

## Application for Premises Licence

Vodka Bar & Nightclub  
Upper Brook Street  
Winchester, SO23 8AL

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Mr. Dosa Magic

SOUTHERN INDIAN  
STREET FOOD

LOCOLIME  
MEXICAN STREET FOOD

MEXICAN INSPIRED  
STREET FOOD

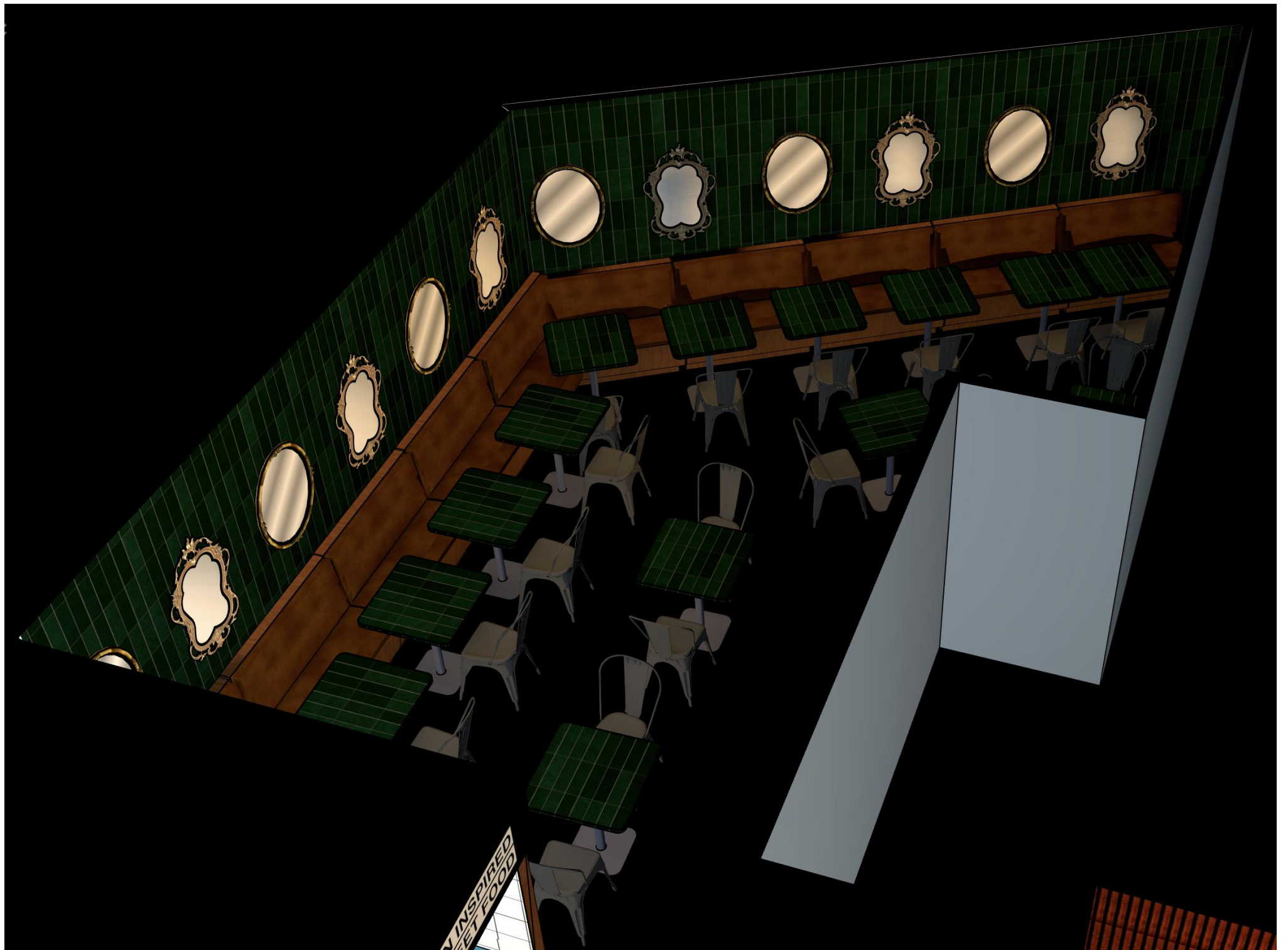


TRES AMIGOS

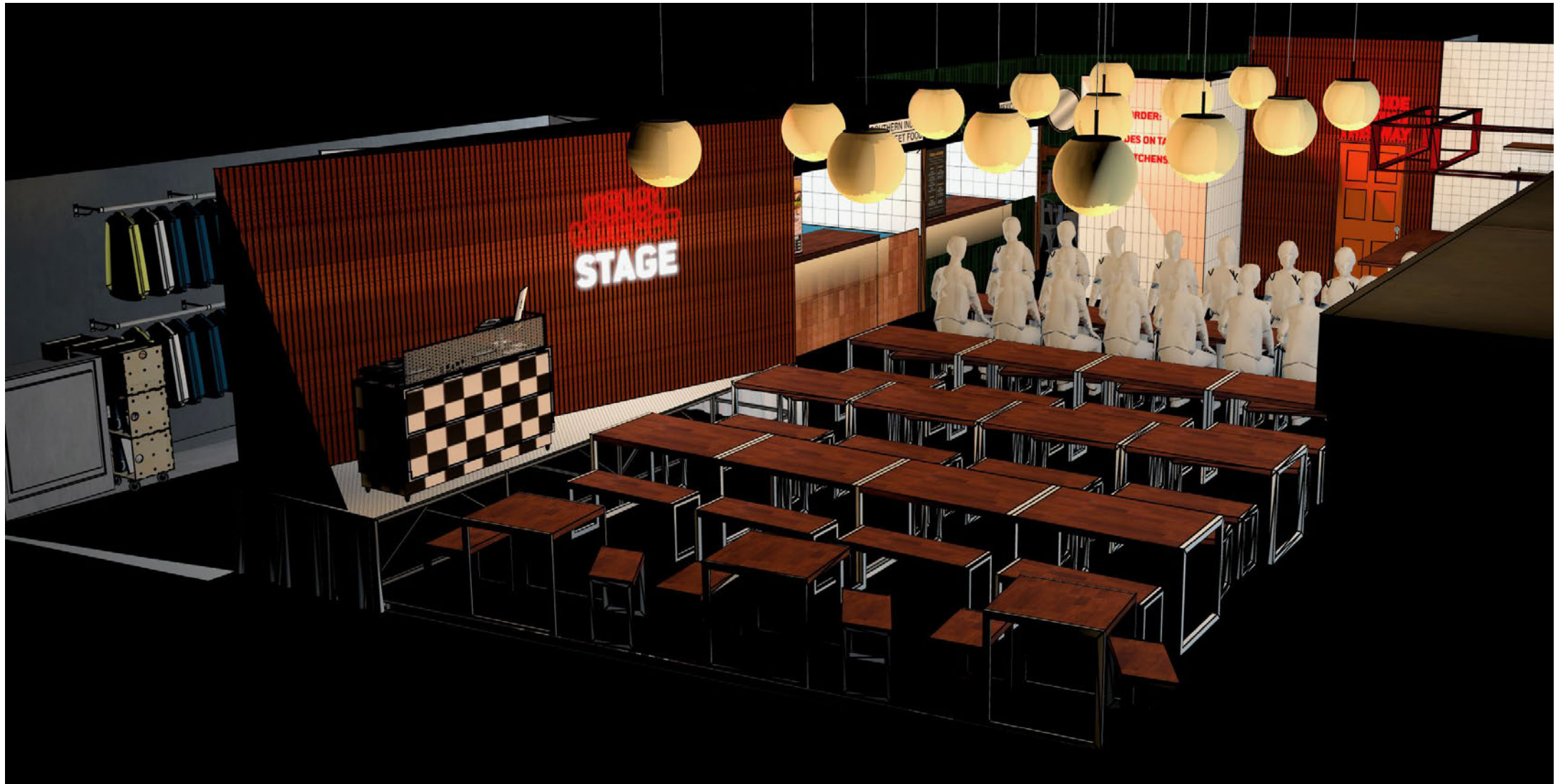
TABLES  
SEATING  
KITCHEN  
BAR

HOW TO ORDER:

- QR CODES ON TABLES
- FROM KITCHENS/BAR
- KIOSKS







# Policies For Benamor Ltd - Helch Market Winchester

## Noise Management Plan

### 1. Introduction

Helch Market Winchester is committed to being a positive addition to the community, ensuring that noise levels are effectively managed to prevent any public nuisance. This **Noise Management Plan** outlines the measures we will implement to control and minimize noise impact, particularly in the **outside smoking and seating areas**.

### 2. Objectives

- Prevent excessive noise from disturbing local residents and businesses.
- Ensure compliance with licensing conditions and local authority requirements.
- Provide a clear framework for staff to monitor and manage noise.
- Maintain positive relationships with the local community.

### 3. Noise Control Measures

#### 3.1. General Noise Management

- Clear and visible **signage** will be displayed at exits and in the smoking/seating areas, reminding customers to keep noise levels down.
- Staff will be **trained** to proactively manage customer behavior and minimize noise.
- Regular **staff patrols** will monitor noise levels, especially during peak hours and late at night.
- External doors and windows will be kept **closed from 22:00**, except for access and egress.

#### 3.2. Outside Smoking and Seating Area

- The **smoking area will close to the public no later than 03:00** to reduce late-night noise.
- From **22:00 until closing**, the bar labeled “**BAR 3**”, which faces the outside seating/smoking area, will be closed and will not provide service to prevent crowding.
- The people in the smoking/outside seating area will be **monitored and controlled by staff from 22:00**, with no people allowed to remain from 22:00 unless they are smoking/vaping or with a group of people who are smoking/vaping.
- **Outdoor seating** will be arranged to direct noise away from residential properties where possible.
- No **amplified music or entertainment** will be played in the outside area at any time.

