

Licensing Objectives (Section 18-21)

a) General

All four licensing objectives (b,c,d,e)

Basement floor –Will be operated as fine restaurant/lounge (not a night club) – between the hours stated on the application form- where the guest will be directed to the tables where food and drinks will be served via the kitchen and bar provision downstairs

The basement of the premises shall only operate as a restaurant/lounge

- a) in which customers are shown to their table
- b) where the supply of alcohol is by waiter or waitress service only and some people will also have sitting at the basement bar
- c) which provide food in the form of substantial table meals that are prepared on the premises and are served and consumed at the table.
- d) Music/Live band will be played via inhouse speakers but will always be controlled via sound limiters/ceilings shown on the plan.

Ground Floor –

from 7-10am as relaxed café/bar. Please note Ground floor is high class pub/bar which will also become a partly waiting area for the downstairs restaurant. This floor will only have background music played during the operating hours.

b) Prevention of Crime and disorder

- 1) Staff will be well-trained, advised of licensing law & have premises-specific policies outlined for them.
- 2) Records will be kept indicating the date on which individual staff members have been trained on all aspects of training as illustrated in the operating schedule- including (but not limited to) all security policies, drink & drug awareness, & CCTV.
- 3) Furthermore, a copy of these records will be available on inspection by Surrey Police &/or Spelthorne Borough Council's licensing department on request.
- 4) The premises shall install and maintain a comprehensive CCTV system – recording will kept for 30 days and available to surrey police on request-time difference including GMT and BST. (with a provision of one hour lag during time change)
- 5) All entry and exit points will be covered enabling evidential identification of every person entering in any reasonably expected lighting condition and fitted to the standard as required by the Surrey Police operational requirement via CCTV and CCTV coverage will be provided to Surrey policy by management team on request
- 6) All tills shall automatically prompt staff to ask for age verification identification when presented with an alcohol sale and lighting shall be sufficient in these areas so that staff can easily check ID
- 7) Maintain active membership of any local Pubwatch
- 8) There shall be a personal licence holder on duty on the premises from 21:00 hours until to the premises is closed for business and patrons dispersed from close proximity on Friday and Saturday nights and function nights and seasonal variations.
- 9) The licence holder shall ensure that any patrons smoking outside the premises do so in an orderly manner and are supervised by staff so as to ensure that there is no public nuisance or obstruction of the public highway and are not affecting nearby

Appendix G

- residential accommodation. The number of patrons temporarily permitted to leave to smoke, shall be limited to ten persons after 22:00 hours on Fridays and Saturdays.
- 10) An incident log shall be kept at the premises and made available on request to police. It must be completed within 24 hours of the incident and will record the following:
 - a. All crimes reported to the venue
 - b. All ejections of patrons
 - c. Any complaints received concerning crime and disorder
 - d. All drugs seized or found
 - e. Any incidents of disorder
 - f. Any faults in the CCTV system, including action taken to remedy
 - 11) A minimum of 2 SIA licensed door supervisors shall be on duty at the premises from 20:00 hours until all patrons have left the premises and dispersed from the close proximity on Friday and Saturday nights and function nights and seasonal variations.
 - 12) SIA registered door staff engaged outside the entrance to the premises, or supervising or controlling queues, shall wear high visibility yellow jackets or vests.
 - 13) Notices shall be prominently displayed at the exit requesting patrons to respect the needs of local residents and leave the area quietly.
 - 14) The licence holder shall ensure that any queue to enter the premises which forms outside the premises is orderly and supervised to ensure that there is no public nuisance or obstruction. On Friday and Saturday to be done post 8pm by SIA trained staff
 - 15) Patrons will not be permitted to take their drinks outside with them at any time or in any container.

c) Public Safety

- 1) A full risk assessment taking into account public safety & will be carried out to identify potential hazards.
- 2) First aid boxes will be available on site with adequate stock of required items as per standard
- 3) A staff member with a recognized qualification in first aid will be on site at all times the premises is open to the public.
- 4) Temperature and humidity levels will be controlled with effective temperature controls including thermostats and humidity controllers
- 5) The capacity of the premises will be managed in accordance with the policy specified in the section above, and documented accordingly.
- 6) A policy will be in place with regards to glass collection, including detail of spillages and broken glass – which will be cleared immediately.
- 7) A working fire detection system will be in operation at all times, and checked periodically.
- 8) There will be zero tolerance policy for drugs and IF anyone is found in possession in drugs, it will be immediately reported, and the individuals will be refused entry/re-entry and CCTV footage will be recorded and provided to authorities if requested.

