

**City of Wolverhampton Council
Licensing Sub-Committee
Premises Licence Application - Bantock Park**

19 July 2022 1000 hrs

**Documentation lodged on behalf of the Premises Licence Holder
New Vision Events Limited**

1. Acting for the Premises Licence Holder, I have given full regard to:
 - The representations made against this application
 - The licensing objectives set out in the Licensing Act 2003.
 - The City Council's Statement of Licensing Policy.
 - The guidance issued By Home Office - Section 182 of the Act.
 - Advice from members of the PESAG – meeting held 06/07/22
2. Attached to this pack are the following documents in support of the application from the Premises Licence Holders:
 - Updated Event Management Plan
 - Letter to residents – to be sent 14 days prior to event
 - Signed copy of mediation document with Environmental Health
 - Challenge 25 Poster.
 - Staff Training & Operations Manual.
 - DPS Authorisations
 - Staff training log
 - Refusals log
 - Signage
 - Incident log
3. In addition to the conditions listed within the operating schedule, we would like to volunteer an additional condition:
 - The final version of the Event Management Plan (EMP) must be signed off by the Public Events Safety Advisory Group (PESAG) 14 days prior to the event taking place. Save for last minute emergencies which will be communicated through the Chair of PESAG
4. We will continue to follow all advice given by the members of the Public Events Safety Advisory Group (PESAG) and attend all meetings as requested.

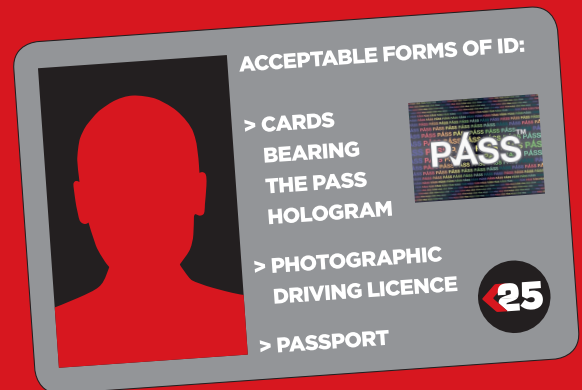
NB. The next scheduled PESAG provisional meeting is at the end of July 2022

Rob Edge (Director)
Licence Leader Ltd.

Email. [REDACTED]

Web. [REDACTED] Tel. [REDACTED]

UNDER 25?



**IF YOU ARE LUCKY
ENOUGH TO LOOK UNDER
25 YOU WILL BE ASKED
TO PROVE THAT YOU ARE
AGED 18 OR OVER WHEN
YOU BUY ALCOHOL**

**IF YOU ARE UNDER 18
YOU ARE COMMITTING
AN OFFENCE IF YOU
ATTEMPT TO BUY
ALCOHOL**



drinkaware.co.uk
for the facts about alcohol

WWW.CHALLENGE25.ORG



**Designated Premises Supervisor (DPS)
Authorisation for Sale/Supply of alcohol**

I am the Designated Premises Supervisor (DPS), and the holder of a Personal Licence and I am the person in a position of authority at the premises.

I hereby authorise the following named personnel to sell and supply alcohol, to comply with the Licensing Act 2003.

This being either when I am present on the premises or in my absence. I can always be contactable on the following telephone number:

NAMES OF AUTHORISED PERSONS:

I, being a person named below am aware of and accept my responsibilities under the Licensing Act 2003 and will endeavour to comply in accordance with the licensing law and the licence conditions attached to the premises licence.

Name	Personal Licence Number (If held)	Date	Signature

Designated Premises Supervisor - Authorisation.

Name:	
Personal Licence Number:	
Signature:	

Event Safety Management Plan

Ibiza Proms in the Park - Wolverhampton

Location - Bantock Park, Finchfield Rd, Wolverhampton WV3 9LQ

Dates – 30th August - 6th September

Times – Build from 6am to 9pm most days

Capacity – Up to 2,999

Events days – 3rd September

Key numbers and contacts

Main staff numbers

SERVICE OFFICER/STAFF TELEPHONE MOBILE

Management and site team

Event Manager - [REDACTED]

Site Duty Manager – [REDACTED]

Security Manager – TBC

First Aid Team Leader – [REDACTED]

Venue – TBC

Written by [REDACTED] – Gloworm Events Ltd

Section 1 Overview of event

Section 2 Planning and management

- 2.1 Event management structure
- 2.2 Roles and responsibilities
- 2.3 Event control centre

Section 3 Venue and site design

- 3.1 Site plan
- 3.2 Access and egress
- 3.3 Licences
- 3.4 Site safety rules
- 3.5 Audience profile and capacity
- 3.6 Duration
- 3.7 Sanitary facilities
- 3.8 Waste management
- 3.9 Electrical installations and lighting
- 3.10 Barriers
- 3.11 Facilities for people with disabilities
- 3.12 Structures

Section 4 Food and Drink

- 4.1 Food
- 4.2 Water
- 4.3 Alcohol

Section 5 Special effects, fireworks pyrotechnics

Section 6 Amusements, attractions and promotional displays

Section 7 Communication

- 7.1 Event staff communication
- 7.2 Radio procedure
- 7.3 incident codes
- 7.4 Communication with the public

Section 8 Crowd Management

- 8.1 Security and stewarding
- 8.2 Policing
- 8.4 Lost property
- 8.5 Search procedures

Section 9 Traffic management

- 9.1 Parking

Section 10 Health and Safety

- 10.1 Risk Assessment
- 10.2 First Aid
- 10.4 Noise and vibration
- 10.5 Adverse weather
- 10.6 Fire
- 10.7 Evacuation

Section 11 Event timetable

- 11.1 Set up and event timetable

Section 1 Overview of event

Ibiza Proms in the park, a 50 piece Ibiza Orchestra will be performing the most iconic Ibiza dance classics from across the decades on Saturday 3rd September – tickets are on sale now.

The event will be on Bantock Park, Finchfield Rd, Wolverhampton WV3 9LQ site using floor space available. The event will consist of 1 Main Stage, 1 VIP area, 2 Bars and Food Concessions.

The purpose of the event is to provide a music experience that will attract adults between 35 to 55. Live music and entertainment between the hours of 2pm – 10pm all day Saturday 3rd September. As well as all the non-stop musical offering, festival goers can also expect plenty of extras including a fun fair, posh nosh, quick service at the bars with a token system, merchandise stalls and much more.

Section 2 Planning and Management

2.1 Event management structure

The whole event is being managed by New Vision Events Limited, 106 Stafford Road, Walsall, England, WS3 3PA.

Our events will be covered by public liability insurance of £10 million

2.2 Roles and responsibilities

Event Manager:

Event manager [REDACTED]. In his absence, A duty manager will take control of the event including overseeing all planning, preparations, and co-ordination on the day. Responsible for overall decisions in relation to implementation of the Event Safety Management Plan and communication with the emergency services and key agencies where necessary

Operational Structure

Event Manager
[Redacted]

Duty Manager

Security Manager

Office Manager

Stage Manager

Site Manager

Security Team

Artist Liaison

Back Stage
Coordinator

Site Electricians

Supervisors

Artist Liaison

Artist Liaison

Site

Area
Coordinators

Car Parking

SIA & Stewards

Main Entrance gate

- Security – ONYX Events Management Ltd will oversee security/bag checks.
- Teams from Festival and ONYX Events Management Ltd oversee the customer entry.

Car Parks

- No Parking available on site apart from artist and trader, we are encouraging people to use public transport and will communicate public transport routes to and from the venue on social media.
- The on-site car park will be open as normal across the weekend to park customers.

Lost/VA Point

- To be manned by Security, assisted by New Vision Events Limited team member, all radio calls and logging to be delivered and managed by Security.

Main Stage

- Stage Manager – (Contractor TBC)

Back Stage Entrance

- Managed by Security liaison with Main Stage Manager

First Aid

- Managed by RTC Medical Solutions Ltd

2.3 Event control

All staff must report to the Security office on set up days, on event days all staff and artists must enter the Accreditation tent when arriving on site to sign in. They must also sign out at the end of the event; this will be implemented by our office manager/operations team with assistance from the supervisors.

Two Way Radios to be used and issued by Office manager – All Security staff/ main event staff will work on separate channels with Duty managers and senior team's liaising between them to issue requests and instructions.

PA system/s – These can be accessed on the following platforms in the need of an emergency.

- Main Stage
- VIP Area

Section 3 Venue and site design

3.1 Site plan



3.2 Access and egress

- Site access is available via an entrance on Bradmore Road.
- Main consumer entrance will be through the main gate which is adjacent to the public park and will exit through the same area. On entry, pre-paid and paid queues will be split into lanes.
- All artists and exhibitors will enter via a side entrance with a dedicated point of contact to screen them on arrival.
- Emergency vehicles enter via the main park gate - RVP will be situated on the hard standing on the driveway.
- Taxis and drop off points in the on-site car park.