#### 3.3. Noise Monitoring and Response

- Noise levels will be **checked periodically** at the boundary of the premises to ensure they remain within acceptable limits.
- A **logbook** will be kept to record noise complaints, noise monitoring checks, and any actions taken.

- Any complaints from local residents regarding noise will be **investigated immediately**, and appropriate action will be taken.
- Staff will be instructed to **encourage quiet dispersal** of customers when leaving the venue.

### **3.4. Customer Dispersal Policy**

- Staff will be positioned at exits during closing time to **encourage quiet departure** and prevent loitering.
- Notices will be placed at exits reminding customers to **respect local residents** and leave the area quietly.
- Taxis and private hire vehicles will be directed to **designated pick-up points away from residential areas** to prevent congestion and noise.
- A **staggered closing policy** may be implemented if required to prevent large groups from exiting at the same time.

### **3.5. Litter and Cleanliness**

- Staff will conduct **litter sweeps** in and around the premises to keep the area clean.
- Additional **litter bins** will be provided in smoking, seating areas and at exits, with signs encouraging their use.

### **4. Compliance and Review**

- This **Noise Management Plan will be reviewed regularly**, with adjustments made as necessary based on feedback from licensing authorities, residents, and operational experience.
- The venue will remain open to **discussions with local authorities and residents** to address any concerns related to noise management.

### **5. Contact and Complaints**

- A **designated contact person** will be available to handle any noise-related complaints.
- A **direct phone line or email** will be provided for local residents by post when the venue opens and via signage at the front door to report concerns, with a commitment to responding promptly.



## **Drugs & Weapons Policy**

### **Drug Policy**

This policy applies in relation to Preventing &/or addressing potential Drug or weapons on the premises:

The premises licence holder takes its responsibilities extremely seriously and is committed to striving for Best Practice. This Policy reflects our support of the Licensing objectives, and effectively implementing the conditions of the Premises Licence.

We are committed to giving our staff a heightened awareness of signs of being under the influence of drugs this will be covered in training, allied to potential offences and consequences for non-compliance.

Staff will be reminded of the four Licensing Objectives, each of which must be promoted and not undermined:

- Prevention of crime & disorder
- Prevention of public nuisance
- Public safety
- Protection of Children from harm

By having visible Authority figures SIA on the door and other trained staff looking for indicators of Drug dealing or people under the Influence of Drugs allied to CCTV effective search regimes and appropriate signage this will help reduce the risk of drugs and/or weapons entering into the Premises. Actively sharing and receiving intelligence and Information will also help inform all staff of how best to deter this potential issue. Effective communication both internally and externally is key.

Consideration shall be given to having surface drug testing kits, and other Crime prevention tools to combat drug misuse.

Within the premises the avoidance of flat surfaces in the toilets, vigilance of staff and positive intervention is encouraged. Mirrors, lighting, CCTV, reducing opportunities to conceal items in the premises (such as no rips in furniture), searches of premises before opening and after closing reduce risk.

Staff shall be advised that there are strict laws regarding possession of unlawful substances and required to always follow this policy. Accepting that there is always a risk some drugs can breach the best defences (no intimate searches allowed) there should be a secure strong box or safe for any drugs or drug paraphernalia found.

The premises shall take into consideration any drug and/or weapons Policies by the local Police (where lawful and reasonable). Any drugs or weapons found will be placed in the strong box as soon as practicable and recorded appropriately in line with Police Policy.

Any person found dealing drugs or in possession of a weapon within the Premise will be detained **where safe and legal to do so**, whilst the police are immediately called. There is a strict 'No Drugs' Policy and anyone with unlawful possession of drugs will be asked to leave, and/or not allowed to enter. Careful consideration shall be given to banning that person depending on the severity and circumstances of each individual incident.

Toilet attendants at busy times can also act as a deterrent. There shall be regular and irregular/spontaneous checks on toilets and other "blind spots" to effectively deter any drug misuse.

A sweep will be conducted both before opening and at the end of the night for any evidence of drugs (as well as weapons etc.). This will help ensure the safety of patrons and staff. Staff shall have access to appropriate PPE. There should be a de-brief at the end of the night and a briefing at the start of any shift to share Intelligence and lessons learned to help inform 'Best Practice'.

Staff will be reminded that any breach of any Licence condition may be an offence under Section 136 Licensing Act 2003.

## **Disciplinary Action**

Staff caught selling drugs, or knowingly allowing drug misuse on the Premises will expect to face immediate dismissal.

Training (to be conducted at least once a year) to include heightened awareness of those who may be under the influence of unlawful drugs and indications that they are supplying or attempting to supply or misuse unlawful drugs. This should incorporate considering the Appropriate care for anyone under the Influence.

# Dispersal policy

The aim of this plan is to facilitate the dispersal of patrons who have been engaged in licensable activities at the premises in a safe and effective manner, without causing public nuisance to those occupying nearby residential properties.

To this end, management and staff will:

Make dispersal a main priority of the premises' closing down activities and make sure there are sufficient staff to ensure a safe, controlled and quiet dispersal of patrons.

Risk assess the supervision needs, to ensure a safe dispersal, taking into account the scale of any event taking place at the premises and the number of patrons present.

