

## **Proposed / Revised Operating Schedule – Revised 25/07/2024**

### **General**

The DPS or a Personal Licence Holder will be working on the premises at all times licensable activity takes place. Neither of these roles will be fulfilled by Johnny Jones.

An incident book, or record, will be kept and maintained at the premises. Each entry made shall carry the day, date and time that each report was made and pages shall carry sequential numbering. It will record the following:

- a) All crimes reported to the venue
- b) All ejections of patrons, with details of the individual(s) if known.
- c) All complaints received (whether of a criminal or licensing nature).
- d) All incidents of disorder.
- e) The seizure of drugs and offensive weapons.
- f) All visits by a responsible authority or emergency service.
- g) Any faults in the CCTV system, searching equipment or scanning equipment.
- h) Any refusal of the sale of alcohol.
- i) The times on duty and off duty, including names and licence numbers of all licensed door supervisors employed by the premises.
- j) Any items found during the full site check

The DPS shall retain the incident book for a minimum of 12 months. The incident book will be made available to any of the responsible authorities on request. Each reported incident will be dated and signed by the person making the report and that person's name will be clearly legible alongside the signature.

The DPS shall be an active participant in any Licensing Forum and will attend meetings in person or send a suitable proxy to each Forum meeting whenever possible. The DPS will provide up to date contact information for him or herself to the Licensees Forum.

The DPS shall attend a formal training course on responsible alcohol sales such as the National Certificate for Designated Premises Supervisors or the BIIAB Award in Responsible Retailing and provide evidence of attendance if requested.

The premises will participate in the local link radio scheme, and ensure that they have at least one fully functional link radio at all times when the premises is open for licensable activity.

One link radio will be with door staff that are situated at the entrance.

## **Public Safety**

The number of persons permitted in the premises at any one time including staff shall not exceed West Midlands Fire Risk Assessment, and this number shall be prominently displayed by each entrance to the premises.

The premises licence holder shall ensure a suitable method (clickers in the first instance) of calculating the number of people present during licensable activities is in place, and that the results are securely recorded in a logbook for a period of at least 12 months.

All staff to be trained in order to carry out a safe evacuation of the premises in an emergency and training to be implemented on an annual basis. A record of this training to be kept on the premises and be made available to any responsible authority upon request.

A dedicated area shall be provided for the purpose of providing care to patrons who are in need of assistance through injury or intoxication or awaiting collection. In cases where patrons refuse all offer of assistance, all steps taken by staff at the premises shall be recorded, to evidence what efforts were made to ensure the safety of the individual concerned.

The premises licence holder shall ensure that at all times when the public are present there is at least one competent and fully trained person able to administer first aid, that an adequate and appropriate supply of first aid equipment and materials is available on the premises, and that adequate records are maintained in relation to the supply of any first aid treatment.

Glass collectors shall be employed on all floors open to the public on Fridays, Saturdays, and Sundays before a Bank Holiday and on any Student Nights and shall identify patrons who appear to be intoxicated and provide assistance as required. The glass collectors will be easily recognizable from customers. **[STET]**

No structure or temporary barrier will be placed externally to the premises without the relevant Council authority licence to do so, unless associated with queue management.

The maximum number of patrons permitted into the premises at any one time shall not exceed the figure permitted by the Fire Authority.

Locations of fire safety and other safety equipment subject to change in accordance with the requirements of the responsible authorities or following a risk assessment.

Any detail shown on the plan that is not required by the licensing plans regulations is indicative only and subject to change at any time.

Public areas will be maintained free from obstruction and trip hazards

All exit routes will be kept unobstructed, with non-slippery and even surfaces, free of trip hazards and clearly signed.

A full site check including internal and external areas to be completed, looking for any weapons, illegal substances or insecure areas both, before opening for business and immediately after closing time.

The DPS/ manager will undertake a weekly inspection of the public areas of the premises to identify anything might present an identifiable risk to public safety. Any risks identified that are deemed to be unreasonable must be rectified at the earliest possible opportunity.

~~The premises licence holder shall ensure that all drinking glasses used within the premises are of toughened or safety glass or polycarbonate/plastic to the appropriate safety standard, in that they shall not produce sharp shards when broken.~~ [Amend as below]

Proposed amendment:

The use of non-glass/polycarbonate/plastic drinking vessels will be determined in accordance with a risk assessment approved by West Midlands Police.