3.3 Licences

The licence is being arranged by Rob Edge of License Leader.

3.4 Site safety rules

No food or drink (liquids) are allowed to be brought into the festival.

Only vehicles for staff, artists, traders & emergency vehicles are allowed onto the park. No vehicle movement will be allowed between 1:00pm and 23:00pm within the events field on Saturday. A 5mph speed limit will be enforced on the site during the event build and across the park on event days.

All event staff will wear high visibility clothing to make them easily identifiable to the public, all steward and staff will also have staff t-shirts/jackets and lanyards to highlight them.

No smoking or vaping inside Structures.

Challenge 25 policy in place & must be adhered to.

3.5 Audience profile and capacity

The audience profile for this event will be a mainly a specialist dance crowd, similar to crowds previously seen at music events held by the promoters.

Age Range: Predominately between 35 – 55 years of age based on current sales.

Gender Split: 65% Female 35% Male

Group Makeup: A significant percentage of the audience will be in pairs, but we expect the majority to be in peer groups. A very large proportion of the audience is expected to be familiar with events of this type and therefore will be used to the environment.

Characteristics: Lively and enthusiastic. We expect compliance with instruction but have security detailed to deal with non-compliance.

Age Restrictions	NO UNDER 18'S PERMITTED - A challenge 25 scheme will be in force on the door, with all patrons looking under 25 being asked to produce acceptable photo ID - i.e. photo driving license, Passport
Risk Groups	<p>Whilst the majority of the audience will present a low risk to the venue staff and other attendee's there are a number of other factors worthy of consideration.</p> <p>ORGANISED CRIME - Whilst we do not believe there is a high risk of criminals attempting to enter the venue in order to conduct thefts, namely mobile phone thefts, the venue will employ procedures to reduce the risk of the likelihood of this taking place.</p> <p>DRUG SUPPLY - Once again we do not anticipate this to be an issue on the evening, but as promoters we will take all reasonable precautions to ensure that dealers are kept out of the event. We will employ procedures to reduce the risk of individuals gaining access to the venue, including personal and bags searches (see 8.4) and staff are to be briefed to be vigilant and report and suspicious activity accordingly. Any individuals showing signs of drug supply will be observed and if we need to facilitate apprehending them, a response team will be sent to deal with the situation.</p> <p>EXCESSIVE ALCOHOL USE - In the event of individuals who show signs of excessive alcohol procedures will be put in place to stop them from obtaining anymore alcohol and if needs be they will be ejected from the event. Nobody will be put out of the event if we feel they are vulnerable and we would hold them in the medical / welfare area until they are a fit state.</p>

3.6 Duration

Event will start on the Saturday Afternoon at 2pm and finish at 10pm

3.7 Sanitary facilities

All toilets will be supplied by TBC

40 x Standard Portable Toilet event – 35 *of which will be located around the arena with 5 placed backstage for staff.*

2 x Luxury Buckingham 3+1 Toilet Trailer – this is for the VIP area

4 x Disabled Access Portable Toilet

3.8 Waste management

Waste management facilities will be provided by TBC

8 x 1100L Bins

30 x 240L Bins

1 x 40 Yard Roro

Large skips/receptacles will be placed on site, and any excess rubbish will be bagged and removed at the end of the event. In addition to waste clearance carried out by the appointed contractor.

3.9 Electrical installations and lighting

All power cables will be supplied by Inter-lec Ltd, an approved NICEIC Electrical contractor. Confirmation will be submitted once we have our final power plan. All installation of electric will be completed by Inter-lec Ltd, this will include all additional areas. All equipment will be PAT tested and submitted to the council, as will all sound and staging.

A combination of silenced generators will be used between 60kva and 100kva, noise levels from all power will adhere to the noise level restrictions of up to 65db at the front of the nearest residential property.

3.10 Barriers Steel Shield

The site barriers will be supplied by BAX Construction. Mojo barriers will be used for the front of stage.

Appropriate and proportionate arrangements will be made for fencing, barriers, gate systems, and security to prevent unauthorised access to the site.

3.11 Facilities for people with disabilities

We will also have an additional 4 disabled toilet on site. Plus, additional ones in the main toilets blocks, we don't offer a carer in for free policy, we do have easy access to all areas.

Ibiza Proms in the Park welcomes disabled festival goers and takes all reasonable measures to assist with their attendance and enjoyment of the event. *At the same time, the festival takes place in the park and disabled guests should be aware that the main arena, car park and surrounding areas can be uneven and may become boggy in the event of bad weather, on or prior to the event taking place. and may be difficult to navigate.

Stewards will be available, subject to peak movements, to assist disabled guests in getting into the arenas. There is no viewing platform at Proms in the park, but there is a small area can be reserved for disabled guests, this must be pre-arranged. However, if disabled guests find that there are specific problems resulting from their disability, please contact the festival in advance and we can try and make any necessary arrangements
Disabled toilets are provided on site.

3.12 Structures

The Marquee Company Ltd will be supplying the following

VIP marquee
2 x Bar Marquees
1 x VIP
Entrance

We will also have a selection of smaller traders in 3 x 3 marquees, all of which will be of a professional standard. In addition to this we will have all the first aid and welfare tents outside.

1 x standard portacabin for ticket office supplied by Sunbelt, this may increase to 2

3.13 Signage

All highways routes in and out will be agreed with traffic if required.

On site – all our internal signage will go up the week of the event and will come out on the Monday after the event.

Section 4 Food and Drink

4.1 Food

All food vendors will be sent over to Environmental Health and Safety. We have 2 bars plus VIP – and they have their own DPS.

Our food selection is split as below: All supplied by Digbeth Dining Club

- 6 x hot food vendor on site

Food concessions will be located on the side of the site, offering a variety of hot and cold food and drinks. All concessions trading at the event will provide relevant documentation, which will be available to EHO's prior to the event. This documentation will include details of the unit's registered authority, insurance and safety information.

- All concessions will be required to comply with the current HSE legislation to provide a safe working environment always.
- All concessions will have suitable firefighting equipment and sanitary and washing facilities for staff.
- All concessions will be responsible for the disposal of their own trade waste and will not be left on site and grey water will be disposed away from site.

4.2 Water

Free drinking water will be made available.

Water will be used for all hot food traders and tea/coffee providers.

Water will be available for all staff and volunteer throughout the weekend.

4.3 Alcohol

Each bar on site will be managed by a Personal licence holder who is responsible to the DPS.

All staff will be trained in the Licensing Act 2003; and that training records will be retained on site. In addition to training on Challenge 25 and not serving to intoxicated customers, staff are also given training all staff working within the bars will be given training on procedures on what to do in the case of disorder or an emergency. Records detailing the training provided will be retained on site and made available for inspection.

No staff to work 'front of house' without documented training while the premises is carrying out licensable activity.

Site alcohol rules

You may be asked for ID at the bars to prove you are over 18 years of age. A challenge 25 policy will be in operation at all bars. If you look under 25, you will be asked for ID. Anyone caught drinking under age or without relevant ID may be removed from the event.

Alcohol is to be served in polycarbonate, plastic, or shatterproof glasses. No drinks shall be served in glass containers at any time.

Section 5 Special effects, fireworks pyrotechnics

CO2

Section 6 Amusements, attractions and promotional displays -All RA/PL etc are held on file – Attached in separate file are ADIPS certs and RAMS

We will contract a provider to supply between 1 and 3 rides, all paperwork will be provided. We will set a deadline of 28 days prior to the event for the submission of all relevant documents.

Section 7 Communication

7.1 Event staff communication

A briefing will be held before the event commences to update staff on their roles responsibilities. Time and location is main events site office, 12:30pm on the Saturday for all staff, this will take place in front of the main stage.

Event staff will communicate via radio with mobile phones available as back up.

7.2 Radio procedure

The radio channel used at the event will be Channel 1 for main events staff, Channel 3 for security.

7.3 Major incident

RENDEZVOUS POINTS - RVP1 ON

Should a major incident occur requiring additional vehicles and resources, a rendezvous/marshalling point identified to accommodate these vehicles prior to being systematically called to the incident site are:

To the side of the Main Entrance, as per marked on the map.

.

ACCESS ROUTES ARE SITUATED DOWN THE MAIN ROAD AND IN THROUGH THE MAIN GATES

Specific Access Routes (roadways and footpaths) have been designated to enable speedy access to the site. Where

If you are the first person on the scene of an accident or incident, adopt the following procedure:

CALL SHOW CONTROL ON YOUR RADIO (EXAMPLES)

1. Opening transmission from scene: "Show Alert, Show Alert" CODE

- state your name
- specify your **LOCATION** – be as precise as possible

- state the type of **INCIDENT/ACCIDENT** – give a concise account of the situation
- state what is **REQUIRED** – tell Control what you believe is required
- state what **RESOURCES** you have – who is on the scene with you etc
- stay on the **SCENE** – await acknowledgement

2. **Second transmission from scene:**

- **WARNING(S)** – information on actual or potential hazards
- **CASUALTIES** – information on known/type/number of casualties.
- **ACCESS** – information on access routes to the incident.
- **OTHER** – other information.