Notify senior management and the Police if necessary if disorder occurs.

Take appropriate and proportionate actions against patrons who have disregarded measures designed to ensure customers leave in a timely and quiet manner and with regard to the sensitivities of others.

Bring the notices requesting customers to leave the premises quietly to the attention of patrons when staff feel it is appropriate to do so.

Keep at the premises contact details for local licensed taxis and private hire vehicles, and provide these to patrons on request.

Make arrangements for the booking of taxis for patrons, and allow and encourage those patrons to remain inside the premises until the taxi arrives (unless to do so would cause a breach of licence conditions).

Where a booking for a taxi is made by a member of staff at the premises, ask taxi drivers not to sound their vehicles horns on arrival, or otherwise cause a nuisance.

Ask patrons who seem to be waiting for a taxi outside the premises to re-enter and wait for it (unless to do so would cause a breach of licence conditions).

Visibly tidy, clean and otherwise prepare the premises for closure.

In compliance with the staff training condition, staff will be required to be familiar with the conditions of the premises licence. Particular attention will be drawn to conditions which may affect dispersal. These include:

**No persons, except for staff shall be permitted to enter or re-enter after 02:00**

**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 in the vicinity of the premises.**

**Prominent, clear notices shall be displayed at all exits requesting customers to respect the needs of local residents, to leave the premises and the area quietly.**

**Staff shall be given appropriate instructions and training to encourage customers to leave the premises quietly and not to loiter in the vicinity of the premises so as to minimise disturbance to local residents.**

This Dispersal policy will be kept under regular and frequent review and, in any event, will be formally reviewed annually and amended as required from the outcome of the review.



# Safeguarding and Vulnerable Persons Policy

## Expected Standards

There are 4 licensing objectives of equal importance:

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

Safeguarding sits under the protection of children from harm section and the public safety sections and we have a legal obligation to protect children and vulnerable adults from harm. Safeguarding is a term we use to describe how we protect adults and children from abuse or neglect and is an important shared priority of businesses, local authorities, and the police.

As a business, we want to ensure all of our customers can enjoy our facilities free from harm, and we are committed to protecting the most vulnerable in society by ensuring that if we are worried about someone's safety our staff are equipped to deal with it.

## What to look out for?

Alcohol can often make people more vulnerable, particularly those who might be at risk from child sexual exploitation, domestic abuse, or people taking advantage of a physical or mental disability. These people may be at risk of abuse or neglect due to the actions (or lack of action) of another person. In these cases, licensed businesses must work together to identify people at risk, and put steps in place to help prevent abuse or neglect.

## **Abuse and neglect take many forms: These are the recognised forms of adult and child abuse**

- **Physical Abuse:** Non-accidental harm to the body. It can range from physical injuries such as hitting, pushing, wounding etc. to things such as misuse of medication, inappropriate use of restraint and dehydration/malnourishment.
- **Domestic Violence:** Physical, sexual, psychological or financial violence that takes place within an intimate or family-type relationship and forms a pattern of cohesive and controlling behaviour'. People should be aware that domestic violence is not always physical and also includes forced marriage and so-called 'honor crimes'. Many people think that Domestic Abuse perpetrators are male, however it is estimated that over 25% of Domestic Abuse victims are male. Domestic Abuse also takes place in same-sex relationships, so be open-minded as to who could be a victim.
- **Sexual Abuse:** Includes sexual assault or sexual acts which have not been consented to. Also, encompasses rape and non-contact abuse such as sexual harassment or pornography.
- **Child Sexual Exploitation:** This could be a combination of a number of categories of abuse. It can take place anywhere, but often Licensed Premises may be used as a lure for vulnerable

children. They may be plied with alcohol and other intoxicants then groomed for the sexual gratification of a number of adults. Things to look out for are the same adult coming to the bar with different children, or the same child coming to the bar with different adults. Inappropriate touching or language, the child looking uncomfortable or nervous in the presence of the adult.

- **Psychological/Emotional Abuse:** Mental abuse such as threats, abandonment, intimidation, humiliation, deprivation of physical or emotional contact and cultural needs. Can also include verbal abuse. Psychological abuse can be harder to spot as it is often done in private and has no physical signs.

- **Financial or Material Abuse:** Can encompass internet scams, fraud or theft of property but also alludes to control over financial ownership such as wills, inheritance or property.

- **Discriminatory Abuse:** Unequal treatment of a person due to their race, gender, age, disability, sexual orientation or religion.

- **Organizational Abuse:** The mistreatment, abuse or neglect of a person in a setting where the person lives or a service that they use.

- **Modern Slavery:** Modern slavery is a hidden crime and targets people living in poverty or with a lack of education or unstable social conditions. Modern Slavery encompasses slavery, domestic servitude, human trafficking and forced labour. It is an international crime and can include victims that have been brought over from overseas and vulnerable people within the UK who are forced to work illegally against their will, often in illegal establishments.

- **Neglect and Acts of Omission:** Includes all aspects of neglect such as deprivation of food, shelter, clothing or heating. Abusers can also harm victims by ignoring their medical or physical needs, which is mostly applicable in a care situation where abuse can occur through failing to provide medication to a person, banning visitors or ignoring/isolating the person.

