

**BAR 3 ONE, 31B, THE SQUARE, WINCHESTER, SO23 9EX**

**Dispersal Procedure**

Introduction

It is acknowledged by Lee Davies (DPS) & (the proprietor) that there may be a conflict between the legitimate right of Bar 3 One to provide alcohol and other licensable activities and the equally legitimate right of neighbours to enjoy their homes and businesses without disturbance.

Bar 3 One also acknowledges that popular venues are potential sources of nuisance, antisocial behaviour and crime which may create concern for the immediate neighbourhood, its residents and the relevant authorities.

Definition

The Dispersal Procedure is not to be confused with The Evacuation Procedure, any design standard, any other operational policies or any agreed/enforced rules or guidelines.

The Dispersal Procedure (around the terminal hour) is dedicated to make the maximum contribution by exercising pro-active measures, towards and at the end of trading, to move customers from the venue and its immediate area in such a way as to cause minimum disturbance or nuisance to neighbours, both residential and business, and to make the minimum impact upon the neighbourhood in relation to potential nuisance, antisocial behaviour and crime.

The relevance of the time of closure is recognised as meriting this special attention and concern.

This procedure document is specific to Bar 3 One and its locality.

The Dispersal Procedure has been formulated by Lee Davies in conjunction with senior representatives and security of the venue. It will be discussed with the licensing officers of the local council and police.

The Dispersal Procedure is subject to review and will address problems and concerns as they are identified in order to establish a permanent reduction or elimination.

Neighbours Charter

As there are residential neighbours in the local area they will be given a copy of the venue's 'Neighbours Charter'.

This charter explains the existence and aims of The Dispersal Procedure and gives clear communication lines so any neighbour can draw attention to a matter which causes concern (these may relate to customers departing or any other issue).

Should there be a need, a committee which comprises representatives of the venue and residential neighbours, along with other persons as appropriate, will be established to create good and close relations.

(See Appendix A – Neighbours Charter )

### Dispersal Procedure Document

#### 1. Relevance of Licensing Conditions:

We will ensure that the conditions of the Premises Licence, around the terminal hour, are strictly adhered to. This will be operated to encourage the dispersal of patrons gradually; both during the last part of trading and following the end of bar service.

During the last 30 minutes of bar service the points in each bar will be reduced and certain staff re-allocated to collecting glasses or offer customer service in the cloakroom to assist customer departure. A series of measures will be implemented to assist dispersal throughout this period and the 'drinking-up' time.

#### 2. End of Evening Operational Policies:

We will use reduction of volume levels, type of music played and variation of increased lighting levels to encourage the gradual dispersal of patrons during the last part of trading and during the drinking-up period.

DJ announcements may be used to both encourage a gradual dispersal and to remind customers of consideration for neighbours.

#### 3. Cloakroom:

The cloakroom is situated in order to assist the swift return of coats. Management and operation of the cloakroom plays an important part in the dispersal process. (Staffing and control systems are increased in the period prior to bar closure.)

#### 4. Notices at Exit:

In line with Bar 3 One policies, highly visible notices are placed in the foyer requesting exiting customers to leave quietly and to respect neighbours and their property.

#### 5. Door Supervisors:

- will encourage customers to drink-up and progress to the exit within the venue throughout the latter part of drinking-up time;
- will draw the attention of exiting customers to the notices in the foyer and ask them to be considerate;
- Will ensure the removal of all bottles and glasses from any customer who attempts to leave the venue carrying one. A table and bottle skip will be positioned just inside the venue by the door to the foyer to collect glasses/bottles.
- will actively encourage customers not to assemble outside the venue; .

- Will direct customers to the nearest taxi ranks or other transportation away from the area.
  - Will wear high visibility Jackets from 9pm on the door on all trading nights.
6. Food is available at discounted rates from the venue until the last guest exits Bar 3 One, either in the form of the late night snack menu or Hot Dogs and Large Burgers from the Food area, this is provided to relieve the pressure on the fast food outlets on the street and allow people to head straight to the marshalled taxi ranks.

7. Marshalls:

Bar 3 One will contribute to funding the Town Centre Taxi Marshal Service, should this service become available, as is being discussed at present.

