



To:
All members of the
Licensing Sub-Committee

Please reply to:
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Date: 28 April 2026

Supplementary Agenda

Licensing Sub-Committee - Friday, 1 May 2026

Dear Councillor

I enclose an additional two documents for the following items which have been supplied by the agent for the Licensing Sub-Committee meeting to be held on Friday, 1 May 2026:

- 2. To consider an application for a Premises Licence at 21b Clarence Street, Staines-upon-Thames TW18 4SU, in the light of representations** **3 - 32**

The Report of the Deputy Chief Executive is attached.

A procedure note which explains what happens at a Licensing Sub-Committee, follows.

Yours sincerely

Christeen Abee
Corporate Governance

To the members of the Licensing Sub-Committee

Councillors:

S.A. Dunn (Chair)

S.M. Doran

J.A. Turner

Spelthorne Borough Council, Council Offices, Knowle Green

Staines-upon-Thames TW18 1XB

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PREMISES LICENCE
PROPOSED AMENDMENTS TO APPLICATION

Last Updated	27 th April 2026
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Applicant	Bando Bar Staines Limited		
Issuing Licensing Authority	Spelthorne	Application Ref.	spelthorne-1728534

PREMISES ADDRESS

Name	The Rose Bar		
Address	21b Clarence Street		
	Staines	Postcode	TW18 4SU

OPERATING SCHEDULE

Operating Hours			
	From	To	Notes
Monday			Change to Opening Hours – Reduction of hours on Thursday to 23:30 All hours on other days to remain as per the original application.
Tuesday			
Wednesday			
Thursday	11:00	23:30	
Friday			
Saturday			
Sunday			

LICENSABLE ACTIVITIES

Sale of Alcohol					
	From	To	Notes		
Monday			Change to Hours – Reduction of hours on Thursday to 23:00 All hours on other days to remain as per the original application.		
Tuesday					
Wednesday					
Thursday	11:00	23:00			
Friday					
Saturday					
Sunday					
	On-Sale	✓		Off-Sale	



Recorded Music			
	From	To	Notes
Monday			Change to Hours - Removal of hours on Thursday All hours on other days to remain as per the original application.
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Late Night Refreshment			
	From	To	Notes
Monday			Change to Hours - Removal of hours on Thursday All hours on other days to remain as per the original application.
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Premises Licence Conditions Offered in Application

1. **To Replace Condition 1** – Appropriate induction training shall be undertaken by all staff involved in the Sale of Alcohol who do not hold a Personal Licence, covering relevant subjects for their role, including:
 - a. The responsible sale of alcohol.
 - b. The prevention of underage sales of alcohol, the Challenge 25 policy, and the checking & authenticating of accepted forms of identification.
 - c. The responsibility to refuse the sale of alcohol to any person who is drunk.
 - d. Fire safety & emergency evacuation procedures

All training shall be documented, and records shall be made available upon request to an authorised officer of the Licensing Authority or the Police.

Refresher training shall be undertaken and recorded at least once every 6 months.

All staff training records shall be retained for a minimum of 24 months after they leave their employment.

2. **To Replace Condition 5** - The venue shall maintain a functioning CCTV system. The CCTV system shall continuously record 24 hours a day. All recordings shall be date and time-stamped, retained for 31 days, and shall be made available to the Police or an authorised officer of the Licensing Authority upon request and without delay. The CCTV system shall:
 - a. Cover all entry points used by the public.
 - b. Cover all areas accessible to the public, including the rear balcony, with the exception of the toilets.
 - c. Enable frontal identification of any person entering in any light conditions.
 - d. Be checked by the DPS or a suitably authorised employee at least once every month to ensure that the required cameras are working properly and that the system maintains a minimum of 31 days of recordings. These checks shall be recorded, the records kept for a minimum of 12 months and shall be made available to the Police or an authorised officer of the Licensing Authority on request and without delay.
3. **New Condition** – (Works Condition) The CCTV shall be fully compliant and operational prior to any activity taking place under the new premises licence. This condition shall be removed once the CCTV has been inspected by the Police.
4. **To Replace Condition 13** – Prior to the premises being used for licensable activities under this premises licence, the premises shall join the local Pubwatch or other local crime reduction scheme approved by the police, and local radio scheme if available. The premises will comply with the Pubwatch rules and ensure that persons banned by the Staines Pubwatch are not permitted into the Premises.
5. **New Condition** - The premises shall, where available, maintain a town centre radio and ensure that it is kept in good working order and in a secure location at the premises. The radio shall be monitored by a responsible member of staff at all times when the premises are open to the public. A daily record shall be kept at the premises of who is responsible, including dates and times. Instances of crime or disorder at the premises shall be reported by the responsible person via the radio link at the time or as soon as it is safe to do so.
6. **To Replace Condition 9** - Door Supervisors shall be employed at the premises when licensable activities are taking place under the following criteria:
 - a. On Fridays and Saturdays, two door supervisors shall be deployed from 21:00 until the last patron has left the premises and dispersed from the area immediately to the front of the premises.
 - b. On any day before a Bank Holiday where the Premises Licence grants additional hours on these days and those hours are used by the Premises Licence holder, two door supervisors shall be deployed from 21:00 until the last patron has left the premises and dispersed from the area immediately to the front of the premises.
 - c. On all other occasions, the need for door Supervisors shall be risk assessed to identify requirements, with particular attention given to high-footfall dates such as Bank Holidays, Christmas, New Year, Halloween, National Holidays, National Sporting Events and any occasion when the premises is used for a private or corporate event.

