

# Premises Licence

Issued in accordance with The Licensing Act 2003

**Name of Premises:** Canalside

**Address of Premises:** Castlecroft Lane  
Wolverhampton  
West Midlands  
WV3 8JU

**Premises Licence Number:** 23/31527/PRE– Full Variation

**Date of Last Update:** 26<sup>th</sup> September 2023

## 1. Opening hours of the premises

**Normal Hours:** Monday to Thursday 1700 to 2300 hours  
Friday 1600 to 2300 hours  
Saturday 1200 to 2300 hours  
Sunday 1200 to 2200 hours

**Seasonal Variations:** None

**Non-Standard Hours:** A further additional hour into the morning following every Sunday and Monday for each May bank holiday, Spring/Whitsun bank holiday and every August bank holiday weekend.

## 2. Licensable Activities authorised by the licence and the times the licence authorises the carrying out of these activities:

**Activity:** **Sale/Supply of alcohol on the premises**

**Normal Hours:** Monday to Thursday 1700 to 2300 hours  
Friday 1600 to 2300 hours  
Saturday 1200 to 2300 hours  
Sunday 1200 2200 hours  
With thirty minutes time to be called for drinking up before closing on all days of the week.

**Seasonal Variations:** None

**Non-Standard Hours:** A further additional hour into the morning following every Sunday and Monday for each May bank holiday, Spring/Whitsun bank holiday and every August bank holiday weekend.

**Activity:** **Sale/Supply of alcohol off the premises**

**Normal Hours:** Monday to Thursday 1700 to 2100 hours  
Friday 1600 to 2100 hours  
Saturday to Sunday 1200 to 2100 hours

**Seasonal Variations:** None

**Non-Standard Hours:** None

**Activity:** **Recorded Music**

**Normal Hours:** Monday to Thursday 1700 to 2300 hours  
Friday 1600 to 2300 hours  
Saturday 1200 to 2300 hours  
Sunday 1200 2200 hours

**Seasonal Variations:** None

**Non-Standard Timing:** A further additional hour into the morning following every Sunday and Monday for each May bank holiday, Spring/Whitsun bank holiday and every August bank holiday weekend.

**3. Name of the Designated Premises Supervisor if the sale of alcohol is involved**

Ravi Chopra  
Personal Licence Number - PA1390  
Issued by South Staffordshire Council

**4. Is access to the premises by children restricted or prohibited**

Provision only as prohibited or restricted under the Licensing Act 2003

**5. Name, (registered) address of the holder of the premises licence**

Ravi Chopra  
The Dairy  
Nurton Hall Farm  
Wolverhampton Road  
WV6 7AD

## **Mandatory Licensing Conditions (Licensing Act 2003)**

### **Mandatory conditions as required by the Act will apply to the licence.**

It is the responsibility of the Premises Licence Holder and the Designated Premises Supervisor to ensure that they are conversant and compliant with all current mandatory conditions in relation to the Licensing Act 2003.

## **Conditions consistent with the Operating Schedule**

### **General**

#### **Prevention of Crime & Disorder**

An Incident Log must be maintained at the premises and a written record of any incident that occurs at the premises must be appropriately recorded.

Where it is deemed appropriate, the incident must be immediately reported to the West Midlands Police.

An incident log will be kept and produced to all Responsible Authorities upon reasonable request.

CCTV will be kept for 31 days.

At least one member of staff to be on duty who is trained to download the systems image should any member of a responsible authority make a request.

CCTV will cover all public areas where licensable activity takes place and when the premises is open to the public.

CCTV will also cover behind the bar areas, entrance/exits and smoking areas. The time and date will be set correctly.

CCTV to be made available on request and without any undue delay to the police or a member of a Responsible Authority.

Alcohol for consumption on the premises must not be sold less than 15 minutes before the premises' scheduled closing time.

Customers permitted to temporarily leave and then re-enter the premises after 23:00, e.g. to smoke, shall not be permitted to take drinks or glass containers with them.

Only patrons ordering table meals, seated refreshments and/or services shall be permitted to purchase alcohol for supply off the premises.

Any supply of alcohol for consumption off the premises must be within a sealed container.

### **Public Safety**

Lighting around the premises.

The premises will be restricted to a maximum capacity of 200 persons (including staff) and suitable management procedures will be adopted to ensure that the capacity is not exceeded, such as clickers, ticketing or a simple headcount.

This will feature in the Fire Risk Assessment.

The fire alarms system will be installed in accordance with British Standard 5839-1 and a copy of the commissioning certificates for the fire alarm will be provided to the Fire Authority prior to the premises being occupied by members of the public.

Break glass call points will only need to be provided behind the bar and in the kitchen.

The emergency lighting system will be installed in accordance with British Standard 5266-1 and a copy of the commissioning certificates for the emergency lighting will be provided to the Fire Authority prior to the premises being occupied by members of the public.

Maintained and illuminated fire exit signage boxed will be provided above the fire exit and lobby door leading to the front fire exit.