Gather further information and update Control as matters progress or requested by Control.

Your prime AIM is to respond effectively, stay on scene:

A – Assess the situation

I – Inform Show Control

M – Manage the situation until help arrives

- respond as required
- preserve life
- evacuate area if necessary
- prevent unauthorised access to incident site.
- gather further information and update control.

INFORM

- Police Central Control
- West Midlands Ambulance Control
- Proms in the Park staff
- Fire Brigade
- First Aid
- Council Duty Manager

ESTABLISH joint control with

- Emergency Services – Fire/Ambulance/Police
- Security Supervisor
- Proms in the Park staff
- Duty Managers
- Council Duty Manager

Implement Major Incident Plan.

Assist Police and Emergency Services to manage and respond to the situation.

Allocate duties in accordance with pre-determined roles.

7.4 Incident codes – these codes are to be printed in the back of staff and security lanyards

Incident	Code
Emergency Evacuation	Red
Fire	Pink
Suspicious Package/Object	Yellow
Medical Emergency	Blue
Antisocial Behaviour	Orange
Overcrowding	Purple

Section 8 Crowd Management

8.1 Security and stewarding

All queues entering the site shall be kept orderly and supervised by licensed door supervisors to ensure that there is no public nuisance or obstructions.

The premises licence holder shall ensure that the provision of door supervisors at the site is appropriate to ensure the safe control of the event.

Please view the Security Major event operating plan and staff deployment area sheet for full breakdown, this will be supplied by our security team once we have the final site plans and structures booked in.

Stewarding list and areas supplied by ONYX Events Management Ltd – these are our provisional suggestions – a mix of stewards and SIA - full security plan will be sent along with the final EMP.

All security staff/stewards will be easily identifiable and have the appropriate training for their duties. A register of all SIA and security staff will be maintained. This will contain their full names, date of birth, home addresses, employers and where applicable, their SIA registration details. These details will be made available to Police and the Licensing team on site.

All event staff, SIA staff, Marshalls/Stewards will be given a health and safety induction and training on their first day on site, records of the induction and training are kept on the site during the event, for production, on request, to an officer of a Responsible Authority.

All staff engaged for security or marshalling on site shall wear high-visibility vests/tabards.

The event organiser/licence holder will employ the services of recognised and qualified security and stewarding/marshalling company. Only individuals licenced by the Security Industry Authority will be used to guard against unauthorised access, outbreaks of disorder or damage.

Site

- Main Site entrance x 6
- Bag Checks x 4
- Bar 1 x 2
- Bar 2 x 2
- Bar 3 x 1
- Token Booth x 2
- Main stage 8. 6 in the pit and 2 at the sides
- Back stage Security office x 2 - this will be manned by operations team
- Artist Entrance x 1
- VIP x 2
- Response team x 2 – these are to be roaming patrols
- Perimeter gates and fencing x 2
- Front of house pits/backstage 2

Total 36

Proms in the Park staff and stewards

- Main site entrance x 6 – including ticketing staff
- Box office -x 2
- Token office x 2
- General site staff x 4
- Site Operational team x 4

Total = 18

Bag Checks

We have bag checks on site – these will take place at the front of the main entrance, signs will be placed on fencing and advanced notices will be on the website/social media channels to inform people of some delays. We are asking people to leave time for this, especially if they are visiting to see specific acts.

We will be highlighting on social media that no food or liquids will be allowed on site and will be disposed of before entering the events field. Anyone refusing bag checks or searches will be denied entry to the event.

8.2 Policing

West Midlands Police will be advised of the event but will not be in attendance on the day.

8.4 Lost property

The event management staff will make every effort to return lost and found property to the rightful owners but in no way can we accept any responsibility for the loss, theft or damage of any personal property of the participants, event staff or officials.

Any person finding a lost item should hand it in at the main site office, the item will be handed to the Office manager at the event handled with gloves and placed into a black bag. Any property not claimed at the end of the event will be quarantined for 48 hours before it's taken to either Council offices or local Police Station.

How to deal with lost and found items:

- Attach a standard lost and found label the item
- A proper log book for lost and found items is managed and is kept in the office on duty or the log book should be placed in an area where it is easily accessible.
- Define the article name and short description on the label as well as in the log book
- For items that are disclosed publicly are listed in the presence of witnesses along with the name of the place where the item is found.
- List the day, date and time article was found
- The complete identity profile of the person who found the article should be mentioned
- Mention any item that is not claimed with the date.

8.5 Search Procedure

A search policy will be utilised at the entry point/within the site, to carry out sweeps of the site and personnel entering the event.

The search on entry will be conducted in the same way on all public entrances with All persons entering or re-entering the premises searched by an SIA-trained member of staff.

Clearly visible notices shall be placed at the entrance to the site advising those attending that it is a condition of entry that customers agree to being searched and that the police will be informed if anyone is found in possession of controlled substances or weapons.

All individuals will be subject to a search. Artists and staff are not exempt.

- Taking any large items out of their pockets (both coat and trousers)
- Placing their coat and belongings on the search table where security will search the items using gloves.
- Collecting their coat and belongings, once they have gone through the search.

Only searches on behalf of and under instruction from the client. Often attitude or the persona of an individual makes staff aware that there may be an issue so a search will be instigated. Search policy is set by the client's management team and after consultation with the SAG before the start of the event.

Our remit is to search all patrons entering the venue as is practical and directed by the event management team. The security staff are trained to search and will focus on stopping person entering any part of the venue with an item that they believe can cause harm to other individuals or maybe deliberately used as a weapon.

In carrying out their duties the security staff can and will come across what maybe believed to be illegal / controlled substances in order to deal with such occasions.

Security only searches on behalf of, and under the instruction of, the client. Often attitude or the behaviour of an individual or group can gain a staff members' attention and a search may be instigated.

The policy Security adheres to is as follows:

- Ensure that the staff are familiar with the list of prohibited items
- Only SIA licensed staff members can search
- Permission must always be sought before a search is carried out
- All non-desirable / illegal items found should be reported to the supervisor and the event control room
- All illegal items should be reported and a supervisor / manager should deal with this issue
- The Event Manager and Head of Security, before the start of the event, sets search procedure and conditions of entry for the event.
- Only the Event Manager in conjunction with the Head of Security can change the Search Policy. This must be logged with Control Room as to the reasons why it has been changed.
- Ensure that security staff are familiar with the list of prohibited items.
- Same Sex Person Searching only subject to current covid-19 guidance.
- Bags are classed as objects and therefore can be searched by either sex.
- Nobody is exempt from the Search Procedure (including artists during high-risk events).
- Right of admission reserved subject to search as part of the ticket conditions
- Polite and courteous manner to be maintained always
- Staff will never handle people or property without their permission
- All illegal items found should be reported and the Head of Security in conjunction with the Event Manager will decide on course of action

Always thank all parties involved for their co-operation.

Actions on a Positive Find - Weapons / Drugs

The event will have a zero-tolerance approach to the use of drugs on its premises. Each member of staff should be vigilant and look out for signs of illegal substance use or illegal substance dealing. Should a member of staff believe they are either in receipt of a controlled substances or witness to such instances they should follow the published procedure set out by the police and ensure that any receipt of controlled substances is entered into a log.

The organiser/premises licence holder will inform Police as soon as practicable of any search resulting in the seizure of drugs or offensive weapons. A suitable purpose made receptacle for the safe retention of illegal substances will be provided by the event organisers and arrangements made for the safe disposal of its contents as agreed with the Police.

Use of Drugs and Alcohol Amnesty Bin

We will not be supplying a bin at the event, instead we will be putting out extra signage and social media posts to ensure people are aware there will be bags and personal searches on the main doors

Counter Terrorism Measures

The event takes the safety and security of its client's guests and visitors very seriously. There are various security measures put in place to ensure protection of assets, integrity of the site and crime prevention. These measures will support counter terrorism measures through ensuring a culture of a secure site and promoting the reporting of any suspicious activity to the Police, via the control room.

If a bomb threat came into the event, then this would be analysed by the Police (call 999). A message would go out to all radio holders to search their operational area for suspect items. The Supervisors would then report back to the control room where each area would be checked off as searched to the best of their abilities.

Current Threat Level

Area	Level	Communicated	Date Checked
------	-------	--------------	--------------

		by	
UK Mainland (International Terrorism)	Substantial	JTAC	01/06/2022
UK Mainland (N.I. Terrorism)	Substantial	JTAC	01/06/2022
Event Specific	TBC	TBC	

For more information on the threat levels as set by the UK Government then visit <https://www.gov.uk/terrorism-national-emergency>

We also advise our workers on the steps they can take to keep themselves safe in the rare event of a firearms or weapons attack, by following 'Run, Hide, Tell' guidance.