8. Rubbish Patrol:

The area patrolled would be "The Square"

The venue will send out a 'Rubbish Patrol' following closure. They pick up bottles and food wrappings in a designated area. (These are likely to be from sources other than our venue – but will be collected and disposed of.)

On rare occasions this patrol may be faced with the result of antisocial behaviour such as vomiting and urination. This will be cleared by use with a mop and bucket containing a disinfectant solution.

9. Staff:

Consideration will be given to procedures for staff departures.

10. Training:

Training at all levels will be conducted to ensure understanding and implementation of the venue specific Dispersal Procedure.

**Hours:**

Monday – Wednesday : Till 01.30

Thursday – Saturday : Till 02.30

Sunday : Till 12.00

Bar 3 One operates an established policy to ensure due consideration is given to neighbours by customers dispersing from our premises.

If you have any concerns in connection with Bar 3 One, please do not hesitate to contact us.

**Contact Numbers:**

General Manager -	:	Freedon Inneh	07877835436
Senior manager -	:	Clarissa Symes	07973194151
Operations Manager –	:	Lee Davies	07748921203
Operations Director	:	Lee Davies	07748921203
Head Office - Customer Relations	:	Clarissa Symes	07973194151

**K AND L LEISURE  
Trading as 3one**

**WINCHESTER**

**STAFF TRAINING HANDBOOK**

(TO BE KEPT IN STAFF FILE AT ALL TIMES)

Name:.....

**INFORMATION**

Welcome to  
K &L LEISURE  
3one  
WINCHESTER

The Bar Manager is:  
The Supervisor is:  
The first aid is:

Site Address:

K &L Leisure  
31b The Square  
Winchester  
Hants  
SO23 9EX

# STARTER FORM

Mr/Miss/Mrs \_\_\_\_\_  
Forename \_\_\_\_\_  
Surname \_\_\_\_\_  
Marital Status \_\_\_\_\_

Ethnic Origin \_\_\_\_\_

Sex Male / Female  
Job Title \_\_\_\_\_ Full time / Part time

Starting Date \_\_\_\_\_

National Insurance number \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Tel number Home \_\_\_\_\_  
Tel number Mobile \_\_\_\_\_

Date of Birth \_\_\_\_ / \_\_\_\_ / \_\_\_\_

If you are registered Disabled please tick this box

Signed \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
Signed by manager \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

RATE..... DAYS WORKED PER WEEK.....

# JOB DESCRIPTION

## BAR PERSON

As a bar person you will report to your bar manager and in his/her absence your supervisor.

Your principle responsibility is to work as part of a team to support your manager in providing our customers with excellent service and customer care, high quality products and an environment which is clean, safe, friendly and fun.

Your duties will include

- Serving food and drink to the standards explained to you on your induction and in the staff hand book.
- Setting up and closing down bar and food operations as instructed.
- Cleaning; before after and during service.
- Operating tills and handling cash in an efficient and security conscious manner.
- Being vigilant in the security of stocks and premises.
- Communicating to your manager any information that should be brought to his/ her attention.
- Looking after customers, building rapport, understanding their needs, creating an atmosphere of friendliness and fun.
- Assisting with merchandising and promotions.
- Your manager may add any reasonable duties to your job; at any time, for the good of the business.

You will need to possess many good qualities. You will be honest and responsible; friendly and fun; able to work under pressure and as part of the team; able to enjoy your work in this rewarding and exciting environment.

# IN-HOUSE POLICIES

## STANDARD OF DRESS

- Staff should always be smart and dress in black clothes unless told otherwise by the manager.
- Bar staff may wear small earrings and watches. Small nose studs are acceptable but no other facial piercing are permitted.
- No member of staff should be eating or smoking in the bar area when on duty or in uniform.
- Long hair must be tied back.
- Guys must be clean shaven or facial hair must be kept well trimmed.
- No nail varnish is to be worn while at work and fingernails must be kept short and clean.

## TIPS AND DRINKS

- We do not serve snakebites.
- We do not serve triple serves of spirits.
- All tips must be kept in view of a manager during your shift, i.e. in a glass behind the bar. Tips are considered a taxable benefit and must be declared to the Inland Revenue. It is your responsibility to declare cash tips.
- No staff member is to consume alcohol when working
- Being found under the influence of drugs whilst at work . will lead to instance dismissal and caution by the police
- Staff are entitled to a 20 minute break, when working a continuous 6 hour shift. If you require a break we are always willing to allow short rest periods, just be sure to check with the manager on duty first, and when it is appropriate.