A register of employed door supervisors shall be kept. This register shall record their name, SIA Door Supervisor Licence number, contact details, and be signed by the Door Supervisor and an authorised member of the premises management team.

7. **To Replace Condition 24** – The doors to the rear balcony at the premises shall be closed & locked every day at 22:30, and no patrons shall be permitted to use this area after 22:30 on any day. Signage to this effect shall be displayed.

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The Rose Bar

Draft Policies, Forms & Notices

The Rose Bar

DISPERSAL POLICY

1. PURPOSE

This policy is designed to provide guidance for the management and employees and set out the terms for the dispersal of customers from the premises.

The purpose of this policy is to set out the reasonable steps the premises will undertake to prevent unnecessary avoidable disturbance to residents, services and other businesses operating in the vicinity of the premises.

It is the stated intention of the premises to operate in a manner which causes the minimum impact from noise nuisance and anti-social behaviour from our customers to neighbours and other members of the public.

To this end all relevant staff will be trained in this policy and other appropriate skills to achieve an orderly and safe dispersal from the premises.

All staff are compelled by their contract of employment to comply with and actively implement this dispersal policy; where their job role includes these responsibilities.

It is the responsibility of the Designated Premises Supervisor to ensure that this policy is enforced at the premises and to regularly update the policy to meet the requirements of the business.

2. LOCAL CO-OPERATION

The premises will work in co-operation, where appropriate, with other premises in the area to ensure that local policies are co-ordinated.

The premises will, where practicable, work in partnership with Responsible Authorities through Pubwatch or similar partnership groups to share information and best practice.

Where reasonably possible, the Premises will actively enrol in schemes such as area wide joint-radio systems, with the Police or other Responsible Authorities.

3. DISPERSAL

Dispersal shall take place through the front door(s) of the premises onto Clarence Street.

All conditions relating to dispersal included in the Premises licence will be enforced and relevant staff will be trained in these conditions, as well as the terminal hours and operating hours outlined on the premises licence.

[Insert Times & Conditions]

The Rose Bar

Allocation of staff in the last 30 minutes prior to closing will be reviewed, to ensure that the collecting of glasses and the clearing of other waste is prioritised; this provides a message to customers that the premises is in the process of closing and encourages them to finish their drinks and prepare for departure.

Where a cloakroom is in operation additional staff will also be allocated there to ensure people can collect their belongings as efficiently as possible as they are leaving the premises.

A suitable member of staff or a Door Supervisor will be visible at each public entrance / exit to control the dispersal, to remind people to leave quietly and to prevent patrons from re-entering the premises.

Action Points:

- Make an announcement at the end of the evening to encourage patrons to disperse gradually and to leave the are quietly.
- Ensure adequate signage is available at each exit asking people to leave quietly and not to congregate outside or in the local area; direct patrons attention to these signs as they leave.
- Remove drinks and glass vessels from patrons as they leave to ensure no glass leaves the premises.

4. DOOR SUPERVISORS

Door Supervisors Licensed by the Security Industry Authority will be employed by the premises based upon the risk assessment carried out in relation to the following factors:

- Expected attendance
- Type of event taking place
- Time of year
- Special occasion (New Year, Halloween, Local Festivals etc.)
- Premises Licence Conditions

Where the Risk Assessment finds there is no requirement for Door Supervisors, these tasks should be assigned to another suitably trained & experienced member of staff.

