handling of kegs, bottles cleaning equipment, bottle disposal and similar items shall not take place after 2200 Hours or before 0800 hours.

No deliveries (in relation to licensable activities) to the premises shall take place between 2000 hours and 0800 hours.

When issues are identified approaches will be made to patrons, who will be asked not to stand around talking in the street outside the premises or any car park; and asked to leave the vicinity as quickly and quietly as possible.

Noise levels in outside areas will be monitored and controlled to minimise any potential impact on residents. Customers will be advised of the need to respect residents where appropriate. Any patrons continuing to cause any disturbance or disorder will be asked to leave the premises.

The collection of glasses and bottles shall be undertaken at regular intervals to ensure there is no build-up of empties in and around the premises.

Customers must not be allowed to take open or sealed containers of drink onto the roof terrace after 9.00 pm.

Public Safety.

A logbook or recording system shall be kept upon the premise in which shall be entered particulars of inspections made; those required to be made by statute, and information compiled to comply with any public safety condition attached to the premises licence that requires the recording of such information. The logbook shall be kept available for inspection when required by persons authorised by the Licensing Act 2003 or authorised legislation.

Protection of Children from Harm.

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:

- v. A photo driving licence
- vi. A passport
- vii. An identification card carrying the PASS hologram

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

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 the 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.

Children attending at the premises must only be permitted entry if accompanied and supervised by an adult and must leave the premises by 9 p.m.