We will also be posting out a message to our attendees, this includes our key advice points below



Key advice for anyone attending an event this summer: **#BeSafeBeSound**

- Please arrive early for extra security measures. This will help prevent delays in getting into the event.
- Be patient with security checks and help the staff to help you. We know it is inconvenient, but they are there to keep you safe.
- It is essential that you do not bring unnecessary items to the event; this will help to speed up searches and your entry to the event.
- If you spot someone acting suspiciously, report it to police or to security staff immediately: don't leave it to someone else.
- In an emergency, if you think there is an immediate risk, always call 999 and look around you for help from staff – especially those with radios who can raise the alarm quickly.
- Don't leave bags unattended or anywhere they could cause a security scare. And never agree to look after anyone else's bags, no matter how plausible their story.
- If there is an incident, listen to staff and any announcements. Organisers will have emergency plans to help you keep safe.
- Remember, the chance of being caught in a terrorism incident is small. But if it happens – Run, Hide, Tell.

Incident report log. Will contain date, time, location, and details of any incident at the site. The incident logs will be kept at event control during the event and will be available for inspection immediately on request by an authorised officer of Police and the Licensing Authority.

Section 9 Traffic Management

9.1 Parking

There is only artist and staff parking on site, public will be informed that no venue parking is available and advised to use public transport to get to the event.

A dedicated taxi rank and drop off point will be created inside the venue, utilising the on-site car park.

Traffic management will be in place for the event build and break, directing all traffic through the entry on Bradmore Road, through the car park and onto the event site. Contractor traffic will be directed out the same way due to low hanging trees.

Event day Taxi and Drop off/ pick up traffic will be operate on a 1 way system, entering via Bradmore Road, looping around the car park, and exiting through Finchfield Road on a left turn only. All traffic management will be signed off by highways via an accredited contractor.

9.2 Road closures

There are no planned road closures.

Section 10 Health and Safety

10.1 Risk Assessment

This will be submitted.

10.2 First Aid

First aid to be supplied by RTC Medical, who will provide a full medical plan

- 1 Paramedic
- 3 x First responders.
- 1 Marquee used as treatment centre.
- Ambulance.

CQC registration number is 1-4632152389

10.4 Noise

It's important that our visitors are protected, noting the Health and Safety at Work Act 1974 covers this. Essentially, if a member of the public is potentially at risk from something, you'd protect your staff from, we also have steps to protect them too.

Signs near stages and speakers – anywhere loud will clearly say that loud music can damage your hearing over time and suggest a simple way to protect themselves - either using earplugs of– these will be available on site throughout the day to purchase, we always have a large quantity of 3mm classic foam ear plugs on hand for free should people require them.

If you're going to a festival, there are some really easy steps you can take to protect your hearing:

1. Stand away from speakers – they'll be loud, and can cause real damage and cause tinnitus
2. Take regular breaks from loud music – the great thing about a festival is that there's so much

to do between seeing bands

3. Wear earplugs with filters so you can enjoy the same quality of music, but at safer levels – they're available for about the price of a CD and are a great investment.

Surrounding area

Our team will monitor that at no point will the levels exceed 85db at the edge of the main site or 65db at the front of the nearest residential property.

While live or recorded music takes place, the management shall undertake regular monitoring of noise levels at the nearest noise-sensitive locations. A record shall be kept of any monitoring, including the date, time, and location of monitoring; the name of the monitor; and any action taken. Records shall be made available upon request by a police officer or an authorised officer.

Saturday 10am, approx. – pre event sound check

Saturday 3pm, in event sound check

Saturday 9pm, in event sound check

Noise control procedures - Noise control monitoring during the event

Prior to the event, all sound engineers and stage managers will be briefed by the organisers on the importance on minimizing any noise on the external environment. All sound engineers on site have performed previous duties at similar or previous events. On site noise levels will always reflect the size of the audience (for example earlier on in the festival the levels will be relatively low and will gradually increase in accordance to crowd size) whilst not exceeding the set levels

Our onsite sound engineers will be advised to leave some “headroom” early on in the event to provide a safety margin to allow for some upward movement of levels, whether that's to maintain audience satisfaction or to permit headline acts.

Throughout the event relevant personnel will remain responsible for noise safety, this will be achieved through conducting measurements at predetermined locations both internally and externally to the venue. Such locations will be determined upon the completion of the site layout. This person/persons will also make personal observations and react accordingly to issues of public nuisance and noise.

Measurements will be conducted over a 15 minutes period, although shorter measurement periods may be undertaken. All measurements will be recorded and made available for inspection at anytime by the regulatory authority during the course of the event.

Noise control procedures - Complaint management

Complaints may and can occur due to persons in the surrounding area hearing music, consequently, they perceive it to be loud. In fact topographical and climatic conditions can often influence this and this will be closely monitored throughout the event. The purpose of the monitoring is to determine the nature of the impact.

A hotline phone number will be provided so that local residents will be able to contact the event organisers on event days for information or with concerns about public nuisance. The hotline phone number will be circulated to residents in advance of the event. Residents “letter drop” to be sent out 14 days prior to event to alert them to the event details.

A complaints log will be maintained by the office manager, the log will contain addresses of complaints, times and the necessary actions that were taken in dealing with the issue. This will be available to the relevant regulatory bodies upon request.

Post event reporting

10.5 Adverse weather – in the event of an evacuation, Council DM must have final say to whether access will be allowed back on site.

1. General Policy

Met Office forecasts must be used to make proactive decisions to ensure the park can be closed efficiently with sufficient time allowed to evacuate and enable staff to leave site before the forecast event commences if necessary.

It is the responsibility of the Ibiza Proms in the Park to check the weather forecasts on a daily basis. They must ensure that the DM is notified of any high winds forecast for a 48 hour period as in most cases the decision to close the site will be taken in the day prior to the event. This breakdown is detailed in section 2.

Where this document refers to high winds this also includes gusts. Please ensure both average wind speeds and peak gusts are considered when reviewing forecast information.

The DM must ensure that staff, volunteers and contractors are not put at risk in trying to ensure the safety of visitors. If the winds are forecast to be 40mph or over and the Park is closed then there should not be any staff, volunteers or contractors on site either. Under these circumstances Security would base themselves within Site Office and on activation of an alarm call 999 and arrange to meet the Emergency services at the main entrance. Given that in most cases the decision to close the event field will be made a day in advance it will be possible for individuals to contact their staff and volunteers to tell them not to attend work the following day.

2. Deciding to Close

40mph or over winds forecast before 14:00 (noon) i.e. up to and including 11:59

If winds of 40mph or more are forecast before noon on the following day the decision to close the Events Field must be made before 17:00 on the previous day. At this point the high winds signage must be erected to ensure that early visitors (those who are here before we are technically open) are notified of the closure. The DM should coordinate this and ensure that the relevant people, notify before close of business and that web and social media are also used to communicate the closure to the wider public.

3. Monitoring – responsibility taken by Council staff alongside Event management

When winds over **30mph** are forecast additional monitoring will be undertaken by a member of the Council team as there is a reasonable likelihood that the wind speed could increase and breach the **40mph** limit at which the site would close.

This monitoring should be undertaken on an hourly basis with any significant changes, up or down, being reported directly to the DM from Council. The DM should work on requiring a 3 hour window to evacuate the events field and get the signage out and therefore needs to respond to changes in the forecast identified by monitoring bearing this in mind.

For example:

Winds of 42mph are forecast at 13:00. Monitoring at 10:00 identifies this has increased to 50mph or over. The DM should start evacuation procedure immediately.

In the event that the forecast or actual weather changes so rapidly that a 3 hour window is not available evacuation should focus on areas in very high and high usage zones only. The DM from Council must ensure that sufficient time remains to evacuate staff or at the very least get them to the safest possible location on site before the time that high winds are forecast.

If Local conditions are indicating something different to forecast

If local observations indicate that although the wind speed is forecast to be lower than the permitted level but what we are seeing on the ground is that we are losing trees or major branches then we would take a reasoned judgement on local conditions and close the property.

4. Post Storm Inspection

The post storm inspection is led and coordinated by a Level II qualified inspector from the Council team.

Before an inspection can take place the DM must be certain that the wind speed has lowered to below **40mph** (by checking the latest actual readings) and that forecasts show it is due to remain lower for at least 24 hours. This information is available at the Met Office website.

A site inspection must take place if the actual measured wind speed from the Met Office website breached the **40mph** limit. If this limit was not breached at any point during the forecast weather event then an inspection is not required even if the forecast was for winds significantly over **40mph**.

A minimum of two qualified inspectors should be the first people on site after a high winds closure, this would include member of staff from the Council would lead the post storm inspection. They should enter through the main entrance and inspect site. If this route is safe then they should contact the DM to inform them that it is safe to enter the Events Field via that route only. Inspection should involve all level one and two qualified tree inspectors on duty at the time who can be buddied up with unqualified staff and volunteers. The senior member of staff from the outdoors should coordinate the teams and must not go out inspecting themselves to ensure that they remain contactable at all times. In severe cases of storm damage, it may be necessary to call in more qualified staff in addition to those already on duty at the time.