The wooden cladding used to line the walls will be treated with intumescent paint or varnish to achieve surface class spread of flame rating class 1.

The kitchen fire door will be provided with an intumescent strip and cold smoke seal.

The designated premises supervisor shall ensure that tables are cleared of all bottles and glasses on a regular basis during trading hours to avoid an accumulation of glassware.

### **Prevention of Public Nuisance**

Noise and vibration should not be allowed to emanate from the premises so as to cause nuisance to nearby properties or residents.

All doors and windows to remain closed, except to allow for ingress and exit of customers, during periods of public entertainment.

Alcohol (off sales) shall only be delivered to a residential or business address and shall not be delivered to a person in a public place, e.g., a car park, a street corner, a bus stop etc.

Signs will be displayed visible at all premises exits to request that customers leave the premises and area quietly.

No service of food/drinks will take place outside the building after 2300 hrs, and no alcohol is to be taken into or consumed in the outside seating area between 23:00 and close of business.

A Noise Management Plan will be operated at all times that Regulated entertainment is carried out at the premises and these records will be retained at the premises.

### **Protection of Children from harm**

All staff to be trained in challenge 25.

All appropriate checks will be undertaken by all staff to ensure no sale of alcohol is made to underage persons.

All staff to receive training and refresher training every 6 months on their responsibilities with regard to licensing legislation.

Training to be documented and shown to members of a Responsible Authority upon request.

A challenge 25 policy will be enforced at the premises. All persons appearing to be under the age of 25 will be challenged and will be asked to provide identification in the form of a driving licence/passport/valid proof of age ID card.

An electronic or written refusals log will be maintained at the premises with a record of all refusals of admission or service, including the sale of alcohol. The refusals log will include the basis of a refusal; the person making the decision to refuse; the date and time of refusal. The refusals log will be kept for at least 12 months and will be produced to an officer of a responsible authority upon request.

No children under the age of 16 are permitted in the restaurant after 2100 hrs, with the exception of those attending family celebrations; and only then when accompanied by a supervising adult.

1. All delivery drivers must undertake Challenge 25 verification at the point of delivery for all and any goods at the point of delivery. All transactions are to be documented, detailing the order number, recipient and delivery address. This record is to be made immediately available upon the request of any authorised officer of a Responsible Authority.

2. When age restricted goods are delivered to a customer's address, the person who takes receipt of the goods must be subject to a Challenge 25 verification. Where age verification is required, it must consist of an original valid photographic identity document such as a driving licence, a military identification card or a proof of age card carrying a PASS hologram.

3. The Premises Licence Holder shall maintain an accurate and up to date record of all sales of alcohol made via remotes means. This information shall be made immediately available to the Police and authorised officers when requested.

**Conditions attached following Statutory Licence Sub-committee dated 26.09.2023.**

A properly calibrated digital CCTV system shall be put in place which covers all entry/exit points of the premises and all areas where alcohol/money is served/taken, all areas where the public have access, to include the immediate curtilage outside the premises which includes the outside seating and smoking areas. The system must be installed and maintained in working order at the premises at all times when the premises is open for business. The system's recorded images and video must be in high definition, in colour, have the correct date and time stamp and be kept for at least 31 days unedited. The footage must enable frontal facial identification of every person entering the premises, in any light condition.

At least one designated member of staff must be trained to use the CCTV system and be available to provide downloads upon request or in any case, within 24 hours of any request made by any authorised officer of a Responsible Authority. Images and video will be downloadable in a suitable format by the Premises Licence Holder and provided to any authorised officer of a Responsible Authority upon "Immediate" request.

An incident log shall be kept at the premises, and made immediately available on request to any authorised officer of a Responsible Authority which must record the following:

- all crimes reported to the venue
- all ejections from the premises
- all complaints received
- all incidents of disorder
- all refusal of the sale of alcohol
- all visits by a relevant authority or emergency service
- any faults detected with the CCTV system

An incident log must be kept detailing the identities where known, of any persons in and outside the venue involved in any altercations, arguments or differences along with CCTV footage which must be completed, checked and signed on a daily basis by the DPS and Premises Licence Holder whenever the premises is open for business and be available for inspection immediately upon request by an authorised officer of a Responsible Authority.

The Premises Licence Holder must notify West Midlands Police of the details of all pre-booked events in writing at least 7 clear days before the event to include the names, contact telephone number, address, date of birth and date of the intended event booker in question, with details of all entertainment to be provided.

The Premises Licence Holder and their staff shall co-operate with West Midlands Police to provide any further information required by the police to enable the police to arrive at an informed risk assessment and decision regarding any anticipated event to be held in the premises.

Any objection raised and communicated by West Midlands Police to any proposed event shall mean that the event cannot be held, so long as its decision is communicated to the Premises Licence Holder 48 clear hours in advance by email or such other means of instantaneous communication it deems fitting.

