

Conditions Agreed – Appendix 2

Prevention of Crime & Disorder

CCTV

CCTV will be provided in the form of a recordable system, capable of providing pictures of EVIDENTIAL QUALITY in all lighting conditions particularly facial recognition.

Cameras shall encompass all ingress and egress to the premises, fire exits, outside areas, and all areas where the sale/ supply of alcohol occurs.

A monitor shall be mounted on the wall at the premises where it is clearly visible to all members of the public. The monitor shall show the live CCTV footage being recorded.

Equipment MUST be maintained in good working order, be correctly time and date stamped, recordings MUST be kept in date order, numbered sequentially and kept for a period of 31 days and handed to Police on demand.

The Premises Licence Holder must always ensure a DPS or appointed member of staff is capable and competent at downloading CCTV footage in a recordable format to the Police/Local Authority on demand.

The Recording equipment along with any footage shall be kept in a secure environment under the control of the DPS or other responsible named individual/s.

An operational daily log report must be maintained endorsed by signature, indicating the system has been checked and is compliant, in the event of any failings, actions taken are to be recorded.

In the event of technical failure of the CCTV equipment the Premises Licence holder/DPS MUST report the failure to the Police on contact number 101 immediately

Staff Training

All staff engaged in the sale of alcohol to be trained in responsible alcohol retailing to the minimum standard of BIIAB Level 1 or any equivalent training course within 1 month of commencing employment at the premises. Where there are existing staff this training shall be completed within 3 months of the date that this condition first appears on the licence. No person shall be authorised to sell or supply alcohol until this training is completed. Refresher training will be conducted at 6 monthly intervals. Training records shall be kept on the premises and produced to the police or an "authorised person" (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand

Incident Log

An incident log must be kept at the premises, and made immediately available on request to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police, which must record the following:

- a) all crimes reported to the venue
- b) all ejections of patrons
- c) any complaints received
- d) any incidents of disorder
- e) seizures of drugs or offensive weapons
- f) any faults in the CCTV system or searching equipment or scanning
- g) any refusal of the sale of alcohol
- h) any visit by a relevant authority or emergency service.

Public Safety

Fire Risk Assessment will be conducted, kept on the premises, and made available to an officer of any Responsible Authority for inspection on request

Prevention of Public Nuisance

The premises licence holder will operate the business with general consideration in respect of the neighbouring properties.

Delivery drivers shall conduct the delivery in a manner that will not cause a noise disturbance to the occupiers of any residential properties surrounding the delivery address. This includes the avoidance of slamming doors, playing loud music, shouting, over-revving engines and sounding horns to signal their arrival

Clear and prominent notices will be displayed at the exit, requesting patrons be quiet and have consideration for neighbours in the vicinity.

Bottles or commercial waste collections and staff decanting empty bottles or other glass vessels into waste containers must do so between 08:00 and 21:00hrs.

Protection of Children from Harm

Age Verification Scheme – Challenge 25

The premises shall operate a Challenge 25 Policy. Such policy shall be written down and kept at the premises. The policy shall be produced on demand of an authorised person' (as defined by Section 13 of the Licensing Act 2003) or the police or an authorised Trading Standards Officer of Herefordshire Council. Prominent, clear and legible signage (in not less than 32 font bold) shall also be displayed at all entrances to the premises as well as at, at least one location behind any bar advertising the scheme operated.

Written Delegated Authority

All staff involved in the sale of alcohol shall be authorised to sell alcohol in writing and a record of the authorisation will be kept on site available for inspection

Alcohol On Sales

The supply of alcohol for consumption on the premises must be ancillary to the consumption of food, or to persons waiting for a takeaway order to be processed, with the exception of private events.

Alcohol Off Sales

Alcohol for consumption off the premises may only be provided in sealed containers. Alcohol supplied by delivery must be delivered to a residential or business address, and may not be delivered to an open space, street, car park, or public park. The alcohol part of any order placed for delivery shall be packaged separately from the food, for ease of retention by the driver in the event of refusal.

Refusal Log

A written or electronic register of refusals will be kept including a description of the people who have been unable to provide required Identification to prove their age. Such records shall be kept for a period of 12 months and will be collected on a daily basis by the Designated Premises Supervisor and produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.

No adult entertainment or services or activities must take place at the premises (Adult Entertainment includes, but is not restricted to, such entertainment or services which

would generally include topless bar staff, striptease, lap-table, or pole-dancing, performances involving feigned violence or horrific incidents, feigned or actual sexual acts or fetishism, or entertainment involving strong and offensive language).

Challenge 25 - Deliveries

All people and staff involved in the delivery of alcohol, including the premises licence holder/designated premises supervisor, employees, or third-party couriers, must be satisfied that the person to whom an order containing alcohol is being delivered is 18 years or over.

If acceptable photographic age verification documents cannot be produced on request, the delivery shall be refused, and alcohol returned to the licensed premises. Deliveries must be given to a person who satisfies the Challenge 25 criteria and not left in a safe place for later collection.

Deliveries shall be refused to any person who is, or who appears to be intoxicated by through alcohol or drugs, in which case the alcohol shall be returned to the licensed premises.

The premises licence holder shall keep records of or have access to all alcohol orders. For each order containing alcohol, records shall include:

- a. the name and address of who made the order
- b. age verification at the point of order
- c. any refusals made at the point of order
- d. the items ordered
- e. the date and time of the despatch
- f. details of the delivery provider/driver
- g. the date and time of delivery
- h. the full postal delivery address
- i. detail of identification/proof of age documents received
- j. details of any refusals at the point of delivery including reasons.

Records shall be retained by the Licence-Holder for a period of 12 months and be produced on request for inspection by a police officer or an authorised person of the licensing authority.