

Security

From 20:00 hours until the closing time of the venue, on Friday and Saturdays, if premises open after 23:00 hours, or when the venue is showing a major football match (defined as England games in World Cup, Euros, Champions League from quarter finals; FA Cup final, and Premier league games with Southampton and a top 4 team or two top 4 teams), three frontline door supervisor, SIA registered security staff shall be employed at the venue (unless it is previously agreed in writing with the Police that a lesser number will suffice). Other events will be risk assessed and if deemed necessary SIA licensed staff will be employed at the minimum ratio of 1:100 customers or part thereof expected. This number is to include only frontline door supervisor SIA staff employed solely on door supervisor / security duties, i.e. safety and security at the venue.

A nominated member of security shall be positioned at the entrance / exit doors and shall be responsible for counting persons in and out of the venue. They shall use a device suitable for counting as approved by the police-licensing department responsible for the area. As such, an accurate number of persons in the venue shall be known at all times the venue is operating under its premises licence. This number is to include staff.

All persons who are frontline door supervisor SIA registered and whose position or role profile is solely security at the venue, shall wear a fluorescent reflective orange tabard / jacket, clearly marked security at all times

All front door refusals shall be recorded promptly, including the reason i.e. too intoxicated, barred suspicion of drugs etc.

If a person is ejected from the venue by a member of staff, a record must be made of the incident including details of the staff members involved and a summary of the circumstances. This shall be completed as soon as practicable but prior than the end of that persons shift.

At the terminal hour of operation, the licence holder shall ensure that adequate numbers of door supervisors are employed to assist with the management of customers leaving the venue as well as those remaining near the premises. Two members of door staff are to patrol the immediate vicinity of the venue for 15 minutes after closing, to assist with safe dispersal from the area. The door staff are to be identified by wearing high visibility tabards as used during normal door staff duties.

The licence holder shall maintain a duty register giving details of each and every person employed in the role of a security/door person and shall provide upon request by any Police Officer or Council Officer, the following details:-

- (a) The licence number, name, and residential address and telephone number of that person;
- (b) The time at which he/she commenced that period of duty, with a signed acknowledgement by that person;
- (c) The time at which he/she finished the period of duty, with a signed acknowledgement by that person;
- (d) Any times during the period of duty when he/she was not on duty;
- e) If that person is not employed directly by the licence holder or venue but via a security contractor company, then details of this company must also be supplied (company name and out of office contact details)

(f) The register shall be so kept that it can be readily inspected by an authorised officer of the Council or Police Officer;

(g) The duty register shall comprise of a bound, consecutively page-numbered book and the licence holder shall ensure

Body worn Video

At times when the venue is operating under its premises licence, all SIA staff shall wear and operate body worn video (BWV) recording equipment at all times.

The equipment shall be maintained and the images shall be made available as soon as practicable but at least within 48 hours to the police on request as long as the request is lawful with regards to data protection legislation.

The equipment shall record high definition colour images and be able to capture sound, specifically conversation. The equipment shall be able to operate in all levels of illumination; images shall be time / date stamped.

The BWV shall be of a similar specification (or greater) to those currently utilised by Hampshire Constabulary and as such shall be of sufficient quality to produce evidential data.

There shall be sufficient number of devices or batteries at the venue to ensure that the devices are able to operate continually.

Where the equipment fails the police-licensing department responsible for the area shall be notified immediately in writing or by e- mail as soon as is practicable and the defect rectified within 14 days of the failure.

Data obtained on the BWV shall downloaded at the end of each day and the captured footage be retained at the venue for at least 28 days.

CCTV

A colour recording CCTV system that captures images from the main public areas (including the rear garden shall be operational whilst licensable activities are taking place.

The system shall be able to cope with all levels of illumination.

The recording equipment shall be stored and operated in a secure environment with limited access, to avoid damage, theft, unauthorised viewing and maintain the integrity of the system.

The system shall be serviced at twelve monthly intervals and maintained to a standard that is acceptable to the police-licensing department responsible for the area.

The system clock shall be checked regularly for accuracy taking account of GMT and BST. Digital systems shall have sufficient storage capacity for 28 days evidential quality recordings (minimum 8 frames per second).

The images produced shall be date and time stamped.

A notice shall be displayed at the entrance to the premises advising that CCTV is in operation.

An additional recording CCTV camera shall be installed and operational whilst the venue is open to the public to cover the area immediately outside the front of the premises and the area immediately to the rear entrance.

It is important that the Police are able to access data from the systems quickly and easily and therefore provision shall be made that at all times the premises is open a person is in

attendance who is nominated by the data controller who has access to the secure area who is able to operate the equipment

Ensure all operators receive training from the installer when equipment is installed and that this is cascaded down to new members of nominated staff.