## PERSONAL PHONE CALLS

- No mobile phones should be behind the bar or on your person when working.
- Personnel phone calls are only permitted in extreme circumstances or emergencies.

## ANSWERING THE TELEPHONE

- A telephone should be answered within 2 rings.



- When answering an external call staff must state "Hello K and L Leisure Bar Winchester ... speaking how can I help you?"

### **NOTIFYING CHANGES IN PERSONAL DETAILS**

- Any changes in personal details (e.g. change of name, address, bank details etc.) must be communicated to a manager a.s.a.p.

### **SECURITY**

- Door supervisors work on some evenings. However all staff must be vigilant of security at all times (see Security Sheet).

### **TRAINING**

- Training is an ongoing process of which there are many areas. You will be trained and coached in all aspects of your job. If you require addition training in any area, speak to a manager who will provide it for you.

### **PERSONAL BELONGINGS**

- Your personal belongings can be kept in the DJ box which must remain secure and tidy.
- Your personal belongings are your responsibility.

### **SITE INFO**

- Children are not permitted in the building at any time after 9pm.
- In the event of an evacuation, the muster point is outside the BT telephone box, on the corner outside The Old Market Inn.

## **GENERAL INFO**

**THE ROTA** is put up on a monday for the following week. Our week runs Monday to Sunday. If you have any requests for time off you must call Freedom or lee the bar managers, before monday. Their mobile number are: 07877835436 and 07748 921203. We do not promise that all requests can be met but we try. The rota is found in the office or under the downstairs bar.

**YOUR PAY** is paid by cheque, which will be available to collect from the bar manager on the last day of every month, along with your payslip.

**SICKNESS PROCEDURE** – If you are unable to attend work through illness, you must report this to a manager immediately and at least four hours before your starting time.

If you are absent for less than a week you will be asked to complete a self certification form. If you are unable to attend work for more than a week you will need to provide a doctors certificate.

K and L Leisure do not offer a sickness benefit scheme. You are, however, entitled to sick pay under the state scheme, provided your earnings are above the National Insurance threshold.

## HEALTH AND SAFETY

It is important to K and L Leisure that we provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and others that may be affected by our activities.

## **RISK ASSESMENT**

A risk assessment is completed to assess the potential risks in our business and a copy is in the staff room. This is reviewed every 6 months or as changes occur to our business and building.

## **FIRE RISK ASSESMENT**

A Fire risk assessment is also completed to assess the potential risks associated with potential fire hazards.

## **ACCIDENT BOOK AND FIRST AID KITS**

The accident book is located in the office, together with a list of first aiders. It is important that any accident is reported as soon as possible and written in the accident book. Although some accident may seem small they could lead to problems later, so they must be recorded in the accident book.

There are 3 first aid kits.

- One in the office
- One in each Bar
- One in the kitchen, upstairs

If the supplies are running low, please inform a manger, who can fill them up.

## **BROKEN GLASS**

Any broken glass must be put into a separate box, so there is no chance of anyone cutting them selves. These boxes are located behind both bars.

## **VIOLENCE**

Trouble, meaning aggressive behaviour from customers, is not acceptable in our bar and is not tolerated. If a situation has the potential to become uncomfortable for other customers or staff, then you must inform a manager or doorman straight away. All managers and doormen are trained in dealing with aggressive behaviour. Do not try to be a hero! Stay behind the bar if the situation becomes aggressive. We have a police radio in the bar to use if necessary. The police radio is very important to the running of all bars in Winchester and must be used sensibly. Our call sign is "MIKE 74". Use this call sign if you need to use the radio. Remember to look after yourself and if the situation becomes very aggressive then remove yourself from the situation ent

## **LICENSING LAW**

All bars only operate if granted a license by the local council . Under such licenses there are strict laws by which we must abide in order to continue our

operation. All our policies are in total sympathy with licensing regulations, which are there to ensure and support orderly, well-run and safe bars. This is exactly what we also set out to achieve.