Door Supervisors will be tasked with:

Management of Entry the Premises. Door Supervisors must seek to control the noise from any person queuing outside the premises in order to reduce the potential for noise to disturb people living and working in the local community. This is achieved by politely reminding customers that anyone not complying with the request will be refused entry to the premises.

While monitoring entry the Door Supervisor should remove alcohol from anyone consuming alcohol while queuing or if they are unwilling to give up their alcohol remove them from the queue and advise them they will be refused entry as a result.

The Rose Bar

- **Dispersal from the Premises.** During the 'soft closure' period and once the premises is closed, the Door Supervisors shall assist with the dispersal of customers from the area. The purpose of an effective dispersal is to ensure that patrons leave the area quickly, quietly and in an orderly manner.

The most effective approach to dispersal is to be friendly and helpful, understanding that one of the effects of alcohol is to inhibit the effective decision-making ability. What may seem obvious and logical to a sober person, may seem confusing and complicated to a person who has consumed alcohol.

People loitering may be doing so because they are unable to make a decision or easily access the information they require; often they will disperse when they are given this information. Many patrons will move on if they can be helped to achieve one of the following outcomes:

- How to get home?
- Where they can go next?
- Where they can get some food?

By providing this information it can encourage them to leave the immediate area more quickly.

Just because someone arrived using one form of transport, do not assume that transport option is still available to them or that they can remember immediately how they arrived. Give them options, and offer assistance:

- Call a local taxi
- Provide information on local bus / train / underground routes
- Help to locate their friends
- Call someone for them

- **Door Supervisors will be easily identifiable.** The law requires Door Supervisors to display their SIA Licence, however the use of a clear uniform or high visibility jacket will provide greater awareness of their presence.

Action Points:

Door Supervisors can expediate the dispersal of patrons with their actions both at closing time and throughout the night by:

- Controlling the level of intoxication of patrons throughout the night and acting appropriately when people start to become intoxicated. Anyone who becomes too intoxicated to be served at the bar, shall be removed from the premises; duty-of-care towards all customers remains a top priority and staff should ensure that they are safe to leave.
- Prevent re-entry after **[Insert Time]**
- Encourage patrons to leave gradually via the appropriate exits at the end of the night; try and avoid large numbers of patrons all leaving at the same time.
- Provide information about the transport options from the premises.

The Rose Bar

- Remove drinks and glasses and bottles from those leaving the premises
- Remind people who are leaving to do so quietly and direct their attention to the signs displayed
- Ask patrons not to assemble or loiter outside the premises once they have left; politely reminding people who do not comply that they may be refused entrance in the future if they fail to disperse.

Where the Risk Assessment finds there is no requirement for Door Supervisors, these tasks should be assigned to another suitably trained & experienced member of staff.

5. SIGNAGE & LIGHTING

The following signs will be displayed at the premises:

- Signs requesting patrons to Leave Quietly and Respect the Neighbours
- Signs to control use of the rear balcony
- Signs to inform patrons that drinks may not leave the premises at any time.

These signs are to be displayed prominently at every public entrance and exit from the premises.

Lighting (Internal) – The premises will turn on the House Lights 30 minutes prior to closing time; the time by which every patron must have left the premises; this coincides with the closing time of the bar.

Turning the house lights on is a clear indication to patrons that the premises is in the process of closing and generally encourages patrons to leave gradually over the following 30 minutes (often referred to as a 'drinking up time'). There is a distinct advantage to patrons leaving of their own free will as they are much more likely to leave and disperse, then if they are asked to do so.

Lighting (External) – External lighting should be sufficient for patrons to leave the premises safely. Providing sufficient lighting in the external areas of the premises will encourage patrons to leave; patrons may be slower to leave if it is brighter inside than outside.

External lighting will be regularly reviewed to ensure it is not a cause of nuisance to neighbours.

Both internal and external lighting will be regularly reviewed to ensure it does not impede the effectiveness of CCTV.