- 9) The licence holder shall ensure that any patrons smoking outside the premises do so in an orderly manner and are supervised by staff so as to ensure that there is no public nuisance or obstruction of the public highway and are not affecting nearby residential accommodation. The number of patrons temporarily permitted to leave to smoke, shall be limited to ten persons after 22:00 hours on Fridays and Saturdays.
- 10) The premises licence holder will take steps to discourage drink driving through the display of designated driver posters.
- 11) Notices will be displayed warning customers of potential crime risks, and not to leave bags and personal belongings unattended.
- 12) Signs will be placed on the premises stating restrictions on sale of liquor under 18.
- 13) A "Challenge 25 policy" will be maintained.
- 14) Customers will be informed about the use of CCTV cameras.
- 15) Fire extinguishers will be regularly maintained and agreed with Fire policy at all times.
 - a. All fire exits will be alarmed and unobstructed at all times
 - b. There will be regular inspected

d) The prevention of public Nuisance

- 1) Prominent and clear notices will be displayed at the exit to the premises requesting the public the needs to local residence and to leave the premises and the area quietly
- 2) There is a hole at the back of the kitchen to be sealed to avoid any noise travelling up to the residence
- 3) Special Sound ceilings will be installed to reduce any noise coming outside the property
- 4) As the nature of the business will predominantly be a fine dining restaurant with a bar/lounge, we are expecting guests to mostly attend on a prior booking basis compared to walk ins, therefore queues will be reduced and waiting area is mostly on the ground floor. However, on occasions where the guests attend exceed the capacity, there is a waiting area downstairs by the stairs just before the entrance of the restaurant. Should queues extend past this, trained door staff will be present to manage the guests.
- 5) Guests will not be permitted to smoke after 11pm from Sunday-Thursday, however there will be no time restriction on Friday and Saturday for smoking until closing time.
 - a. We aim to ensure that the smoker's area does not become a social gathering and therefore drinks will not be allowed outside the premises to control the noise aspect.
 - b. As it is fine dining/lounge is the prime nature of the business, regular smoke breaks is not anticipated to be frequent anyhow.
- 6) Customers leaving the premises will be advised to exit via the front entrance during closing hours as the front entrance leads towards the car parking area, making it more convenient for the guests. Door security staff will be present to monitor this to ensure sound levels are not high.
 - a. If for any instance any guest is waiting for the taxi – will be asked to wait inside on the ground floor to avoid any public nuisance
- 7) The premises will predominantly be playing controlled music throughout the night. However, on occasions where there are themed nights, calming/relaxing music will be played towards the end of the night up before the close of business to let the guests settle down before exiting the premises.
- 8) A minimum of 2 SIA licensed door supervisors shall be on duty at the premises from 20:00 hours until all patrons have left the premises and dispersed from the close proximity on Friday and Saturday nights and function nights and seasonal variations.
- 9) Entrance door of the premises will be closed at all times except entry and exit to avoid noise travelling
- 10) We will attending neighbors/management committee meetings to take regular feedback related to only our premises –Unit 5

e) Protection of children from harm

- 1) Staff will be trained regarding the protection of children from harm, including the awareness of Child Sexual Exploitation, and on how to make a referral if any concerns are raised for children or any suspected perpetrator. This could be through watching the operation makesafe video
- 2) Displaying the operation makesafe poster (or similar) in prominent positions to remind staff of the signs and symptoms and how to refer concerns about Child Sexual Exploitation
- 3) Following increased awareness of the dangers to children due to child sexual exploitation (CSE) we wish to ensure the responsibilities they we have to protect children from harm with specific regard to child sexual exploitation (CSE),
- 4) Surrey police have recently launched 'Operation Makesafe', providing information which managers can access and use to make their staff aware of the signs and know how to report concerns. Further details are available from <http://www.surreycommunitysafety.org.uk/operation-makesafe/> which we will use for training purposes.
- 5) Challenge 21/25 policy will be adopted.
- 6) Under 18 proof of id will be taken for anybody before being given alcohol – only id which will be accepted is a legal photo id.
- 7) No children will be allowed at Bar severy