Breach of licensing laws can result in closure or other penalties and you are reminded of your personal responsibility to stick to the following guidelines.

### **WHO TO REFUSE SERVICE**

**It is against the law to serve alcohol to any of the following –**

- **Any one under 18 years of age.** If you are at all in doubt you must be shown proof of age. We only accept a passport or a Portman Group proof of age card as suitable means of identification.
- **Anyone who is drunk or under the influence of drugs.** Serving these people will lead to problems. Tell the manager if you are worried about refusing someone service and they will deal with the situation for you.
- A policeman in uniform who is on duty.
- Anyone who is attempting to use our premises for the purpose of soliciting.

You will be asked to sign a policy to indicate you understand it is illegal to serve alcohol to anyone under the age of 18.

### **PERMITTED HOURS**

- Except in the event of a special extension granted by the local magistrates you must not serve alcohol outside permitted hours.

These are :

**Mon – Wed**  
11am to 01.30  
**Thurs and Sat**  
11am – 02.30  
**Fri**  
11am – 02.30  
**Sunday**  
11.30 to 12.00

### **WEIGHTS AND MEASURES**

We are also bound by law to serve certain drinks in specific measures and types of glass:-

Draught beers and Cider must be served in Government stamped half pint or pint glasses or jugs which are multiples of a pint. When putting a head on draught beers you must ensure that once the head has collapsed the remaining beers should not be less than 95% of the permissible measure.

Whiskey, Gin, Rum and Vodka must be sold in either 25ml or 35ml measures or multiples thereof. A notice will display which of these measures is used in the bar. We use 25ml.

Wines can be sold by the glass in measures of 125ml or 175ml or multiples thereof. We serve 125ml and 175ml.

I have read and understood the guidelines for passing off.

Signed.....

Date.....

### **PRICES**

It is an offence to charge prices different to those we display therefore it is important that you follow our guidelines:-

- Know the prices and charge them correctly, especially on offer nights e.g. student night.
- Ensure you are aware of price changes as they occur
- Double check you have counted everything especially on large pounds

### **DRUGS**

Again, the law covering illegal drugs is clear. If you have the slightest suspicion that there is any drug use or trade at your place of work you must inform a manager/doorman immediately.

It is an offence to allow anyone to produce, supply, give away, sell or use illegal drugs. It is an offence even if people "offer to supply". Permitting the smoking of cannabis on the premise is an offence.

## **UNDER 18S POLICY**

### **FOR ALL STAFF**

Remember that it is your responsibility to ensure that a customer asking for alcohol is OVER 18.

If you are in any doubt, then unless they produce a valid and

genuine ID, you must refuse to serve them.

It is the company's policy only to accept the following forms of ID:

ID

- 10 year passport
- Driving licence with photo (check date of birth)

Please note REFUSALS in the refusals log book.

.....

(licensee/manager)

I have read and understood this policy and know that breach of this policy will result in disciplinary action.

.....

(employee sign and print name)

## **SECURITY**

We are all working in an environment where we need to be alert and vigilant on all security procedures. Listed below are all points that you, as bar staff need to adhere to.

- Please report any suspicious behaviour of any customer to the manager on duty and make a record if necessary in the diary.

- If the tills become full of notes, then please inform a manager who will remove the excess cash and put it in the safe.
- The money is counted at the end of a shift and discrepancies must be accounted for. This may result in staff being allocated specific tills and being responsible for losses.
- All bank notes must be checked under the UV light at the time of payment. Any counterfeit notes found at the end of the shift will have to be accounted for by staff.
- The building must be cleared of any customers 20 minutes after closing. The toilets should be checked by a minimum of 2 people at the same time.
- The cellar doors must be locked at all times, when not in use.
- When leaving the building, do not exit alone. Leave with another member of staff or have someone see you to the door.
- Do not allow anyone into the building after the pub is closed. If anyone requires entry after this time, you must get the manager on duty.
- The front door must be locked after the bar is closed. All other doors must also be kept shut.
- You must not communicate door codes to any person, other than an employee.
- You must ensure that doors that have access to back of house are kept closed at all times.
- Confidential Company information must not be divulged.
- No non-employees must enter the back of house area at any time, unless under the managers instruction.