6. TRANSPORT

In order to facilitate the dispersal of patrons from the premises, patrons will be provided with information on the various means of transport available from the premises:

- **Taxi & Taxi Ranks** – The premises shall make available the number(s) of a local taxi company and the location of any taxi rank located in the proximity of the premises. **[Insert Preferred Local Taxi Number]**

The Rose Bar

The staff should contact a taxi on behalf of customers when requested to do so and advise the taxi company of the location of the premises and / or the appropriate collection point; they should be asked not to sound their horns on arrival.

Where a taxi has been called for a Patron, those persons will be asked to wait inside for their taxi to arrive.

For organised events, guests will be advised to pre-book taxis and advise the taxi company of the correct pick-up location along with instructions on how to minimise disturbance to local residents.

- **Local & Night Bus Services** – 8, 10, 10A, 441, 442, 446, 456, 500, 566, 567, 570, 593, 656
- **Main Line Trains** – Staines – Southwestern Railway
- **Car Parks** – Two Rivers & Riverside Car Park

Door Supervisors will be aware of patrons venturing into the street / road as they leave the premises and control this in order to promote Public Safety and prevent the potential for accidents and injuries.

7. SMOKING AREAS

The Premises operates a controlled smoking area at to the front of the premises.

The maximum number of patrons permitted in the smoking area at any one time is restricted to **5 (Five) after 22.30**. The number of people using the smoking area will be controlled by a Door Supervisor to ensure that the maximum number is not exceeded at any time.

[Insert any Time Considerations and Premises Licence Conditions from the Premises Licence]

The smoking area is specifically for smokers and no drinks, glasses or bottles are permitted in this area. Once patrons have finished smoking they should be directed back inside the premises to reduce the noise generated outside the premises.

The smoking area will be closed 30 minutes prior to the closure of the premises and at the same time the bar is closed.

The closing of the smoking area at this time will aid dispersal and prevent confusion between those in the smoking area and those leaving the premises. It will also mean that anyone wishing to smoke must leave the premises and no re-entry is permitted after this time.

8. BOTTLES, GLASSES & LITTER

The premises will maintain the area immediately to the front of the premises clear of bottles, glasses and litter by regularly sending a member of staff to the area to clear these items.

No glasses, bottles or other drinks are permitted to leave the premises and it is the responsibility of the Door Supervisor and / or other appointed members of staff, to ensure this rule is enforced. This includes preventing such items being taken into the smoking area or away from the premises at the end of the night.

The Rose Bar

It may be the case that glass bottles and glasses are brought to the area from other premises and left in the vicinity or at the front of the premises. It is the responsibility of the Door Supervisor and / or other appointed members of staff, to ensure none of these items enter the premises or the smoking area.

Despite these items not originating from the premises, it is the responsibility of staff to clear them on a regular basis throughout a session and to check at the end of the night that no such items remain to the front of the premises.

Effective house-keeping of this nature reduces the chances of glasses and bottles breaking or causing potential accidents. Consideration should also be given that such litter causes a nuisance to neighbours and while much of this may not originate from the premises an effort should be made to clear such litter as is reasonable by way of being a good neighbour.

Action Points:

- Place signs at the exits reminding customers that drinks may not be removed from the premises or be taken into the smoking area.
- Prior to closing the premises check that all litter to the front of the premises has been cleared
- Sweeping outside the premises at the end of the session not only clears smaller rubbish, but may assist in getting patrons to move away from the premises.

9. 'SOFT CLOSURE' - MUSIC & ENTERTAINMENT

A 'soft closure' is in place at the premises, this is designed to close the premises more slowly and thus to encourage a more even dispersal rather than everyone being asked to leave at the same time. This in turn seeks to minimise the potential for noise and anti-social behaviour which can occur when larger numbers of people leave a venue at the same time.

The Music volume will be turned down 30 minutes prior to the premises closing and turned off 20 minutes before closure of the premises. This advises patrons that the premises is closing and also allows them to finish their drinks in a quieter environment; this in turn will reduce the noise patrons make when they leave. Patrons who leave a loud premises will naturally talk more loudly once they leave, thus the potential for nuisance is greater.

The type of music being played in the last hour prior to closing should be considered. It is useful to play more 'calming' / 'chill out' music in the hour prior to closing the premises as this will have a positive impact of the behaviour of patrons when they leave the premises.

1. Patrons will be notified by announcement of 'Last Orders' giving the 10 minutes to purchase a last drink if they wish to do so.
2. Closing 'Time' will then be announced when the bar closes.
3. Once 'Time' has been announced the smoking area will be closed, people still smoking should be allowed to finish their cigarette, but no further people should be admitted to the area.