## **UNRESOLVED**

All staff to be trained in order to carry out a safe evacuation of the premises in an emergency and training to be implemented on an annual basis. A record of this training to be kept on the premises and be made available to any RA upon request.

The number of persons permitted in the premises at any one-time including staff shall not exceed West Midlands Fire Risk Assessment, and this number shall be prominently displayed the entrance to the premises. The premises license holder shall ensure a suitable method (clickers in the first instance) of calculating the number of people present during licensable activities is in place, and that results are securely recorded in a logbook for a period of at least 12 months.

The premises licence holder shall ensure that all times when the public are present there is at least one competent and fully trained person able to administer first aid, that an adequate and appropriate supply of first aid equipment and materials is available on the premises, and that adequate records are maintained in relation to the supply of any first aid treatment.

All staff on duty shall be trained in the Fire Safety and Evacuation procedures for the premises and aware of their individual responsibilities. This includes any door supervisors.

Documented records of training completed shall be kept for each member of staff. Training shall be regularly refreshed and at no greater than 6 monthly

intervals. Training records shall be made available for inspection upon request by any RAs.

At least one member of First Aid trained staff on the premises at any time that members of the public are present on the premises.

~~A full site check, including internal and external areas to be completed, looking for any weapons, illegal substances or insecure areas both before and after opening for business.~~ [Proposed removal of condition]

### **Removal Agreed**

## **Prevention of Crime and Disorder**

### **CCTV**

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

All public areas of the licensed premises, including all public entry and exit points, areas where door staff conduct searches and the street environment will be covered, enabling facial identification of every person entering in any light condition.

The CCTV cameras shall continually record at all times regardless of whether the premises is open or closed and recordings shall be kept available and unedited for a minimum of 31 days with the date and time stamping.

A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public and must be able to produce/download/burn CCTV images upon request by a police employee, police officer or an authorised officer of the licensing authority.

Any footage must be in a format that can be played back on a standard personal computer.

Where the recording is on a removable medium (ie. compact disc, flash card etc), a secure storage system to store those recording mediums shall be provided.

The images will be produced to a police employee, police officer or an authorised officer of the licensing authority in a readily playable format, immediately upon request when the premises are open to the public and at all other times as soon as reasonably practicable.

Signs will be prominently displayed, advising customers that CCTV is in operation at the premises.

All door supervisors on duty, working at the premises will wear body worn cameras from their start of duty through to the end of their duty. Body worn cameras should be worn continuously throughout their tour of duty. **[STET]**

The device(s) used shall be capable of recording video images and sound.

Images from the body worn cameras shall be stored for a minimum of 31 days and shall be produced to a police employee, police officer or an authorised officer of the licensing authority in a readily playable format, immediately upon request when the premises is open to the public and at all other times as soon as reasonably practicable.

There will be sufficient trained staff to facilitate the above.

### **Operating procedure**

The Licence Holder shall submit, to the Police Licensing and the Local Authority, a separate Operating procedure for each event where an external promoter, DJ or Artiste is involved at the premises. It shall be submitted in writing at least 14 days prior to the event.

Where late bookings are requested and with reasonable notice (not less than 3 clear working days), the Licence-Holder shall email Wolverhampton Police Licensing Team [REDACTED] for approval to accept late bookings.

The West Midlands Police use their best endeavours to accommodate requests where sufficient notice is given.

### ***Above additional wording agreed***

Police will notify the premises licence holder in writing of any condition(s) that should apply to the operation of the event. If less than 14 days' notice is given in writing, any condition(s) applied by the police shall not be challenged by the applicant/Licence holder.