I understand and will adhere to all of the points listed above will regard to security procedures,

Signed.....Date.....

## MANUAL HANDLING

In any manual lifting operations you must always lift in the correct way and where possible seek assistance from a colleague.

Follow these basic guidelines.

- Assess the route to be taken – look out for obstructions, slippery floors, people etc.
- Examine the object and assess the weight – if you feel it is too heavy or awkward seek help or split the load.
- Adopt a good posture – back straight, knees bent, shoulders level.
- Keep a firm grip.
- Move smoothly.
- Keep close to the load.
- Avoid twisting your body.
- Check the load won't topple, roll or fall etc. Do not stack loads too high.
- Where necessary consider where you can safely place the load at rest stops on the way.

I have been trained in aspects of manual handling

Signed by employee.....

Date.....

## C.O.S.H.H.

CONTROL OF SUBSTANCE HAZARDOUS TO HEALTH

### 10 GOLDEN RULES

1. Use only the approved Chemicals.
2. Do not mix chemicals. Mixing can kill.



3. Never decant chemicals unless the container is properly labelled.
4. Always store chemicals safely, preferably in a locked cupboard.
5. Never use a substance for any purpose other than the one it has been designed for.
6. Always wear protective clothing.
7. Keep C.O.S.H.H manual at hand.
8. Always add chemical to water to avoid splash back and excess foam.
9. Always follow manufacturers instructions.
10. Remember, more is not always better



I understand the importance of COSHH and COSHH regulations

Signed by Employee.....

## THE ESSENTIALS OF FOOD HYGIENE

<b>INSTRUCTIONS</b>			
<p>The handling of raw, uncooked and cooked food requires the highest standards of personal and professional hygiene at all times in order to prevent possible contamination. Each Team member must fully comply with the instructions detailed below:</p> <ul style="list-style-type: none"> <li>• Keep yourself clean</li> <li>• Wear clean suitable protective clothing as provided by the nominated supplier (including hats)</li> <li>• Ensure that clothing is regularly laundered and not worn off site</li> <li>• Tell your Supervisor, before commencing work, of any skin, nose, throat, stomach or bowel trouble</li> <li>• Ensure cuts and sores are covered with a waterproof, high visibility (blue) dressing</li> <li>• Avoid unnecessary handling of food and never cough or sneeze over food</li> <li>• Do not smoke or eat in a food room</li> <li>• Do not prepare food too far in advance of service</li> <li>• Keep food covered</li> <li>• Keep perishable food either refrigerated or piping hot</li> <li>• Keep the preparation of raw and cooked food strictly separate</li> <li>• When reheating food ensure it is piping hot</li> <li>• Keep all equipment and surfaces clean</li> <li>• Follow any food safety instructions detailed food packaging or as instructed by your line manager</li> <li>• Wear strong sensible shoes with non-slip soles and heels, to protect your feet from hot spillages</li> </ul>			
<b>SIGN OFF SECTION</b>			
<p>I acknowledge that I have read and understood the 'Essentials of Food Hygiene' detailed above.</p>			
TEAM MEMBER NAME	SIGNATURE	POSITION	DATE
_____	_____	_____	____/____/____

Each Team member must complete this document and a signed copy must be held in his or her personal training records file.

## FIRE EVACUATION PROCEDURE

ON DISCOVERING A FIRE PLEASE FOLLOW THESE PROCEDURES

1. SOUND THE ALARM.
2. CALL THE FIRE BRIGADE.
3. TACKLE THE FIRE WITH THE PROPER EQUIPMENT **ONLY IF SAFE TO DO SO.**
4. ISOLATE THE FIRE TO STOP IT SPREADING BY CLOSING DOORS.
5. ENSURE ALL CUSTOMERS AND COLLEAGUES LEAVE THE BUILDING.
6. ENSURE ALL DISABLED ARE GIVEN ASSISTANCE TO GET OUT.
7. CLOSE ALL DOORS BEHIND YOU AS YOU LEAVE THE BUILDING.
8. GO TO ASSEMBLY POINT, BT PHONE BOX.
9. MANAGER TO DO A ROLE CALL TO ENSURE EVERYONE IS OUT SAFELY.
10. DO NOT RE-ENTER THE BUILDING UNTIL THE FIRE BRIGADE SAY IT IS SAFE TO DO SO.