The Rose Bar

4. 10 Minutes after 'Time' has been called, staff cleaning and collecting glasses will start politely asking people to finish their drinks. Doing this in a polite individual manner, rather than shouting at the whole bar, is likely to have a more positive effect.
5. 20 Minutes after 'Time' has been called people should be asked to leave in the same manner as that indicated above.
6. 30 Minutes after 'Time' has been called, everyone should have left and dispersal as described earlier in this policy should be underway.

The music will not be turned back on by staff for their own entertainment while cleaning the premises, once customers have left the premises.

10. CONTROLLING CUSTOMERS & PREVENTING LOITERING

There are a number of solutions already described earlier in the policy on strategies which will help move people away from the premises and disperse them. However, additional consideration can be given to the following:

- Making announcements
- Lighting
- Notices and signage
- Staff allocation
- Thanking patrons on the way out; this also encourages them to return by ensuring their final interaction with staff is positive.
- Staff should be aware when leaving after their shift, where background noise may no longer drown them out, staff can be a source of nuisance themselves.
- Consideration should be given to additional training for key staff. Intoxicated customers may react more positively to messages from staff other than Door Supervisors. People who are intoxicated are instinctively adverse to authority figures, such as the police or door supervisors. While the Police and Door Supervisors are trained to handle conflict, the vast majority of patrons are not involved in conflict and for them a more positive outcome may be achieved by other staff providing them with the messages and information they require.
- Providing perceived incentives; such as giving patrons a lollipop as they leave, not only does this seem like an incentive, someone with a lollipop in their mouth will talk less

Updated April 2026

The Rose Bar

DELEGATION OF AUTHORITY BY THE DESIGNATED PREMISES SUPERVISOR (DPS)

Premises Licence Holder	Bando Bar Staines Limited		
Name & Address of Premises	The Rose Bar, 21b Clarence Street, Staines TW18 4SU		
Name of DPS		DPS Tel no.	
		DPS Email	

¹I the person here listed, accept that in the absence of the Designated Premises Supervisor being present on the premises I will undertake to manage the premises in accordance with the training I have been provided, the terms of The Licensing Act 2003 (including all Mandatory Conditions which apply) & associated legislation, and within the times & conditions set out in the Premises Licence; which I have read and understood.

Authorised Person	Personal Licence Number	Personal Licence Issuing Authority	Date of Authorisation	Signature ¹

I, the appointed Designated Premises Supervisor, delegate the authority to act in my absence, to those people here listed. The most senior person present at any time shall assume this authority.

Signature of DPS		DPS Name	
		Date	

The Rose Bar

AUTHORISATION TO SELL ALCOHOL INDUCTION TRAINING RECORD

SUBJECTS COVERED

- Premises Licence** • Start / Finish Times of Permitted Licensable Activities • Opening / Closing Times (Operating Hours) • Mandatory Conditions • Specific Premises Licence Conditions & Restrictions • Responsible Authorities Right of Entry • Designated Premises Supervisor • Promotion of the Licensing Objectives •
- Prevention of Crime & Disorder** • Preventing Disorderly Conduct & Anti-Social Behaviour • Zero Tolerance Policy on Illegal Drugs • Police & Emergency Services Contacts • Smoke-free Law •
- Protection of Children** • Age Restricted Products Sales Policy • Challenge 25 Policy • Checking & Authenticating Identity Documents • Registering Refusals • Admission of Children •
- Public Safety** • Fire Safety • Capacity Limit • Lighting • Slip & Trip Hazards • Vulnerability and 'Ask for Angela' Policy •
- Prevention of Public Nuisance** • Controlling Noise from People Outside the Premises • Controlling Noise from Amplified Music & Entertainment • Control of the Balcony • Duty to Clear Litter • Waste Disposal & Collection • Customer Dispersal • Designated Smoking Area •
- Drunkenness** • Duty to Refuse Service to a Person Who Appears to be Drunk • Recognising Drunkenness • Weights & Measures •

Documents Issued • Premises Licence Copy • Age Restricted Products Sales Policy • Age Verification Policy • Dispersal Policy • Vulnerability Policy • 'Ask for Angela' Policy •

I confirm my attendance at the 'Authorisation to Sell Alcohol Induction' training, which covered the topics listed above (please delete and initial any topic not covered).