- **Self-Neglect:** Self-Neglect is a little different to the other types of abuse as this is inflicted from an individual to themselves and focuses on a lack of self-care so much that it affects personal health and safety. Self-Neglect also encompasses self-harm, failing to care for one's personal hygiene, surroundings or health.

### **When to step in and what to do**

All staff performing a public facing service should receive appropriate basic training to understand vulnerability and how to support vulnerable customers.

Free training materials can be sourced from a number of organisations such as **National Pubwatch 'Supporting Vulnerable Persons' film** or **Metropolitan Police 'Welfare and Vulnerability Engagement (WAVE) presentation and videos**.

### **Ask for Angela**

Consider using the "Ask for Angela" campaign (or similar). Posters can be placed in strategic locations encouraging vulnerable people to "Ask for Angela" to ask for help from the venue staff to extricate them from a situation. If you do use this campaign, please ensure that ALL members of staff who are likely to interact with customers in any way, are fully conversant with the campaign and what to do if someone "Asks for Angela"

**Have a direct line of communicating with the local authority CCTV operators i.e. the pub link radio**

If you are a member of the local Pub link radio system. The radio will normally be carried by the management or head door supervisor

**Identification of a “Safe Area” inside the venue where vulnerable people can remain and be cared for until their safety has been ensured.**

The office has been identified as a safe area, however the outside seating area may also be used if the situation is not too serious. Guests can also leave via the back exit if it's deemed necessary.

**Have a nominated member of staff who will be responsible for dealing with any vulnerable people associated with the venue.**

The general manager and DPS will be the responsible person for ensuring the continued welfare of vulnerable people, he/she may delegate such responsibility as appropriate to other duty managers working at the premises.

**Have a register documenting the incidents where vulnerable people have been identified and the actions taken by the venue to ensure their safety.**

Any incidents where vulnerable people have been identified will be fully reported in the incident book. This will include the issues that caused the vulnerability in the first place, staff members involved in the care of the vulnerable person, the final result/disposal. Any such reports must be signed off by the DPS

**Have a list of local taxi company details to be provided to customers upon request and when required arrange a taxi on behalf of a customer.**

Local Taxi firm numbers will be displayed in the foyer of the premises. Staff members will always call (free of charge) a taxi for any vulnerable person upon request.

**A nominated manager to be present and to remain in the main customer entry area no later than 30 minutes prior to closing time to ensure the safe and quiet exit from the premises by all customers.**

The team leader on duty or door staff will be the responsible person for ensuring the safe and quiet egress of customers from the premises. Ordinarily they will be positioned within the foyer of the premises at 30 minutes prior to the terminal hour.

**Reporting vulnerable adults**

- Assess the situation i.e. are the emergency services required? If the person is in immediate danger, or fear for their safety, wellbeing or life then yes call the emergency services either on 999 or the Police on 101, dependent upon the circumstances
- Ensure the safety and wellbeing of the individual this may mean separating them from their abuser or taking them to the “Safe Area” (see above).
- Establish what the individual's views and wishes are about the safeguarding issue and procedure – remember any investigations will always be ‘victim led’ so they cannot be



forced into a certain course of action but should be encouraged to report it to either the Police or other support groups to assist them in breaking the cycle of abuse.

- Maintain any evidence [for example CCTV, if they consent record on your phone what they say]
- Remain calm and try not to show any shock or disbelief
- Remember do not ask leading questions stick to:
  1. What happened?
  2. When did it happen?
  3. Where did it happen?
- Listen carefully and demonstrate understanding by acknowledging regret and concern that this has happened, repeating what has been told to you serves two purposes, it demonstrates to the victim that you are listening and also ensures that accuracy is maintained.
- Inform the person that you are required to share the information, explaining what information will be shared and why
- The information you need to collect is
  - o Name
  - o Date of Birth
  - o Address
  - o Contact details
- Make a written record of what the person has told you, using their words, what you have seen and your actions.

### **Reporting vulnerable children**

Take the steps as detailed above however some further steps can be taken:

- o If the child is not in immediate danger
  - o Work with the child to establish if a responsible adult can come and pick them up
  - o Report it to 101
- o In the child is in immediate danger
  - o Report it to your local police 999

**REMEMBER** – Doing nothing is not an option. You wouldn't want any of the above forms of abuse happening to a member of your family. You could be the person that helps the victim break the cycle of abuse that they may have been subject to for months or even years.

I understand that it is my responsibility to report any abuse or neglect I witness to my line manager immediately, discreetly and away from other customers.