Have a simple operator's manual available to assist in replaying and exporting data (particularly important with digital systems) and to produce images to the police or responsible authority for the purpose of the prevention and detection of crime as long as the request is lawful and complies with the GDPR

In the event of a technical failure of the CCTV equipment, the premises licence holder or DPS shall notify, via email the police-licensing department responsible for the area within 24 hours of the fault and provide details of when the fault will be repaired.

Refusals

A written log (can be electronic) shall be kept of all refusals including refusals to sell alcohol.

The premises licence holder shall ensure that the refusals log is checked, signed and dated on a weekly basis by the licensee or DPS.

The refusals log will be kept and maintained at the premises and will be available for inspection immediately upon request by Hampshire Constabulary and any responsible authority.

The record of each refusal will be retained for 12 months

Training

Staff shall be trained regarding appropriate precautions to prevent the sale of alcohol to persons under the age of 18, the signs and symptoms of drunk persons and the refusal of sale due to intoxication.

Records shall be kept of such training, which shall be signed and dated by the member of staff who has received that training.

All staff shall receive refresher training every six months as a minimum and records are to be kept of this refresher training, which shall be signed and dated by the member of staff who received that training.

In addition to their training, a written test related to the training given shall be conducted before the staff member is permitted to sell or authorise alcohol. The test will consist of a minimum of ten questions of which the pass rate is 80%.

Anyone who fails to reach the prescribed pass rate shall be retrained and re-tested. Not anyone not attaining the pass rate shall be permitted to sell or authorise the sale of alcohol until the pass rate is attained.

There shall be a minimum of two sets of questions to be used in the training, which shall be rotated upon each subsequent six-month training session.

All training records shall be made immediately available for inspection by Hampshire Constabulary and any responsible Authority upon request.

Training records shall be kept for a minimum period of two years. Training records shall be kept on the licensed premises to which they relate.

DPS

The DPS shall complete a nationally recognised Level 2 DPS course or equivalent depending on provider.

The BIIAB Level 2 National Certificate for Designated Premises Supervisors or EDI provide a Level 3 Award for Designated Premises Supervisors (ADPS).

This qualification shall be obtained within the first 3 months as being employed as the DPS at the venue

Age Verification

The premises licence holder shall ensure that a system is in place to ensure that every individual who appears to be under 25 years of age seeking to purchase or be supplied with alcohol at or from the premises, shall produce acceptable means of identification and age confirmation.

Acceptable identification shall be a valid passport, photo driving licence or PASS accredited photo ID.

If the person seeking alcohol is unable to produce acceptable means of identification, no sale or supply of alcohol shall be made to or for that person.

Drug Policy

The Premises Licence Holder or nominated person shall provide a written drugs policy detailing the actions to be undertaken to minimize the opportunity to use or supply illegal substances within the premises.

The Premises Licence Holder or nominated person shall ensure that records are maintained detailing the time and date of substance misuse training, the people who received the training, and the name of the person delivering the training.

The records shall be available for inspection by an authorised officer at all reasonable times. The records shall be retained for at least 12 months

Incident Recording

An incident book shall be provided and maintained at the premises. It will remain on the premises at all times and shall be available to police for inspection upon request.

Any incidents that include physical altercation or disorder, physical ejection, injury, id seizure or drug misuse shall be recorded in the incident book. The entry is to include an account of the incident and the identity of all person(s) involved (or descriptions of those involved if identity is not known). Should there be any physical interaction by members of staff and the public the entry will include what physical action occurred between each party. The entry shall be timed, dated and signed by the author.

If the member of staff creating the entry has difficulties reading or writing then the entry may be written by another staff member. This should however be read back to the person creating the entry and counter signed by the person who wrote the entry.

At the close of business on each day, the manager on duty where any entries will be reviewed and signed will check the incident book. If incidents have occurred, the duty manager will de-brief door staff at the close of business. Should there be no incidents then this will also be recorded at the close of business in the incident book.

This record shall be retained for 12 months

Till Prompt

The premises licence holder shall ensure that all tills have a prompt message to question staff over the age and condition of the customer when alcohol is purchased i.e. 'ID confirmed' and 'checked - not drunk'.

Radio

The premises shall be incorporated into Winchester BID Radio or similar scheme operating within the Winchester City Council area.

The radio equipment shall be kept in working order at all times

The radio equipment shall be made available to and be monitored by the Designated Premises Supervisor or a responsible member of staff at all times that the premises are open to the public

Pubwatch

The premises licence holder shall ensure that a representative of the premises (whenever possible the DPS) attends regular pub watch meetings or meetings of any similar scheme, so long as such a scheme is in existence and welcomes participation of the venue representative.

The DPS or their representative shall ensure that descriptions of disorderly/banned individuals are circulated to other licensed venues via the Pubwatch or similar scheme.

The DPS will work in cooperation with Hampshire Constabulary and other licensed venues by refusing entry to any person who has been included on the 'banned list