

**D'Will Centre (Formerly Stone Glow Candles building)
Selina's Lane, Dagenham RM8 1QH**

Hours requested sale of alcohol	Monday to Thursday - 08:00am to 01:00am	Friday and Saturday - 08:00am to 05:00am	Sunday - - 08:00am to 03:00am the following
<u>Voluntary condition</u> Reduced proposed hours sale of alcohol as a	1300 - 0100 hrs	1300 - 0500 hrs	1300 - 0300 hrs

The prevention of crime and disorder

Any queue entering the premises shall be kept orderly and supervised by licensed door supervisors/marshals to ensure that there is no public nuisance or obstruction.

SIA requirement will be risk assessed for all events. The front-line licensed door supervisors used, at a ratio of at least 1:100. One of these shall be female. The SIA door staff will be smart and wearing high-visibility jackets to ensure they can be identified. A register shall be maintained of all persons engaged as door supervisors, to include the name and SIA number of the staff. A briefing of door supervisor responsibilities shall take place prior to event open each day and a written record shall be maintained of the time and dates commenced, finished, and signed to confirm the briefing has taken place. Clickers, or similar appropriate measurements, shall be used to monitor and maintain capacity levels.

SIA registered door supervisors shall be provided outside of the premise for an additional period of 30 minutes after the event closes to the public, 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.

Signs informing patrons of a zero-tolerance policy to all drugs shall be placed at key locations, including all entrance areas, toilets, and the bar area. 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 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 practicable. Whenever this box is emptied, all its contents must be given to Police for appropriate disposal.

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

A Personal Licence holder must be on site when licensable activities are taking place. A member of staff will be in the trading area at all times that alcohol is sold or supplied.

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.

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

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.

An incident log shall be kept at the premises and made available on request to the police or an authorised officer of the licensing authority and held in the control centre.

All bar staff shall be trained in Licensing Act 2003, with an emphasis on Challenge 25 and not serving those who appear to be drunk. Documented records of training completed shall be kept for in the control centre. Training records shall be made available for inspection upon request by a police officer or an authorised officer.

The Designated Premises Supervisor shall ensure that a written notice of authority is kept at the control centre for all staff who sell alcohol. The notice shall be made available for inspection upon request of the police or an authorised officer of the licensing authority and all staff selling alcohol must be in possession of formal identification to verify their identity against the notice.

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.

In the case of a third party hirer, 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.

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.

An electronic or written incidents log will be maintained at the premises with a record of all incidents of crime and disorder reported to or by the premises; all ejections of patrons; any complaints received; seizures of drugs, offensive weapons, fraudulent ID, or other items; any visit by a relevant authority or emergency service. The incidents log will be produced to an officer of a responsible authority upon request. Where a crime is believed to have been committed, the incident will be reported to the West Midlands Police. The incidents log will be kept for at least 12 months and will be produced to an officer of a responsible authority upon request.

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.

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.

All customer-facing staff to receive training before their first shift when the premises is open to the public. Training will also cover Challenge 25, personal safety, conflict management, recognising signs of drunkenness, how to refuse service, the premises' duty of care, safe evacuation of the premises, company policies 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, and the conditions in force under this licence. This training must be documented and produced to an officer of a responsible authority upon request.

c) Public safety

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.

The premises licence holder shall ensure that at all times when the public are present there is first aid provision suitable to the event, as per Purple Guide calculations, 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.

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

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.

The premises licence holder or DPS will carry out pre-opening checks of the site, to ensure that there are no risks to patrons and that all safety precautions are in place.

All staff training in relation to the Licensing Act and Challenge 25 policy will be signed by both the trainer and trainee. No staff to work 'front of house' without this documented training while the premises is carrying out licensable activity.

These training records to be made immediately available to any of the responsible authorities on request. The licence holder will ensure that all staff receive appropriate staff training.

The licence holder would ensure that all staff are aware of their social and legal obligations and their responsibilities regarding the sale of alcohol.

All safety certificates and inspection reports will be kept on site and made available by officers of relevant statutory bodies.

The premises will comply with all [food safety](#) regulations. The staff involved in food preparation will be fully trained.

Staff training is to include safeguarding.

d) The prevention of public nuisance

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.

e) The protection of children from harm

The Challenge 25 scheme will be operated to ensure that any person who appears to be under the age of 25 will provide documented proof that they are over 18 years of age. Proof of age will only comprise a passport, photocard driving licence, an EU/EEA national ID card or a card bearing the PASS hologram. Wristbands to demonstrate proof of age are not permitted.

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