Once staff have arrived on site the DM nominates a person to monitor wind speeds and report back on an hourly basis to enable reasonable practicable steps to be taken if wind speeds change. If local observations indicate that although the wind speed is forecast to be lower than the permitted level, if what we are seeing on the ground is that we are losing trees or major branches then we would take a reasoned judgement on local conditions keep the property close asking all staff working outdoors to return to their work base/office.

5. Reopening the Events Field

Once all inspection teams have reported in and all very high and high usage zones are clear the Council can decide to open the events field. If there are significant obstructions to access around the events field diversions can be put in place so that the park can still open. If suitable diversion routes are not available, it may be necessary for the event field to remain closed.

In the case of Force Majeure

Cancellation by the venue - in the event of a Force Majeure, Ibiza Proms in the Park is entitled to cancel the event and shall notify traders and public as soon as reasonably possible. A Force Majeure is a circumstance that is beyond our control including but not exhaustive of heavy snowfall that blocks access to the venue, flood, fire, destruction or damage such that the site is unusable, government intervention, outbreaks of disease (e.g. Foot & Mouth), acts of God, local and national disaster, strikes, labour disputes or licensing issues.

If winds of 40mph or more are forecast after noon on the following day the decision to close the event will be delayed until 08:00 – 08:30. High winds signage will still be erected as per the map from 15:00 on the previous day as this can be taken down before 09:00 if there is a positive change in the forecast. At 08:00 – 08:30 on the day of the forecast winds the DM must review forecast information and decide whether to enact a full closure or not, at which point the DM should coordinate this and ensure that the relevant people, as per the communication plan, are notified before close of business and that web and social media are also used to communicate the closure to the wider public. **Remember, we need a three hour window to evacuate and close down the site once we are open.**

40mph or over winds forecast outside normal open hours.

If a planned evening event is due to coincide with **40mph+** winds the forecast must be re-checked before 09:00 on the day of the event. If this forecast is still **40mph** or above the event must be cancelled. This is to allow time for the various parties involved in the event to be informed as well as notifying as many visitors as possible through the website, social media etc.

10.6 Fire

West Midlands Fire and Rescue will be informed of the event

Full fire cover is on site and all firefighting equipment will be inspected and serviced in line with the appropriate British Standard, prior to the event.

Normal fire points will be situated on main stage, backstage and all other marquees and areas which have electrical points, all traders (hot food and bars) will have their own firefighting equipment. These can be positioned around the site where necessary. Marquees will be positioned which allows access for a fire engine.

10.7 Evacuation

Flow Rate

In calculating the capacity of the event we have consulted the guidance given in the Green Guide and HM Government Guidance regards Fire Safety At Outdoor Events.

The most up to date guidance's provides the following advice on rates of passage in an emergency situation;

Guide to Safety at Sports Grounds Sixth Edition 2018 / The informative annex of BS EN 13200 for flow capacity advises that, for a 1.2m on a level surface, 100 people can reasonably exit in 1 minute (equal to 82 spectators per metre width per minute)

Fire Safety Risk Assessment Open Air Events and Venues 2007 The capacity of an escape route is determined by the rate at which people pass along the route during each minute of the defined escape time. The following are suggested rates of passage for open-air parts of venues:

on all routes within seated accommodation (including gangways and ramps) and stairways – 73 people/metre/minute; and

on all routes in other parts of the event or venue (including within standing accommodation) – 109 people/metre/minute.

Given the different advice we use the lower rates in line with the BS 13200 standard, which advises that, for a 1.2m on a level surface 100 people can reasonably exit in 1 minute (equal to 82 spectators per metre width per minute)

Evacuation Time

The emergency evacuation time is a calculation which, together with the rate of passage, is used to determine the capacity of the emergency exit system from the viewing accommodation to a place of safety or reasonable safety, in the event of an emergency.

These are based on BS EN 13200, which advises that;

Low Risk	8 Minutes
Medium Risk	5 Minutes
High Risk	2.5 Minutes

In determining which fire risk factor to apply we have used the guidance detailed in the same publication along with the risk assessments completed, as detailed below.

Categorisation of Low Fire Risk

A low fire risk seated or standing area at a sports ground is likely to be one where:

- the risk of a fire occurring is low, and
- in the unlikely event of a fire, the potential for the fire, heat or smoke generated by it, to spread, is negligible, and;
- there is a minimal risk to life.

Such structures might include open terraces and stands constructed of non-combustible materials with fully protected catering outlets.

For low risk seated and standing areas, the emergency evacuation time for all spectators to reach a place of safety or reasonable safety should be no more than eight minutes.

Categorisation of Medium Fire Risk

A normal fire risk seated or standing area is likely to be one where:

- the risk of a fire spreading is low
- should a fire occur it is likely to be confined to a room or its place of origin
- there is in place an effective fire suppression or containment system.

For normal risk seated and standing areas, the emergency evacuation time for all spectators to reach a place of safety or reasonable safety should be no more than six minutes.

Categorisation of Higher Fire Risk

The type of spectator accommodation most at risk from fire is the covered stand. A higher fire risk seated or standing area is likely to be one where one or more of the following characteristics apply:

- the construction consists of combustible materials
- structural features could promote the spread of fire, heat and smoke
- there are voids under seating decks, floors or terraces where waste or litter may accumulate
- there are several storeys, with exiting systems from the upper levels routed through hospitality areas
- the concourse areas have inadequate fire separation between retail and/or catering facilities and the emergency evacuation routes
- highly flammable or explosive materials are present
- people in the area are at risk from an incident occurring in an adjacent premise.

For higher risk seated and standing areas, the emergency evacuation time for all spectators to reach a place of safety or reasonable safety should be no more than two and a half minutes.

It is stressed that the list of characteristics summarised in above are for general guidance only. Any fire risk assessment must take into account all relevant local circumstances.

Final Egress Route Capacities

Public Areas

Gate	Width (M)	Minutes	Persons	Gate Use	Capacity
Main Entry/ Egress	18	8	82	Ingress / Emg Exit	11,808
Emergency Exit 1	3	8	82	Ingress / Emg Exit	1,968
Emergency Exit 2	3	8	82	Emg Exit to Safe Space	1,968
Emergency Exit 3	3	8	82	Emg Exit to Safe Space	1,968
TOTAL					17,712

Total Available Escape Width 27m

Each Gate will comprise of fencing panels which can be opened, moved or removed by hand without the need for tools.

All exit routes will be kept clear by stewards who will ensure a free flow at all times during the event.

In the event of an emergency additional lighting will be switched on at every exit gate and throughout the arena.

11 Event timetable

11.1

Ibiza Proms in the Park

Tuesday 30th August – Event site to be marked out, arrival of Plant and Fencing and structures to be installed

Wednesday 31st August - Some vender's also making way to the site including most of the event field remaining PA equipment and lighting also coming in, remaining main structures. – access from 6am till 11pm – Traders coming in from midday pm unless agreed otherwise.

Thursday 1st September – Décor and seating arriving.

Friday 2nd September - final work on the main site with traders.

Saturday 3rd September – Event Day.

Sunday 4th September – from 6am till 10pm all main structure to come off site.

Monday 5th September - Site clear down with all main contractors coming.

Tuesday 6th September – final site clearance and hand over.

Incident Log Book

Bantock Park

Please use a separate page in this log for each incident.

Do not put yourself or staff at risk, call 999 or 101 when appropriate

Staff should write an entry whenever an incident occurs.

Licence Leader
Alcohol Licensing Services

████████████████████
████████████████████

Incident Report Log			
Date of incident		Time of incident	
Location		Value of Losses/Damage	
Description of Incident			
Images available		YES/NO	Are still images available
Was it reported to West Midlands Police		YES/NO	Crime Number
If reported to West Midlands Police, was it reported at the time of incident or afterwards:-			
Which staff member was involved with this incident			
What further action has been taken by Premises Licence Holder			
Final comments;			

Incident Report Log			
Date of incident		Time of incident	
Location		Value of Losses/Damage	
Description of Incident			
Images available		YES/NO	Are still images available
Was it reported to West Midlands Police		YES/NO	Crime Number
If reported to West Midlands Police, was it reported at the time of incident or afterwards:-			
Which staff member was involved with this incident			
What further action has been taken by Premises Licence Holder			
Final comments;			

Incident Report Log			
Date of incident		Time of incident	
Location		Value of Losses/Damage	
Description of Incident			
Images available		YES/NO	Are still images available
Was it reported to West Midlands Police		YES/NO	Crime Number
If reported to West Midlands Police, was it reported at the time of incident or afterwards:-			
Which staff member was involved with this incident			
What further action has been taken by Premises Licence Holder			
Final comments;			

Incident Report Log			
Date of incident		Time of incident	
Location		Value of Losses/Damage	
Description of Incident			
Images available		YES/NO	Are still images available
Was it reported to West Midlands Police		YES/NO	Crime Number
If reported to West Midlands Police, was it reported at the time of incident or afterwards:-			
Which staff member was involved with this incident			
What further action has been taken by Premises Licence Holder			
Final comments;			

Incident Report Log			
Date of incident		Time of incident	
Location		Value of Losses/Damage	
Description of Incident			
Images available		YES/NO	
Are still images available		YES/NO	
Was it reported to West Midlands Police		YES/NO	
Crime Number			
If reported to West Midlands Police, was it reported at the time of incident or afterwards:-			
Which staff member was involved with this incident			
What further action has been taken by Premises Licence Holder			
Final comments;			

Incident Report Log			
Date of incident		Time of incident	
Location		Value of Losses/Damage	
Description of Incident			
Images available		YES/NO	Are still images available
Was it reported to West Midlands Police		YES/NO	Crime Number
If reported to West Midlands Police, was it reported at the time of incident or afterwards:-			
Which staff member was involved with this incident			
What further action has been taken by Premises Licence Holder			
Final comments;			

New Vision Events Limited
Bantock Park, Finchfield Rd
Wolverhampton

Dear Local Resident

Bantock Park event - Saturday 3rd September 2022.