By signing this training record, I (the learner) confirm my understanding and comprehension of the training given. I will ensure that, as of the date indicated below, the sale of alcohol and other duties covered by the training are undertaken in accordance with the law, safe company work systems and in-line with the training given. I confirm that I have received, read and understood all the documents supplied during the training and listed above.

Learner	
Signature	
Print Name	
Date	

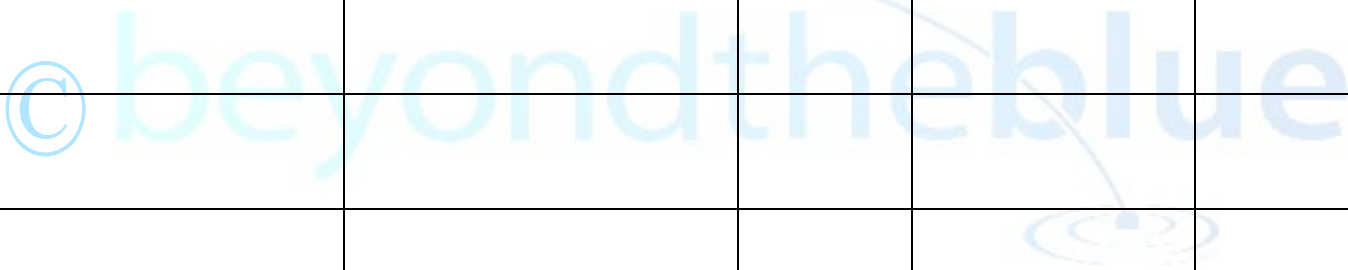
Trainer	
Signature	
Print Name	
Date	

The Rose Bar

EMPLOYEE TRAINING RECORD

Employee Name	Course / Subjects Covered	Trainer / Training Provider	Date Completed	Signature of the Learner	Signature of the DPS	Refresher Training Date ¹

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¹Record the latest date by which the next refresher training must have been completed

The Rose Bar

PREMISES AGE VERIFICATION POLICY (THE SALE OF ALCOHOL ON THIS PREMISES)

Name of Premises	The Rose Bar		
Address of Premises	21b Clarence Street, Staines TW18 4SU		
Name of Premises Licence Holder	Bando Bar Staines Limited		
Name of Designated Premises Supervisor			

THE POLICY

Staff selling alcohol on these premises must require any individual who would appear to a 'reasonable person' to be under 25 years of age, to produce on request, before being sold alcohol, identification bearing their name, date of birth, photograph and a holographic mark.

The responsible person must ensure that any such person, is subject to this check of an approved identification document, to prove they are 18 years of age or older.

EXAMPLES OF APPROPRIATE IDENTIFICATION INCLUDE:

- A Photo Card Driving Licence
- A Passport
- A Proof of Age Card Bearing the PASS Hologram

FOR THE PURPOSE OF THIS POLICY A RESPONSIBLE PERSON IS ONE OF THE FOLLOWING:

- The Holder of the Premises Licence
- The Designated Premises Supervisor
- A Personal Licence Holder
- A Person Aged 18 or over, who is trained and who is authorised by a Personal Licence Holder to sell alcohol at the premises.

NOTIFICATION

The premises licence holder will ensure that staff involved in the sale of alcohol, are trained in this policy. The Designated Premises Supervisor is responsible for enforcement of the policy.

Signed			
Print Name		Date	

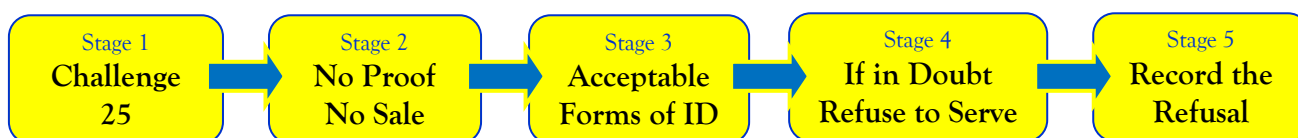
The Rose Bar

AGE RESTRICTED PRODUCTS SALES POLICY

AGE RESTRICTED PRODUCTS

Over 18's Only	• Alcohol • Cigarettes & Tobacco • AWP & Gaming Machines • Gambling •
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FIVE-STAGE SALES PROCEDURE



Challenge 25 – If a customer attempting to purchase an age-restricted product looks under the age of 25, they must prove they are over the age of 18.