## FIRE PROCEDURES AND TRAINING

<b>FIRE RISK TRAINING</b>	
NAME OF PERSON GIVING INSTRUCTION:	
DATE:	
TYPE OF TRAINING INDUCTION / REFRESHER	
PERSON RECEIVING INSTRUCTION NAME:	
<b>tick box</b>	
The action to take on discovering a fire	
The action to take upon hearing the fire alarm	
Raising the alarm	
Location of alarm call points	
Location of alarm indicator panels	
The correct method of calling the fire brigade	
The location and use of fire extinguishers	
Knowledge of escape routes	
Knowledge of the method of door openings	
An appreciation of the importance of fire doors and closing doors	
The operation of all escape doors not in regular use	
Evacuation of the building to the muster point	
Signature of trainee when instruction is complete:	

"Zone" or body colour	Contents	Use	DO NOT USE FOR
Red	Water	Wood, cloth, paper, plastics, coal etc.	Fat, oil, electrical fires
Black	Carbon Dioxide	Liquids – grease, fats, oil, paint, petrol	Chip or fat pans or in confined spaces
Blue	Standard dry powder	Liquids – grease, fats, oil, paint, petrol	Chip or fat pans
	Multi-purpose dry powder	Wood, cloth, paper, plastics, coal, grease, fats, oil, paint, petrol	Chip or fat pans
Yellow/Cream	Aqueous film-forming foam	Wood, cloth, paper, plastics, coal etc. Liquids – grease, fats, oil, paint, petrol	Chip or fat pans
	Foam	Some liquid fires – check manufacturers instructions	Chip or fat pans
Fire Blanket		To cover cooking equipment that is on fire	

## LOCATION OF FIRE EXTINGUISHERS

#

	LOCATION	USED FOR
1	FIRE EXIT DOWNSTAIRS	WOOD, PAPER, TEXTILES
2	FIRE EXIT DOWNSTAIRS	FLAMMABLE LIQUIDS (OIL, PETROL ETC), LIVE ELECTRICAL EQUIPMENT
3	OFFICE	<b>NOT TO BE USED ON FLAMMABLE LIQUIDS OR LIVE ELECTRICAL EQUIPMENT</b>
4	OFFICE	<b>NOT TO BE USED ON FLAMMABLE LIQUIDS OR LIVE ELECTRICAL EQUIPMENT</b>
5	DJ BOX	FLAMMABLE LIQUIDS AND LIVE ELECTRICAL EQUIPMENT
6	KITCHEN	<b>NOT ON LIQUIDS</b>
7	KITCHEN	<b>NOT ON FLAMMABLE LIQUIDS OR LIVE ELECTRICAL EQUIPMENT</b>

## MANAGER CHECK SHEET

COMPLETE THIS PACK FOR PERMANENT MEMBERS OF STAFF

NAME OF EMPLOYEE.....

NAME OF MANAGER / TRAINER .....

AREA	MANAGER NOTE	TICK
APPLICATION FORM	THESE MUST BE COMPLETED AND KEPT IN THE STAFF FILE	
CONTRACT		
WORK PERMIT	IF APPLICABLE	
STARTER FORM	FOUND IN THIS PACK	
FOOD HANDLER QUESTIONNAIRE		
MEDICAL QUESTIONNAIRE		
P45 / P46	MUST BE ONE OR THE OTHER UNLESS THIS IS A SECOND JOB	
SECURITY	FOUND IN THIS PACK	
UNDER 18'S POLICY	MUST SIGN INDIVIDUAL SHEET – FOUND IN THIS PACK	
MANUAL HANDLING	FOUND IN THIS PACK	
C.O.S.H.H.	SHOW COSHH SHEET EXAMPLE – IN POLICY AND SIGN COSHH SHEET FOUND IN THIS PACK.	
FIRE TRAINING SHEET	FOUND IN THIS PACK	
FIRE EXTINGUISHER SHEET	FOUND IN THIS PACK	
ESSENTIAL OF FOOD SAFETY		
BASIC FOOD HYGIENE CERTIFICATE	IF APPLICABLE	
FIRST AID CERTIFICATE	IF APPLICABLE	
PASSING OFF	READ AND SIGN SHEET IN THIS PACK	

**Neighbours' Charter**

**Bar 3 One**

**31b, the Square**

**Winchester**

**SO23 9EX**

**Hours:** Monday – Wednesday Till 01.00  
Thursday Till 02.30  
Friday – Saturday Till 02.30  
Sundays Till 12.00

Bar 3 One operates an established policy to ensure due consideration is given to neighbours by customers dispersing from our premises.