We write to inform you that we have applied for a Premises Licence for an event within a part of Bantock Park, this would, if granted, take place on Saturday 3rd September 2022 from 1200 until 2200 hours (The is a one-day event only).

The event will involve live music and bars, in addition to food stalls, the event will end at approx. 2230 hours.

The event will be run in accordance with strict conditions on our Premises Licence, and specifically, we will collaborate with the Council's Events team as well as Police Licensing, Environmental Health, and Ward Councillors to ensure we will operating correctly, and will show consideration to those who live or work nearby.

This means that there may be some unavoidable noise disturbance during these hours. We have accordingly worked closely with the City Council and the Police to ensure that any potentially negative consequences are mitigated or avoided. On site security will oversee the arrival and departure of visitors and noise levels will be regularly monitored at the site's perimeters (receptor points).

In the event that you do have any issues on the day, the number to call to discuss the matter with us is:

If you require any additional information, please do not hesitate to contact the email below.

Kind regards
Rob

Rob Edge (Director)
Licensing agent for the event organizer

[REDACTED]

[REDACTED]

[REDACTED]

Staff Training for Licensed Premises



Rob Edge (Director)
Licence Leader Ltd



Contents

- Introduction
- Alcohol
- Strength of intoxicating drinks
- Units of alcohol
- How alcohol affects the body
- Alcohol sales Underage customers
- Adults buying for minors
- Refusing sales
- Test purchasing and responsible retailing
- Licensing Act 2003
- Licensing Objectives
- Premises Licences
- The Designated Premises Supervisor
- Mandatory Conditions for Premises Licences
- Authority to Sell
- Review of Premises Licences
- Duties and Responsibilities of Premises Licence holder
- Additional Responsibilities of the DPS
- Personal Licences
- Duties and Responsibilities of Personal Licence holder

How else can I help you?

As well as providing you with this Operations Manual, Licence Leader Ltd will provide you with the help to navigate the minefield of the legislation and associated guidance. As a licensing specialist, I am there to assist you with any issues you have with the Council, Local Police, or other Responsible Authorities, in relation to premises licensing.

Whether you are a business who wants to obtain or Vary a premises licence or change the DPS; or possibly extend your trading hours.....Get in touch.

Rob Edge (Director)

[Redacted]
[Redacted]
[Redacted]

Introduction.

This manual has been produced by **Licence Leader Limited** licensing team and is designed to be a reference and training tool for the licensed premises, their staff, and employees.

Please ensure that you have a good working knowledge of your responsibilities with regard to the responsible retailing of alcohol, always promote best practice and ensure compliance with the law in relation to alcohol sales. You must be extremely careful how and to whom you sell such products. Poor staff training and lack of knowledge are a major contributing factor in failed test purchases conducted by the police and trading standards.

Remember if your premises are associated with underage drinking or sales, your trade can be adversely affected. You or a member of staff may face prosecution or even a review of your premises licence which allows you to sell alcohol. A review hearing can result in your licence being suspended or even revoked.

You and your staff also have an obligation towards your customers and people living in the vicinity to be a responsible retailer. Make sure that you train your staff and also family members who may help you in the premises from time to time. This booklet will be as useful to employees who have worked in the licensed trade for a number of years, as it will be to new employees.

How to use this booklet

The booklet contains a comprehensive overview of the basic information you and your staff should have and understand in order to sell alcohol and other age restricted products in a responsible fashion. This staff training manual should readily be available in your store to be referred to (if necessary) at a later date.

.....Alcohol

Alcohol is classed as a drug. It alters the physical, mental, and emotional state of the drinker. Moderate drinking can be part of a healthy lifestyle and often contributes to sociability and relaxation. However, drinking too much on one occasion (binge drinking) or drinking heavily on a regular basis can lead to anti-social behaviour and can damage health, in the long-term. Those in the licensed retail trade should have an understanding of the products they sell and should perform their duties responsibly

.....Strength of intoxicating drinks

A drink is classed as intoxicating if it contains more than 0.5% abv. The amount of alcohol in a product is expressed as a percentage of alcohol by volume, or abv. The label will state the strength of the product as alc % volume or %vol. For example, a wine labelled as 13% vol or alc 13% vol means that 13% of any given quantity is pure

alcohol. Most spirits are around 40% and beers and ciders are typically range from 3% to 9% abv. To be classed as alcohol free, a drink must contain no more than 0.05% abv, and to be classed as low alcohol, no more than 1.2% abv. It is most important that someone asking for alcohol free drink is not given a low alcohol product

.....Units of alcohol

The amount of alcohol in a drink can also be expressed by using the unit measurement. One unit of alcohol weighs 8 grammes (g) or measures 10 millilitres (ml) of liquid.

Half a pint of beer of strength 3.6% abv contains 8g of alcohol, therefore, is equal to one unit. One 25ml measure of whisky of strength 40% abv also contains 8g of alcohol. Therefore, in terms of alcohol intake, half a pint of beer is equivalent to one 25ml measure of whisky (a measure used in pubs).

The Department of Health issue the following recommended weekly alcohol consumption limits: Men - 21 units per week Women - 14 units per week The Government advises that men should not regularly drink more than three to four units a day and women not more than two to three. Consistently drinking four or more units for men, and three or more for women, isn't advisable because of the progressive health risks it carries. After an episode of heavy drinking, it is advisable to refrain from drinking for 48 hours. And of course, in some situations like pregnancy, it is better to drink less and avoid intoxication.

How alcohol affects the body

The effect alcohol has on the body depends on how much alcohol is in the bloodstream – the blood alcohol concentration (BAC).

BAC is measured in milligrams (mg) of alcohol in millilitres (ml) of blood. A BAC of 80mg of alcohol in 100ml of blood is the level above which it is an offence to drive.

The amount of alcohol, which gets in to the bloodstream is dependent on several factors:

- How many drinks the person has consumed and of what strength
- The size of the person. A small person has less blood than a large one, therefore the same amount of drinks will produce a larger concentration
- Gender – a drink will produce a higher concentration in women than men
- Food eaten – Food in the stomach slows the rate at which alcohol enters the bloodstream.

There is no simple way of knowing how to stay within the legal limit for driving, or how the same amount of alcohol will affect different people. It takes approximately one hour to eliminate one unit of alcohol from the body. There is no way of speeding the process up.

Alcohol Sales

Selling an alcohol product to a person under the age of 18 years is unlawful.

Most responsible retailers operate a Challenge 25 Policy. This means that anyone who appears to be under 25 must be challenged to produce valid proof of age. This must

contain a photograph and date of birth and the only ID we can accept is a photographic driving licence, a passport, or a PASS approved Proof of Age card.

- If you suspect somebody to be intoxicated (drunk or under the influence of drugs) it is illegal for you to serve them.
- Alcohol can only be sold during the hours permitted by your Premises Licence. Selling alcohol outside these times is unlawful. (The permitted hours for your store are stated on the Premises Licence Summary, which must be prominently displayed in the premises where anyone can read it.

.....Underage customers

You may find the following points useful in spotting those who are attempting to buy age restricted products whilst underage. Remember such people will be nervous, as they know they are committing a criminal offence. Please note that if you are subject to a test purchase, the minor may not exhibit these traits. A test purchase is different to a 'real life' situation because the child is doing something he or she has been instructed to do by a Police officer or a Trading Standards officer. Therefore, he or she may not exhibit the following signs of nervousness.