No Proof; No Sale – To prove they are over 18, they must provide an acceptable form of identification; if they can't, they must not be served.

Acceptable Forms of Identification - Passport • Photo Card Driving Licence • Proof of Age Card with a PASS Hologram •

If in Doubt; Refuse to Serve – Refuse service if the authenticity of the identification is in any doubt.

Record the Refusal – In the Refusals Register.



ID AUTHENTICITY CHECK PROCESS

Check the Photograph	Ensure that the photograph is of the person presenting the card • If necessary, politely ask the person to remove their hood, hat or sunglasses to be sure • The photograph must be printed directly onto the card – not stuck on top of the plastic cover •
Check the Date of Birth	Calculate the age of the person from the date of birth • Make sure they are old enough to buy the goods or services requested • The date of birth must be printed onto the card – not stuck on top of the plastic cover •
Check the Hologram	Look for the 3D effect in the background of the hologram • Look for the small 'PASS' text in the background • The PASS hologram must be flush with the card - not stuck on top of the plastic cover • If in doubt, compare it with a sample card •
Check the Card	Ensure that the card has not been tampered with or altered • Feel the card, it should be completely smooth – no ridges or anything stuck onto the card •
Check the Person	If you are still unsure about a person's age, it is your legal responsibility to refuse the sale • If you refuse a sale, record the details in the 'Register of Refusals' •

In order to comply with the Licensing Act 2003 (Mandatory Licensing Conditions) Order 2010, this Policy should be applied in conjunction with an 'Age Verification Policy' on premises where alcohol is sold / supplied.

Challenge

If you are lucky
enough to look
under

25

Please don't be
offended when we ask
you to prove you are
over

18

We accept the following as proof of age:



- Photo-card driving licence
- Passport
- Proof of age card bearing the PASS hologram



When you buy alcohol
or other age restricted product

www.beyondtheblue.co.uk

beyondtheblue[®]
training & consultancy

It is an offence to purchase alcohol if you are under the age of 18
(Section 149 licensing act 2003)

The Rose Bar

GUIDANCE NOTES

Under Section 12 of the Private Security Industry Act 2001, details about each Door Supervisor Licence holder are held on the SIA register which is made available to the public. It is the responsibility of the employer to check that each Door Supervisor Licence is valid; the employer for the purpose of legislation is the person responsible for the premises where that Door Supervisor is working, even where they are contracted in from an external security company.

The penalty for employing unlicensed persons in licensable conduct [Section 5(1)] - Upon summary conviction at a Magistrates' Court, a maximum penalty of six months imprisonment and / or a fine of up to £5,000. Upon conviction on indictment at Crown Court an unlimited fine and / or up to five years imprisonment.

CHECKING A DOOR SUPERVISOR LICENCE

An authorised person from the premises must check the SIA licence of each individual working to ensure that they have the correct type of licence and that it is valid.

Every licensed door supervisor will have a Door Supervisor Licence (Badge) which **MUST BE DISPLAYED** on the individual at all times and be available for inspection by a police officer, SIA enforcement officer or licensing officer. Any individual who does not have their licence on them, may NOT perform security duties.

CHECK-LIST

To check an SIA Door Supervisor Licence against the SIA Register, visit the SIA website (<https://services.sia.homeoffice.gov.uk/rolh>) and type in the licence number; further details are available at www.gov.uk/government/organisations/security-industry-authority. You should then check:

- **Photograph** – this should be a true likeness of the individual; licences are only valid for three years, so there should be no significant variance.
- **First and Last Name** – those on the licence match the register
- **Licence Number** – when checking using a name and date of birth, check that the licence number matches that on the SIA register.
- **Activity** – this should be 'Door Supervisor'. No other type of licence is valid on licensed premises (any place where alcohol is served).
- **Role** – this should read 'Front Line'. No other type (non-front line) of licence is valid for individuals working as Door Supervisors.
- **Licence Expiry Date** – the licence must still be valid and the expiry date should be noted on this form.
- **Licence Status** – this should read 'valid'. No other type (expired, revoked, suspended, withdrawn) of licence is valid.