### **Door Staff**

~~Security Industries Agency (SIA) registered Door Supervisors will be employed at the premises every Thursday, Friday and Saturday and all bank holidays, including the day prior to the bank holiday, and when holding any events including student events.~~

~~There shall be a minimum of 2 SIA registered Door Supervisors on duty from 8pm. Premises to conduct a risk assessment on suitable numbers of SIA registered door personnel, at all times. The above a minimum only. A ratio of 1:50 thereafter.~~

The provision of SIA registered Door Supervisors shall be risk assessed for each trading session, with a minimum of:

- 1 SIA registered Door Supervisors from 20:00hrs on Thursdays and Fridays
- 2 SIA registered Door Supervisors from 20:00hrs on Saturdays, bank holidays, the day prior to the bank holiday, from 2hrs prior to kick-off Wolverhampton Wanderers home match fixtures, and when holding any events including student events,
- 1 additional DS for every 50 patrons thereafter (1:50)

With the prior agreement of West Midlands Police, 1 SIA registered Door Supervisor may be employed on individual Saturdays where expected footfall in the city is low due.

### *Amendment modified and agreed*

All door supervisors will wear high visibility fluorescent jackets.

Clickers must be used to effectively manage number of patrons.

All door staff will be briefed of their duties and licence conditions at the commencement of each duty.

Upon request by any responsible authority, the door staff shall provide how many persons are present in the premises.

~~From 8pm at least one of the SIA door supervisors shall be female. Where this is not possible, details must be recorded why in the incident book. Furthermore, this shall be reported in writing to the Licensing Authority with 48 hours.~~ [Remove]

~~SIA registered door supervisors shall be provided outside of the premises for until all patrons have left the vicinity or 30 minutes after closing, (whichever is earliest) to assist in the safe and orderly dispersal of patrons from the premises. Body cameras and high visibility vests, tabards or jackets shall be worn by door supervisors when employed in this function.~~ [Replace]

SIA registered door supervisors wearing hi visibility vests and body-worn cameras shall be provided outside the premises until all customers have left the immediate vicinity of the premises.

### **UNRESOLVED**

Door supervisors shall each be equipped with a two-way radio to facilitate communication between themselves/management. [STET]

~~Dedicated staff will be employed to assist the door staff with responsibility of identifying potentially intoxicated individuals and to help them; accordingly, there shall be a minimum of one such staff member on each floor of the premises whenever licensable activities take place.~~ [Remove]

## UNRESOLVED

### Search Policy

~~A search policy shall be in place and will include procedures for the confiscation of prohibited articles, such as drugs and weapons.~~

~~A clearly visible notice will be placed at each entrance to the premises 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. Searching will be a condition of entry, and all persons wanting to enter, or re-enter will be subject of the full search policy on every occasion. This is to include all staff, performers, DJ's and any other entertainment and entourage.~~

~~A knife arch will be in place on all entrance points to the first floor and will be used as a condition of entry to the first floor. This knife arch and any knife wands will be maintained in good working order and if it breaks WMP are to be informed and action taken to repair at the earliest opportunity.~~

~~Search procedure will be as follows:~~

- ~~1) All pockets to be emptied/bags searched~~
- ~~2) Metal detecting wands will then be used to scan from head to toe~~
- ~~3) Full body pat down from head to toe~~
- ~~4) Walk through the knife arch~~
- ~~5) If the Knife arch is activated, another full body pat down to be conducted. [Replace to remove Search procedures into separate policy]~~

Consent to be searched shall be a condition of entry, whereby any person refusing to be searched will be refused entry to the premises.

Searches will be implemented in accordance with a Search Policy approved by West Midlands Police.

The approved Search Policy must be kept on the premises and made available for inspection by a Police or other authorised officer on request.

## UNRESOLVED

~~ID scanner shall be a condition of entry to the first floor every Thursday, Friday and Saturday and all bank holidays, including the day prior to the bank holiday, and when holding any events including student events. CCTV to cover this area also. All information obtained from the ID scanner to be made available to any RA upon request. [Replace]~~

### ID Scan

Where events take place on the first floor an ID scanning machine will be used to scan/record ID of:

- A) All patrons for specific high-risk events agreed in advance with West Midlands Police, and
- B) At the discretion of the controlling Door Supervisor at other times.

Criteria for assessing the scanning of ID shall include: age, appearance, language, volume, behaviour, level of intoxication, unusual or suspicious behaviour and any other circumstance or available information.

## UNRESOLVED

### Drug Safe

The premises shall operate a Drug Safe Scheme. The Drug Safe procedure will involve a dedicated log of illegal substances placed in the safe by staff. It will record details of where the substance was discovered (or from whom it was recovered) date and time as well as details of the person seizing the substance(s). If the person making the entry in the log is different to the person seizing the substance(s) their details shall also be included in the log entry.