If you have any concerns in connection with Bar 3 One, please do not hesitate to contact us.

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Senior Manager	Clarissa Symes	07973194151
Operations Director	Lee Davies	07748921203
Head Office		
Customer Relations	Clarissa Symes	07973194151

### **Bar 3 One Premises Licence Holders Proposed Conditions**

1. The Designated Premises Supervisor, Lee Davies to attend and pass the National Certificate for Designated Premises Supervisors Course (NCDPS) within 21 days;
2. A Personal Licence Holder must be on the premises at all times whilst licensable activities are being provided;
3. All licensable activities to cease at 02:00 Thursday to Saturday for a [probationary period of 3 months].
4. Door staff at all times to use a clicker system or other system approved by the Police to ensure compliance with the capacity limit of the premises;
5. All door staff to be trained in the use of the clicker (or other) system, such training to be documented in writing and available to the Police and Licensing Authority upon request;
6. Door staff to be increased to 6 with at least 3 persons normally inside the premises;
7. All door staff must wear clearly identifiable reflective arm bands showing SIA identification.
8. Written records must be made on a daily basis of all incidents at the venue, with details of the door staff involved. These records must be made available for inspection by the Police during normal operating hours;
9. A CCTV System must be installed and maintained to a standard agreed with Police;
10. The system must be capable of producing evidential standard quality images with a minimum of six frames per second operating in normal conditions within the public areas.
11. All public areas must be covered by CCTV. This must include the front door and bar areas and must be capable of providing good quality head and shoulder images;
12. All images must be retained for 30 days and made available to an authorised officer on request;



13. There must always be a member of staff capable of operating the CCTV system whilst the premises are open for licensable activity;
14. Any images recovered must be in a format that can be readily taken away and viewed on any computer operating on any windows based program acceptable to the Police, or DVD player. This will be without the requirement for addition software to be installed;
15. The CCTV system must be operating at all times whilst the premises are open for licensable activity;
16. Records must be made and kept for inspection to show that the system is functioning correctly and that data is being securely retained;
17. There should be no entry or re-entry to the premises by any customers after 01:30 hours on Thursday to Saturday inclusive, save for using the enclosed side yard for smokers;
18. Written evidence of the Premises Licence Holder's Public Liability Insurance for the premises to be provided to the Police upon request;
19. No Regulated Entertainment consisting of amplified or live music shall be provided until a noise limiter is installed, calibrated and maintained to the written satisfaction of the Director of Operations. All amplification systems shall be routed through the noise limiter;
20. An acoustic report, prepared by a competent person shall be obtained by the Premises Licence Holder within 21 days, and any remedial works proposed by that report to be agreed, implemented and completed to the satisfaction of the Director of Operations;
21. A noise management plan shall be in place to ensure that there are suitable measures taken to prevent unreasonable disturbance to neighbours. The plan shall be approved in writing by the Director of Operations and any proposed amendments by either party shall be agreed in writing by both parties;

**22. Wind down period**

- i. During the last 30 minutes of bar service the points in each bar will be reduced and certain staff re-allocated to collecting glasses or to offer service to assist customer departure from the premises;
- ii. Volume levels, type and tempo of music played and gradual increase in lighting levels within the venue will be used to encourage the gradual dispersal of patrons during the last part of trading and during the drinking up period.
- iii. The premises shall use a dispersal procedure, amended from time to time in consultation with the Police and a copy of which is attached, to ensure the gradual dispersal of patrons at the end of the evening.
- iv. DJ announcements may be used to encourage gradual dispersal and to remind customers of consideration for neighbours.

23. The premises shall maintain a Neighbours' Charter, a copy of which is attached.