A minimum of one SIA door supervisor must be engaged at a ratio of 1:100 for any pre booked event held in the premises and for any events including Temporary Event Notices (TENs) held in the premises, and who must:

- risk assess the appropriate number of door supervisors required for any events held in the premises.
- ensure that all door supervisors on duty wear a uniform which clearly identifies them to the public as door supervisors, with high visibility jackets, vests, head gear and luminescent SIA identification holder armbands.
- be equipped where required with individual radio link communication equipment.
- maintain a register for all engaged door supervisor(s) which must be signed at the start and end of any shift and include details of names, employers, telephone numbers and SIA badge numbers.
- Ensure that all door supervisor(s) are briefed in advance of any scheduled events to include details of the event, record start and finish times, and all applicable resources and equipment to be deployed.
- Ensure that door supervisor(s) are equipped with body worn videos at all scheduled events held.
- Ensure that at least one of the door supervisor(s) on duty is equipped with a clicker counter to monitor the number of patrons granted access to the premises. This must be recorded in a daily head count register which must be endorsed with the SIA number and initial of the DS accorded that duty.
- Where door supervisors are deployed, the numbers must be entered into a head count register every hour after 20.00 hours whenever the premises is open for business.

Ensure that any deployed door supervisors note that persons intoxicated through drink or drugs are not granted access to enter the premises.

No customer carrying open bottles shall be allowed to exit or access the premises at any time they are open to the public.

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 including the outside seating area.

All external windows and doors shall be kept closed after 20:00 hours when regulated entertainment is being provided, except in the event of an emergency and for access and egress. All exterior windows and doors shall be maintained in a good state of repair and working order.

The Premises Licence Holder and DPS must conduct regular assessments of the noise emanating from the premises after 20.00 hours on every occasion the premises is used for regulated entertainment and shall take steps to reduce the level of noise where it is likely to cause disturbance to local residents.

A written record must be made of those noise assessments in a logbook kept for that purpose and shall include the time and date of the checks, the name of the person making them, and the results indicating any remedial action to be taken. This record shall be made available immediately upon request by any authorised officer of a Responsible Authority.

There shall be placed at all exits from the premises in a place where they can be seen and easily read by the public, (or member and their guests) appropriately sized notices requiring customers to leave the premises and the area quietly.

The Premises Licence Holder and/or the DPS must conduct regular hourly checks of the premises curtilage to include the provision of receptacles for the collection of litter glasses and bottles in the outside seating and smoking area and to keep the area clean. A written record shall be made of those assessments in a logbook kept for that purpose and shall include the time and date of the checks, the name of the person making them, and the results indicating any remedial action taken. This record shall be made available upon request by any authorised officer of a Responsible Authority.

An effective dispersal policy that ensures the quiet dispersal of patrons outside the immediate curtilage of the venue for up to 30 minutes after the premises shuts for business must be prepared and kept on record.

- a) The dispersal shall be effected using SIA door supervisors where deployed by the venue or such other staff at the behest of the Premises Licence Holder where a pre-booked event or other regulated entertainment takes place.

On evenings when a DJ is employed at the premises, he/she will make an announcement thirty minutes before closing time to remind customers that the venue is situated in a residential area and request that they treat neighbours with respect by leaving the venue as quietly as possible.

No bottles/glasses shall be taken outside the premises after 20.00 hours.

When events are undertaken, door supervisors must monitor occupancy and exit levels by use of a clicker system.

Challenge 25 and "Ask Angela" shall be implemented, and a proof of age policy is to be applied with the accepted means of proof of age being:

- Passport
- Photo Driving Licence
- EU/EEA National ID Card

- A recognised valid photo-id card bearing the PASS hologram
- Any future accredited and accepted proof of age signs shall be displayed stating that the premises operates a Challenge 25 Policy.

No child under the age of 16 shall be admitted to the premises or allowed to remain on the premises after 21.00 hours and in any event when attending the premises, they must be accompanied and supervised by a responsible adult.

Contact numbers for local taxi companies shall be kept and made available to all patrons requiring a taxi.

The Premises Licence Holder shall deploy car park marshals to carry out regular checks of the premises car park at regular intervals from 19.00 hours every day of the week until closing hours to ascertain that patrons' vehicles are properly parked to maximise the space available and to ensure that there is proper access for any emergency vehicles.

All staff employed in the premises must attend a Licensing Act 2003 course at least twice a year provided by a suitably qualified external provider with evidence of this kept and produced upon request to any authorised officer of a Responsible Authority.

Such training shall be documented and recorded. It will record the date and names of those trained and the person providing it. The training shall cover all aspects of the responsible sale of alcohol - Licensing Objectives, age verification, how to detect proxy sales, consequences of underage sales, serving to drunks, refusals, toilet checks and conflict management. The records will be available to be viewed on demand by an authorised officer of a Responsible Authority.

The Premises Licence Holder and/or DPS must ensure that regular monthly meetings are held with local residents to ensure that all concerns and complaints emanating from the premises are made known and dealt with in a mutually acceptable manner that takes onboard affected residents' concerns.

## **Plans**

As submitted with application dated **02.08.2023** and retained by City of Wolverhampton Council.