Whenever this box is emptied, all its contents must be given to West Midlands Police for appropriate disposal.

### Toilet Checks

Toilet checks will be conducted ~~twice each hour~~ on a risk-assessed basis, at irregular intervals, to deter patrons from illegal activity. A register of toilet checks will be kept by the DPS for a minimum of 31 days and made available to the police on request.

## Agreed

### CCTV

The premises shall install and maintain a comprehensive digital colour cctv system. All public areas of the licensed premises including all public entry and exit points, areas where door staff conduct searches and the street environment will be covered, enabling facial identification of every person entering in any light condition.

The CCTV cameras will continually record while the premises are open to the public and recording shall be kept available and unedited for a minimum of 31 days with the date and time stamping.

A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public and must be able to produce/ download/burn cctv images upon request by a police officer or an authorised officer of the licensing authority.

Any footage must be in a format that can be played back on a standard personal computer.



Where the recording is on a removable medium, (i.e., a compact disc, flash card etc) a secure storage system to store those recording mediums shall be provided.

~~Door Staff—A minimum of 2 door staff, one of which will be female where possible, and a ratio of 1:50 thereafter. [Remove – duplicated above]~~

~~All door staff will wear high visibility fluorescent jackets. [Remove – duplicated above]~~

~~Clickers must be used effectively to manage number of patrons. [Remove – duplicated above]~~

~~All door staff will be briefed of their duties and license conditions at the commencement of each duty. [Remove – duplicated above]~~

## **UNRESOLVED**

### **Search Policy**

~~A zero tolerance to all drugs, with signs placed at key locations informing patrons of this. These key locations would be entrance and anywhere else the venue feels appropriate.~~

~~A clearly visible notice will be placed at each entrance to the premises 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.~~

~~Searching will be a condition of entry, and all persons wanting to enter or re-enter will be subject to the search policy.~~

~~An SIA in possession of a knife wand will be at the entrance point and will be maintained in good working order and if it breaks, WMP are to be informed and action taken to repair at the earliest opportunity.~~

### **Search Procedure will be as follows:**

~~All pockets to be emptied/bag search.~~

~~A metal detecting wand and metal detecting gloves will then be used to scan from head to toe.~~

~~If the metal detecting wand is activated, a full body pat down from head to toe to be conducted.~~

~~There shall be a lockable drugs box at the premises, to which no member of staff except the DPS and or a single designated role holder at the business shall have access.~~

All controlled drugs (or items suspected to be) found at the premises must be placed in this box as soon as practical. Whenever this box is emptied, all its contents must be given to WMP for appropriate disposal. [Remove – replaced with the requirement to have and implement a search policy approved by WMP above.]

## UNRESOLVED

### Incident Register

A paginated incident log (which may be electronically recorded) shall be kept at the premises for at least 12 months, and made available on request to an RA, which shall record the following:

- All crimes reported to the venue, or by the venue to the police
- All ejections of patrons
- Any complaints received
- Any incidents of disorder
- Seizures of drugs, offensive weapons, fraudulent ID or other items
- Any faults in the CCTV system, searching equipment or scanning equipment
- Any refusal of the sale of alcohol
- Any visit by the relevant authority or emergency service
- The times on duty, names and licence numbers of all licensed door supervisors.

[Remove – requirement to maintain incident register already in General Section above]

## UNRESOLVED

### Pubwatch

Where an active Pubwatch exists, the DPS or representative will attend pub watch meetings.

### Staff Training

All staff will be trained in:

- Challenge 25
- Recognising the signs of drunkenness
- How to refuse service
- The premises duty of care
- Company policy and reporting procedures
- Action to be taken in the event of an emergency, including the preservation of a crime scene and reporting an incident to the emergency services.
- The conditions in force under this license.

Documented records of training completed shall be kept for each member of staff. Training shall be regularly refreshed and at no greater than 12-month intervals.

Training records shall be made available for inspection upon request of any RA.

### **Personal Licence Holder**

At least one personal licence holder will be on the premises when it is open for licensable activity.