The Rose Bar

INCIDENT REPORT FORM

Name of Premises		Location	
Date		Time	

TYPE OF INCIDENT

Disorder / Violence		Ejection		Complaint		Drunkness		Theft / Fraud	
Crime Reported		Drugs		Weapons		CCTV Fault		Police / Council Visit	

NAMES, CONTACT DETAILS & DESCRIPTIONS OF PERSONS INVOLVED¹

Person A	
Person B	
Person C	

¹Names & contact details should only be sought if persons involved willingly co-operate. Under no circumstances should these be demanded where this may result in further conflict; in these cases a description will suffice.

CLEAR AND CONCISE DESCRIPTION OF THE INCIDENT

Include any actions you took, any actions taken against you, your perception of the incident as it unfolded and details of any witnesses present.



Page 1 of

To the best of my knowledge this is a complete & accurate description of the events which took place.

REPORT WRITTEN BY

Signature	
Print Name	
Position	
Date	

DUTY MANAGER

Signature	
Print Name	
Position	
Date	

The Rose Bar

INCIDENT REPORT FORM CONTINUATION FORM

Page Number		Total No. of Pages	
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CLEAR AND CONCISE DESCRIPTION OF THE INCIDENT (continuation)

Include any actions you took, any actions taken against you, your perception of the incident as it unfolded and details of any witnesses present.

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To the best of my knowledge, this is a complete & accurate description of the events which took place.

REPORT WRITTEN BY

Signature	
Print Name	
Position	
Date	

DUTY MANAGER

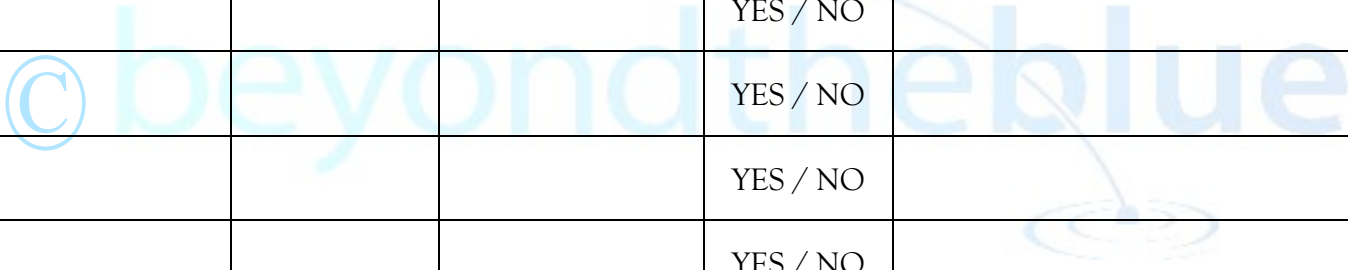
Signature	
Print Name	
Position	
Date	

The Rose Bar

CCTV AUDIT REGISTER

Date	Time	Name of Auditor	First Date of Data Stored ¹	Total Number of Days Data Stored	All Cameras Working	Notes ²	Signed ³
					YES / NO		
					YES / NO		
					YES / NO		
					YES / NO		
					YES / NO		
					YES / NO		
					YES / NO		
					YES / NO		
					YES / NO		
					YES / NO		

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¹Record the date of the earliest recording still stored on the system / ²Record any errors discrepancies and any cameras not working / ³Signed by a suitably trained person authorised by the DPS to carry out CCTV Audit

CUSTOMER NOTICE

Please Leave Quietly

**PLEASE RESPECT OUR NEIGHBOURS
& THE LOCAL COMMUNITY**

CUSTOMER NOTICE

**This Area will
be Closed
After 22.30**

(This is a Legal Requirement of our Licence)

**PLEASE RESPECT OUR
NEIGHBOURS & STAY
INSIDE THE PREMISES
AFTER 22.30**

CUSTOMER NOTICE

**Please Respect
our Neighbours
and Keep Noise
to a Minimum**

**WE RESERVE THE
RIGHT TO CLOSE THE
BALCONY AT ANY TIME**

The Rose Bar

CUSTOMER NOTICE

**Alcohol may Not
be Taken from the
Premises or
Consumed Outside**
(This is a Legal Requirement of our Licence)

**PLEASE RESPECT OUR
NEIGHBOURS & LEAVE
QUIETLY**

The Rose Bar

PREMISES LICENCE CONTACT DETAILS

Designated Premises Supervisor

[Insert DPS Name]

[Insert DPS Telephone No]

[Insert DPS Email]

**PLEASE RESPECT OUR
NEIGHBOURS AND
LEAVE QUIETLY**

No Drinks are Permitted Outside