- **Body Language.** Look out for signs of nervousness such as stuttering and becoming pale. Over confidence and giggling is sometimes a give-away clue.
- **Physical Appearance** in boys, ask yourself: Are they shaving? Look at how they are dressed. Do they have an adult hairstyle? With girls, look for evidence that they have tried to make themselves look older by using excessive make up, high heels to make them appear taller and wearing more mature clothing.
- **Product** What is the person buying? If it is a product which is age restricted and is likely to be favoured by underage (e.g. – alco pops, cider etc.), be particularly careful.
- **Payment Method** Payment with large quantities of loose change can be an indication of an underage person as it may be the result of a collection. Money obtained from a wallet or purse is a more normal practice amongst adults. People who pay by credit or debit card are, perhaps, less likely to be underage but you cannot be certain.

.....Adults buying for minors (Proxy sales)

Adults buying alcohol for underage persons or proxy purchasing is a big problem as youths try to find ways to get around producing their ID. You have a responsibility to refuse the sale if you suspect that an adult is buying alcohol to pass on to persons under 18.

Legislation does not prevent parents buying alcoholic products and then allowing their children over 5 years of age to drink them at home under supervision. In any other circumstances both the adult who buys an alcohol product and the person who serves them may commit a criminal offence. This is therefore a difficult area. There can be no doubt that the bulk of alcohol that falls into the hands of children is supplied to them by adults. You can only do the best you can to prevent it. There have been occasions when parents have brought their children into the premises to choose

which alcohol products they want. In such cases you cannot be sure that the alcohol will be consumed in the home, therefore you should refuse service. Likewise, children have produced notes from their parents authorising the supply of alcohol and other age restricted products to the child.

These should be ignored, and service refused. If you suspect that an adult is buying to give to a child the following course of action should be adopted:

- Question the person politely as to the eventual destination of the purchase
- Explain to them that they commit a criminal offence if they purchase the product with the intention of giving it to a person underage.
- Let them know that they are on CCTV and that the footage can be supplied to the Police should they request it.

If you serve the customer and later find that the alcohol has been given to underage persons, speak to your employer about barring them so that the other staff can be given the information also.

Refusing sales

If in doubt – Don't Sell

Take special care during busy periods. The standard procedure for age-restricted products must be followed no matter how busy you are. Be vigilant but remember to be calm and understanding. Be aware that if you break the law, you will be liable, as well as the management and any supervisor in the premises at the time you made the sale. After the customer has chosen, but before they pay for the age-restricted product you must:

Look at them

Remember the Challenge 25 Policy, your store has chosen to adopt. You should request ID from anyone who appears to be under 25. This should be easier to judge than whether they are under 18. If you are in any doubt about their age in relation to the age restriction of the product,

Don't ask questions

Once you have a doubt about their age you must not serve them until they have provided adequate identification. DO NOT ASK THE PERSON'S AGE, SIMPLY ASK IF THEY HAVE ID. When asking for proof of age documentation you may only accept those which contain a photograph and a date of birth, from which you can discover the person's age.

This must ONLY be: -

- A passport
- A photocard driving licence
- A Proof of Age card with a PASS hologram logo (The PASS hologram has to our knowledge not been successfully forged).

Therefore, only accept cards carrying the logo). If the identification is given and the sale is made, you may be able to log the fact that ID was checked on some tills by keying in a code. Do not just accept the ID given. Make sure that you check the details. Look at the photograph and check the date of birth to ensure that the holder is the correct age to purchase the product. There are a number of different schemes in existence which makes forgery relatively easy. Many websites offer fake identity cards. However, if you are satisfied that the card is genuine, you are entitled to accept it (provided it is not an obvious forgery i.e., details crossed out and others written in).

If the identification is given and the sale is made, you may be able to log the fact that ID was checked on some tills by keying in a code.

Do not just accept the ID given. Make sure that you check the details. Look at the photograph and check the date of birth to ensure that the holder is the correct age to purchase the product.

There are a number of different schemes in existence which makes forgery relatively easy. Many websites offer fake identity cards. However, if you are satisfied that the card is genuine, you are entitled to accept it (provided it is not an obvious forgery i.e., details crossed out and others written in).

Normally poor forgeries are easy to detect. If, after proof of age is provided, you are still unhappy about either the age of the person or the document provided, you are entitled to refuse service. You are, in fact not obliged to serve anybody, provided you can show that you have refused service for the right reasons. If you have done all you can to establish the customer's age and you are still unhappy you must not serve them with an age-restricted product. Draw their attention to the notices in the premises, which govern the sale of that particular product. You should be polite but firm.

You should, for example, say: -

"If you are over 18, I apologise, but in my opinion, you do not look 25 and I cannot serve you"

Don't let yourself be drawn into an argument or into discussing your decisions. Your decision is final. It is your responsibility, not that of any other person in the premises. Once you have made the decision the premises manager, DPS (Designated Premises Supervisor) or any other supervisor should not interfere to overturn it. If the customer queries your decision, inform them that your policy follows the recommendations of police and trading standards officers as well as the Home Office. It shows that you are simply doing your job.

Drunk or intoxicated

If a potential customer appears to be under the influence of drink or drugs you must refuse to serve without any further discussion. But please remember that some symptoms of drunkenness such as slurred speech can be a symptom of a medical

condition. You need to establish also that they are unsteady on their feet, their eyes appear glazed, and they smell of alcohol.

BE FIRM BUT POLITE

Refusal in this situation can sometimes lead to conflict if handled incorrectly. Point out to them that you could lose your job by serving them in their present condition and advise them to return at another time. If they do claim a medical condition ask them to bring a letter from a doctor or pharmacist.

Refusals - General

When a refusal has taken place you should record this fact either by completing a refusal or incident book and by recording it on the till, if it has this facility. This is recognised as best practice; it shows that you are a responsible retailer and can be given in evidence at a later stage should you be accused of selling an age-restricted product to an underage person. This is, therefore, a very valuable system for you to use and affords both you and the store some protection. You can write a brief description of the incident in the book with the name or description of the person refused. If the premises is busy at the time the incident occurs, make the entry in the log as soon as you can.

You must ensure that the entry is always made, Trading standards, police or council licensing officers will expect to see your incident log if they visit your store. It is a vital piece of **due diligence** to prove that you are upholding the law.

Test purchasing and responsible retailing

Police and trading standards officers are authorised to send youths under 18 years of age into your store at any time in order to check that you are complying with the law. For anyone else to send in youths under age is an offence. The youths will attempt to purchase an age restricted product from you and if it is an alcoholic product and the sale is made, the sales assistant can receive an on the spot fine. The fine can be recorded as an offence relating to the Violent Crime Reduction Act.

The assistant, DPS and the premises licence holder may all be called for an interview to check that all steps to avoid such sales are taken – e.g., staff training, refused sales and accepted ID logged in the incident book etc. Premises which fail more than one test purchase may have their premises licence reviewed by the local authority licensing committee. This could result in your licence being revoked or suspended and/or additional conditions being placed on your licence to prevent further incident of underage sales. Reviews of licensed premises usually attract local press interest which will reflect badly on your business and may affect custom

Licensing Act 2003

Licensing Objectives

The implementation of the Licensing Act 2003 means that the licensing authority at the local Council deal with all licensing matters.

The Act has four principles, called the Licensing Objectives. These are:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

Anyone working in the licensed trade **must** promote these objectives.

Licences

There are two types of licence – premises licences and personal licences. A premises licence is required to sell alcohol from a particular site. A personal licence allows the holder to sell alcohol from premises covered by a premises licence.

Premises Licence

- All licences are granted by the local council licensing authority instead of magistrates courts
- A premises licence is required to sell alcohol, however -
- The word 'licensee' is no longer used
- The designated premises supervisor is the point of contact for the authorities

Your premises must have a premises licence to enable you to sell alcohol. The owner of the business should apply for the premises licence either as an individual or a limited company. You must make the application to the council licensing authority and other relevant authorities such as the police, fire authority and child protection authority. Application forms and guidance notes are available from your council licensing department.

Any of these authorities have the right to object to the licence being granted. The licence application must also be advertised on the premises and in a local newspaper, to give local residents the opportunity to raise their concerns. If relevant representations are made to the licensing authority, a hearing will be held to discuss the concerns, sometimes a hearing can be avoided through mediation with the interested parties. Once granted, the premises licence does not expire, but can be surrendered by the licence holder if the business closes, or revoked by the licensing authority should concerns arise regarding the running of the premises. An Annual Fee is payable to the Council to cover the costs of their licensing functions under the 2003 Act.

Designated Premises Supervisor

The designated premises supervisor is the person who is in day-to-day control of the licensed premises. They must give their consent to taking on the role. Their name and address will be stated on the premises licence. It is a condition of every premises licence that NO sale of alcohol can be made unless there is a designated premises supervisor appointed in respect of the premises. Remember if the DPS leaves, resigns, or changes for any reason you MUST apply to the licensing authority to vary the licence a copy of your application must be given to the police. You will be unable to sell alcohol and may be liable to prosecution if you continue to sell without a DPS. The DPS must hold a personal licence and is responsible for ensuring that staff are aware of their responsibilities relating to licensing law.