### **Radio Link**

The premises will participate in the local link radio scheme and ensure that they have at least one fully functional link radio at all times when the premises is open for licensable activity.

### **Under 18 Events**

No specific under 18 events shall be permitted on the premises.

### **Prevention of Public Nuisance**

Queues of patrons waiting to enter the premises shall be supervised by SIA registered Door Supervisors and staff in such a way that they do not cause any inconvenience to neighbouring premises or members of the public.

High visibility vests, tabards or jackets shall be worn by Door Supervisors and promotional staff when employed in this function.

The DPS will ensure that no advertisement relating to events at the premises will contain wording or references which cause offence, contain profane or inappropriate language (whether obvious or suggested) or image(s) of a nature which falls into any of the above categories.

A direct telephone number for the premises DPS shall be made available to local residents in the vicinity in case of complaints.

The use of any outside area by customers eating and drinking will end no later than 23:00 hours each day.

External speakers will cease to operate at 23:00 hours.

All doors and windows will be kept closed from 23:00 hours except for entrances and exits, to allow entry and egress.

Any outside areas are to be monitored and supervised by management and staff, when occupied, during the hours that the premises are open to the public.

Evacuation measures will be in place and managers and staff will be trained to effectively manage this.

Guests attending the premises will be dispersed at the end of the evening as quickly and as quietly as possible by disciplined and effective management.

A dispersal policy ('the policy') will be drawn up and implemented to ensure that as far as practicable customers leaving the premises at the end of each night's trading session do so quickly and quietly.

A smoking policy shall be in place at the premises to ensure that customers smoking outside the premises do so quietly.

A notice shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of neighbouring properties and to use the area quietly.

All refuse and bottles shall be disposed of in bins quietly so as not to disturb neighbours or local residents. There shall be no disposal of glass bottles and refuse outside between 23:00 hours and 08:00 hours or any movement of waste, equipment or materials between these hours.

Deliveries to be conducted at a reasonable hour and not after 23:00hrs  
Waste management to be completed during daytime hours, such as emptying the bottle recycling bins.

### **Protection of Children from Harm**

An age challenge scheme for use when alcohol sales are involved (such as Challenge 25) shall be in use at all times licensable activities are undertaken. Any person who appears to be under the specified age will be required to prove they are over 18 unless otherwise approved by Police.

The only acceptable forms of identification in these circumstances are photographic identification documents, such as;

- a) Passport,
- b) PASS hologram or
- c) Driving Licence.

Where a customer's age is in doubt and no identification is available, no admission to the premises shall be allowed. Signs will be prominently displayed throughout the premises advising customers of this policy.

Staff involved in the sale and supply of alcohol shall receive refresher training in relation to the licensing legislation, Age Challenging and drugs policies every two years. All staff involved in the sale and supply of alcohol shall be fully conversant with the conditions contained in the Premises Licence Conditions.

No member of staff will be permitted to sell age-restricted products until such time as they have completed training. Records of such training shall be kept by the DPS for a minimum of 12 months and made available to the police or other responsible representative on request.

There shall be no entertainment of a sexual nature.

No Children will be allowed on the premises after 22:00 hours.

A refusals register shall be maintained and audited on a regular basis by the Designated Premises Supervisor or appropriate manager, and this will be made available for inspection by the Police and Trading Standards.

All staff shall be aware of the law regarding the refusal of service to any person who is drunk or is underage and shall be aware of how to seek ID from anyone who appears to be underage.

All staff training on the issue of underage sales to be documented and made available to responsible authorities upon request.

All staff to be trained in challenge 25 policy. This training will be documented and refreshed every 12 months and be made available to RA upon request.

No events solely for those under 18 will be permitted on the premises.

Anybody under the age of 18 must vacate the premises by 10pm.

No performers under the age of 18 shall be permitted to perform.

The challenge 25 scheme must be operated to ensure that any person who appears to be under the age of 25 shall provide documented proof that he/she are over the age of 18 years old.

Proof of age shall only comprise a passport, photo card driving license an EU/EEA national ID card or similar document, a HM forces warrant card or a card bearing the PASS Hologram.

The premises shall display prominent signage indicating at all points of sale and at the entrance to the premises that the challenge 25 scheme is in operation.