## Premises Licence Part A

Premises licence number: BH199256

Postal address of premises, or if none, ordnance survey map reference or description:	
Helch Market Restaurant 3 Gervis Place	
Post town: Bournemouth	Post Code: BH1 2AL
Telephone number: Not Known	

Licensable activities authorised by the licence:
Live Music Recorded Music Late Night Refreshment Supply of Alcohol

The times the licence authorises the carrying out of licensable activities:
<b>Live Music</b> Monday - 11:00 - 00:00 Tuesday - 11:00 - 00:00 Wednesday - 11:00 - 00:00 Thursday - 11:00 - 00:00 Friday - 11:00 - 00:00 Saturday - 11:00 - 00:00 Sunday - 11:00 - 00:00 Performance of live music will take place indoors. <b>Recorded Music</b> Monday - 11:00-00:00 Tuesday - 11:00-00:00 Wednesday - 11:00-00:00 Thursday - 11:00-00:00 Friday - 11:00-00:00 Saturday - 11:00-00:00 Sunday - 11:00-00:00 Playing of recorded music will take place indoors. <b>Late Night Refreshment</b> Monday - 23:00 to 00:00 Tuesday - 23:00 to 00:00 Wednesday - 23:00 to 00:00 Thursday - 23:00 to 00:00 Friday - 23:00 to 00:00 Saturday - 23:00 to 00:00 Sunday - 23:00 to 00:00 Provision of late-night refreshments will take place indoors and outdoors. <b>Supply of Alcohol</b> Monday - 11:00 to 00:00 Tuesday - 11:00 to 00:00 Wednesday - 11:00 to 00:00 Thursday - 11:00 to 00:00 Friday - 11:00 to 00:00 Saturday - 11:00 to 00:00 Sunday - 11:00 to 00:00

**The opening hours of the premises:**

Monday - 11:00 to 00:00  
Tuesday - 11:00 to 00:00  
Wednesday - 11:00 to 00:00  
Thursday - 11:00 to 00:00  
Friday - 11:00 to 00:00  
Saturday - 11:00 to 00:00  
Sunday - 11:00 to 00:00

**Where the licence authorises supplies of alcohol whether these are on and/ or off supplies:**

Alcohol will be consumed on and off the premises



**Part 2**

<b>Name, (registered) address, telephone number and email (where relevant) of holder of premises licence:</b>
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Benamor Ltd [REDACTED]
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<b>Registered number of holder, for example company number, charity number (where applicable):</b>
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14251588
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<b>Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol:</b>
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[REDACTED]
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<b>Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol:</b>
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[REDACTED]
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## **Annex 1 – Mandatory conditions**

### Mandatory Conditions (Sections 19,20,21 LA 2003)

- 1.1. There shall be no sale or supply of alcohol when there is no designated premises supervisor in respect of this premises licence or at a time when the said premises supervisor does not hold a personal licence or when his/her licence is suspended.
- 1.2. Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

### The Licensing Act 2003 (Mandatory Licensing Conditions) (Amendment) Order 2014

- 1.3.
  1. The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
  2. In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises –
    - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to -
      - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
      - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
    - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
    - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
    - (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti- social behaviour or to refer to the effects of drunkenness in any favourable manner;
    - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).
- 1.4. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
- 1.5.
  1. The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
  2. The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
  3. The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request,

before being served alcohol, identification bearing their photograph, date of birth and either -

- (a) a holographic mark, or
- (b) an ultraviolet feature.

1.6. The responsible person must ensure that -

- (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—
  - (i) beer or cider: ½ pint;
  - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
  - (iii) still wine in a glass: 125 ml;
- (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
- (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

#### The Licensing Act 2003 (Mandatory Conditions) Order 2014

1.7.

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.
2. For the purposes of the condition set out in paragraph 1 -
  - (a) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;
  - (b) “permitted price” is the price found by applying the formula —

$$P = D + (D \times V)$$

Where –

- (i) P is the permitted price,
- (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
- (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
- (c) “relevant person” means, in relation to premises in respect of which there is in force a premises licence -
  - (i) the holder of the premises licence,
  - (ii) the designated premises supervisor (if any) in respect of such a licence, or
  - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

- (d) “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
  - (e) “value added tax” means value added tax charged in accordance with the Value Added Tax Act 1994.
3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
  4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day (“the first day”) would be different from the permitted price on the next day (“the second day”) as a result of a change to the rate of duty or value added tax.  
  
(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

## **Annex 2 – Conditions consistent with the operating schedule**

### General – all four licensing objectives

- 2.1. The Premises licence Holder shall regularly engage with local community groups and law enforcement to understand and address community concerns related to the premises.
- 2.2. The premises licence holder shall conduct frequent reviews of safety and operational procedures to ensure they align with best practices and address any new challenges or regulatory changes.

### Prevention of Crime & Disorder

- 2.3. All front of house staff shall be trained to a competent level including licensing law, drug awareness and will be trained to Level 2 Award in Conflict Management.
- 2.4. A refusals book shall be maintained and shall be checked and signed by one of the management staff on a weekly basis.
  - 2.4.1 The refusals book shall be kept on the premises and made available for inspection by Licensing, Police and other authorised officers.
- 2.5. An incident log shall be kept at the premises.
  - 2.5.1 The log shall include the date and time of the incident and the name of the member of staff who has been involved and made available on request to an authorised officer of the Council or the Police, which shall record the following:
    - (a) any complaints received
    - (b) any incidents of disorder
    - (c) any faults in the CCTV system / or searching equipment /or scanning equipment
    - (d) any refusal of the sale of alcohol
    - (e) any visit by a relevant authority or emergency service
    - (f) all crimes reported to the venue
    - (g) all ejections of patrons
    - (h) all seizures of drugs or offensive weapons
  - 2.5.2 This log to be checked on a weekly basis by the DPS of the premises.