Mandatory Conditions

There are two mandatory conditions on all premises licences. These are:

- No supply of alcohol can be made unless there is a designated premises supervisor appointed in respect of the premises. The designated premises supervisor must hold a current personal licence
- Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence. This means that if an individual is not a personal licence holder, that person can only sell alcohol in licensed premises if permission to do so has been given by a personal licence holder.

There may be additional conditions on your premises licence, which are unique to your premises, for example, a requirement for CCTV. These conditions are enforceable by law and must be adhered to at all times. Enforcement visits are conducted by police and local authority officers to ensure you are complying with your licence conditions.

Authority to Sell (by the DPS)

So, how do you comply with the condition above which states that sales must be made or authorised by a personal licence holder?

If you do not hold a personal licence, any sales of alcohol that you make must be authorised by the DPS or another personal licence holder in order for you to serve alcohol. Best practice advises that the authority to sell should be recorded in writing. An example of this can be found in Appendix 1 of this manual. The form should then be kept on file as evidence of your ongoing authorisation. If you are asked by a police officer or local authority officer who has authorised a sale you have made you should be able to tell them who that person is.

Review of Premises Licences

The Licensing Act 2003 allows for the conduct of licensed premises to be scrutinised when the licensing objectives are not being addressed. Any responsible authority or interested party may apply for the review of a licence, for example if there have been failures during test purchase exercises. The applicant must give a notice containing details of the application to the holder of the premises licence and to each responsible authority. The licensing authority must advertise the application and invite

Version 3_March 22_RVE.

representations from authorities and interested parties. If the application does not relate to one of the licensing objectives or is repetitious, vexatious, or frivolous, it can be rejected. If the licensing authority rejects the application, they must notify the applicant and give reasons for their decision. If the application is not rejected, a hearing must be held.

The licensing authority can:

- modify the conditions
- exclude a licensable activity from the licence
- remove the designated premises supervisor
- suspend the licence for up to 3 months
- revoke the licence

Duties and responsibilities of the Premises Licence Holder

As a premises licence holder, you must:

- Inform the licensing authority of any change in your name or address
- Notify the licensing authority of any change in the name or address of your designated premises supervisor, if the DPS has not already done so.
- Notify the DPS if they are being replaced or that an application to replace them has been made and refused (i.e., the premises licence holder cannot change the DPS without their knowledge)
- Send the premises licence to the licensing authority within 14 days of your DPS giving notice that they wish to give up the role. This is so that the DPS details on the licence can be updated
- Notify the DPS of an application to transfer the premises licence
- Notify the DPS of the existence of an interim authority notice for the premises
- Produce the premises licence to the licensing authority for updating within 14 days of a requirement to do so
- Keep the premises licence or a certified copy at the premises
- Ensure that a summary of the licence or a certified copy is prominently displayed at the premises
- Produce the premises licence for inspection by a constable or authorised person upon request.

Personal Licences

A personal licence allows the holder to sell alcohol from any premises which has a premises licence. The licence does not relate to a particular store and is therefore portable. Once granted, the licence allows the individual to sell alcohol from on or off licensed premises. The process of applying for a personal licence should not require you to instruct a Solicitor, except in some circumstances.

In order to apply for a personal licence, the applicant must possess a recognised qualification. This is called the National Certificate for Personal Licence Holders. The application for a personal licence is made to the licensing authority for the area in

which you live, NOT where you work unless they are the same. You are also required to notify the issuing authority of any change of address, failing to do so is an offence. A personal licence does not expire. Personal licences can be suspended, or revoked, upon conviction of a relevant offence. If you are convicted of a relevant offence you must notify the issuing authority of this, you are also required to notify the court during the hearing that you are the holder of a personal licence. Failure to do this is an offence

REFUSALS LOG BOOK

If a customer appears to be under 25 and fails to produce a valid ID photo, the sale should be **Refused** and recorded in this refusals log.

Staff should write an entry whenever an age-related sale is refused.

No ID – No Sale

Licence Leader Limited
Alcohol Licensing Services



<div>████</div>	<div>██████</div>	<div>████</div>	<div>██████████</div> <div>██████████</div>	<div>██████████</div>	<div>██████████</div>

<div>████</div>	<div>██████</div>	<div>████</div>	<div>██████████</div> <div>██████████</div>	<div>██████████</div>	<div>██████████</div>

██████████

████████████████

██████████

<div>████</div>	<div>██████</div>	<div>████</div>	<div>██████████</div> <div>██████████</div>	<div>██████████</div>	<div>██████████</div>

██████████

██████████████████

██████████

LICENSING ACT 2003
CUSTOMER NOTICE

When leaving the premises
customers are requested to respect
the needs of local residents &
leave the premises quietly avoiding
any unnecessary disturbance
Thank You

FILE NOTE

From; Faye Pearson EHO
Environmental Health Commercial
Tel. [REDACTED]

To; Premises Licence Applicant
cc; Debra Craner - Licensing

Date: 29th June 2022

Mediation Outcome -

On 23rd June & 30th June 2022 an email was sent to the applicant which included proposed amended licence conditions, following representations by the Environmental Health Section, in regards to the Prevention of Public Nuisance in its capacity as a Responsible Authority. In a return of email from the applicant it has been indicated that they are in agreement with the proposed conditions.

Public Nuisance

In relation to Public Nuisance it was agreed that the following conditions would be added to the Premises Licence:

- 1.0 In accordance with the Code of Practice on Environmental Noise Control, noise from the event must not exceed 65dB LAeq (15 mins) monitored at the facade of any noise sensitive premises (the location of which is to be agreed with the Local Authority prior to the event).
- 2.0 While live or recorded music takes place (including sound checks), the management shall undertake regular noise monitoring at the nearest sensitive receptor, frequency to be agreed by an officer of the Council at least 28 days prior to the event.
- 3.0 A record shall be kept of any monitoring, including the date, time, and location of monitoring; the name of the monitor; and any action taken.
- 4.0 Records shall be made available upon request by a police officer or an authorised officer of the Council.
- 5.0 A hotline phone number will be provided so that local residents will be able to contact the event organisers on event days for information or with concerns about public nuisance. The hotline phone number will be circulated to residents in advance of the event. Residents "letter drop" to be sent out 14 days prior to the event to alert them as to the event details. A copy of the letter is to be forwarded to the council prior to the event

- 6.0 The aforesaid conditions need to be addressed by a competent acoustician, the credentials of whom shall be agreed by the Council in advance. No later than 28 days prior to the event.

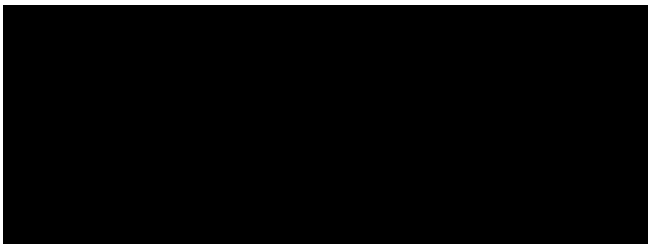
Agent for the applicant Signature:



..... **Date** 30 June 2022

I, Rob Edge, Licensing agent, on behalf of New Vision Events Limited for the Ibiza Proms Event, Bantock Park, Wolverhampton agree to modify my premises licence application to include the above amendments/conditions in my operating schedule.

Environmental Health – Responsible Authority Signature:



..... **Date** 30th June 2022

Subject to the above amendments/conditions being added to the operating schedule Environmental Health agree this should negate the need for a hearing subject to no further representations from any other Persons/Responsible Authority.

Licensing Act 2003 – Staff Training

The training delivered to all staff will include, not least the following list below, and should also include the fact that staff fully understand all of the content.

➤ It is illegal to sell alcohol to anyone under the age of 18.
➤ It is illegal to sell alcohol to anyone 18 or over if they are buying on behalf of someone under the age of 18.
➤ All premises that sell alcohol must have a Premises Licence and a Designated Premises Supervisor
➤ Staff under the age of 18 must not sell alcohol unless each sale has been approved by the Personal Licence Holder or responsible person aged over 18
➤ The premises Licence holder must display the premises licence inside the premises in a public place
➤ If you are not sure that the customer is 18, ask for proof of age, use the Challenge 25 scheme. If you are not sure, refuse the sale and record in the Refusals Log
➤ Make sure you know the hours allowed within the licence for the sales of alcohol.
➤ Ensure you know all of the conditions within the operating schedule of the premises licence.
➤ Make sure the CCTV is always on and working when the premises is open and trading.
➤ Never serve anyone who is drunk
➤ Always offer 'free' water to anyone who has drunk too much
➤ No alcoholic drink shall be sold for consumption off the premises.
➤ No persons carrying open bottles shall be admitted to the premises at any time.
➤ A record of staff training in relation to the sale of alcohol will be kept on the premises and available to Police or Licensing Authority on request.

Staff that have been trained must sign below to confirm they have received the training.

Name	Date	Signature	Comments

Signed by the trainer.

Name (Print)	
Signature	
Date	