- 2.6. Challenge 25, shall be operated at the premises where the only acceptable forms of identification are (recognised photographic identification cards, such as a driving licence or passport I Holographically marked PASS scheme identification cards).
- 2.7. Appropriate signage advising customers of the policy shall prominently displayed in the premises.
- 2.8. A CCTV system, shall be installed to cover all entry and exit points enabling frontal identification of every person entering in any light condition.
  - 2.8.1 The CCTV system shall continually record and cover areas where alcohol is kept for selection and purchase by the public, whilst the premises is open for licensable activities. It shall operate during all times when customers remain on the premises.
  - 2.8.2 All recordings shall be stored for a minimum period of 31 days with correct date and time stamping. Recordings shall be made available immediately upon the request of Police or an authorised officer of the council throughout the preceding 31 day period.
  - 2.8.3 The CCTV system shall be updated and maintained according to police recommendations.
  - 2.8.4 A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open to the public. This staff member must be able to show a Police or authorised council officer recent data or footage with the absolute minimum of delay when requested.
  - 2.8.5 CCTV shall be downloaded on request of the Police or authorised officer of the council. Appropriate signage advising customers of CCTV being in operation, shall be prominently displayed in the premises.
  - 2.8.6 A documented check of the CCTV shall be completed weekly to ensure all cameras remain operational and the 31 days storage for recordings is being maintained.
- 2.9. A record shall be maintained of all staff training and that record shall be signed by the person receiving the training and the trainer.
  - 2.9.1 The records shall be kept for a minimum of 12 months and made available for inspection by police, licensing or other authorised officers.
  - 2.9.2 Refresher training shall be provided at least once every 6 months.
- 2.10. The premises shall actively participate in any local Town Watch initiative.
- 2.11. An SIA licensed member of staff be engaged on Friday and Saturday from 21:00 hours until the premises close to the public.
- 2.12. The holder of the premises licence shall undertake a written risk assessment whether door supervisors are required to be deployed at the premises on any other occasion, such as New Year's Eve and Bank Holiday weekends.
- 2.13. A copy of the risk assessment shall be available for inspection by the police on request and shall be reviewed at least once every twelve months or at the request of the police or following any incident of violence or disorder that occurs at the premises.
- 2.14. No Children under 18 allowed in the lower ground floor from 19:00 hours.

#### Public Safety

- 2.15. The premises licence holder shall ensure that all emergency exits are clearly marked, unobstructed, and known to all staff and that regular emergency drills are conducted.

- 2.16. Staff members shall be trained in basic first aid and a well equipped first aid kit shall be maintained at the premises.

#### Prevention of Public Nuisance

- 2.17. No waste will be removed from the premises during the hours of 22:00hrs – 08:00hrs.
- 2.18. No deliveries to the premises will take place between the hours of 22:00hrs -08:00hrs.
- 2.19. Staff will encourage customers and delivery drivers to leave quietly and have regard for residents.
- 2.20. The outside of the premises shall be regularly monitored by staff and CCTV to ensure that the licensing objectives are being upheld and no customers are loitering outside premises.
- 2.21. Any movable furniture will be removed inside at the end of licensable hours.
- 2.22. Signs will be displayed at the exit requesting customers to leave the area quietly, having regard for local residents.
- 2.23. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
- 2.24. All audio from the music system in the restaurant area shall be played at background level only.
- 2.25. A lobbied doorway shall be installed in the entrance from the basement to the main restaurant area to control break out noise.
- 2.26. All windows and external doors shall be kept closed after 23:00 hours, or at any time when regulated entertainment (not including recorded music played at background level) takes place, except for the immediate access and egress of persons.
- 2.27. There shall be no admittance or re-admittance to the premises after 23:00 hours on Friday/Saturday except for patrons permitted to temporarily leave the premises to smoke.
- 2.28. Patrons permitted to temporarily leave and then re-enter the premises, e.g. to smoke, shall be limited to 10 persons at any one time after 23:00 hours on Friday/Saturday.
- 2.29. Patrons 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.
- 2.30. The premises licence holder shall ensure that any patrons drinking and/or smoking outside the premises do so in an orderly manner and are supervised by staff on Friday/Saturday after 20:00 hours so as to ensure that there is no public nuisance or obstruction of the public highway.
- 2.31. Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly.
- 2.32. Waste shall be regularly disposed of and cleanliness around the premises maintained to prevent littering and pest infestation.
- 2.33. Patrons shall be encouraged to use public transport and information on taxi services shall be provided to reduce noise and disturbance from patrons leaving the premises.

#### Protection of Children from Harm

- 2.34. Staff shall be trained in accordance with any guidance given by TSSW in relation to all age restricted goods.



- 2.35. A “No Proof of Age – No Sale” policy will be adopted and records kept of that training at the premises.
- 2.34.1 Such records will be kept and made available to Licensing, Police or other authorised officers.
- 2.36. Any delivery will be provided by a reputable company operating in the area. Where the company directly employ a delivery driver they shall provide a delivery policy and training to their employee.
- 2.35.1 Deliveries shall only be made to an address and handed to the purchaser who is inside that address and no deliveries made to outside areas or open spaces.
- 2.35.2 ID to be produced by the person receiving the delivery to correspond with the name on the credit /debit card of the person placing the order.
- 2.35.3 All persons making deliveries shall be instructed to report to the holder of the licence or the DPS any and all occasions when a delivery is refused and the reason for that refusal and a record of all such refusals shall be maintained at the premises.
- 2.35.4 The record shall be checked by the DPS or manager in charge of the premises at least once a week and shall be signed to that effect.

### **Annex 3 – Conditions attached after a hearing by the licensing authority**

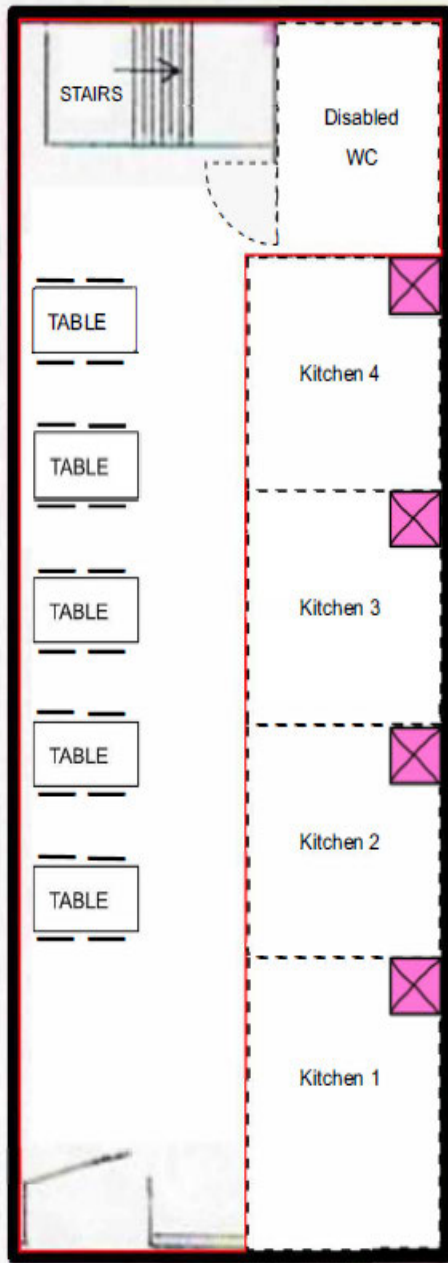
None

### **Annex 4 – Plans**

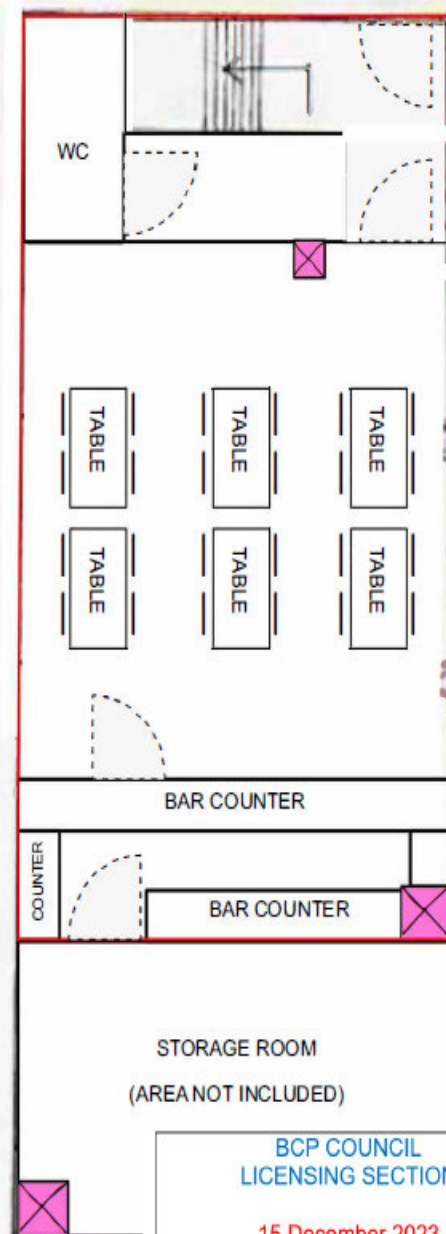
This licence is issued in accordance with the plan M213379, dated 15 December 2023, submitted with the application, as attached.

## NEW PLANS

GROUND FLOOR




BASEMENT FLOOR

BCP COUNCIL  
LICENSING SECTION

15 December 2023

APPROVED  
REF. No. M213379
 LICENSED AREA

 FIRE EXTINGUISHER
HELCH MARKET, 3 GEEVIS PLACEBRUNAMANTHI DHILAL





