

Agreed Conditions with Police

1. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Tower Hamlets Police Licensing Team. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31 day period.
2. 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. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
3. There shall be a personal licence holder on duty at the premises at all times when the premises are open to the public and selling alcohol.
4. When the designated premise supervisor is not on the premises any or all persons authorised to sell alcohol will be authorised by the designated premises supervisor in writing. This shall be available on request by the Police or any authorised officer.
- 5.1 A minimum of two SIA licensed door supervisors will be on duty on Thursday, Friday and Saturday from 8pm (Adventure would prefer 9pm) until the premises close right into 3 when the occupancy is 150 and 4 when 200.
- 5.2 On Sunday to Wednesday when the premises trade after midnight a minimum of two SIA door supervisors will be on duty when the occupancy reaches 100 and then a risk assessment as to whether any further door staff is needed will be completed and available to the Responsible Authorities on request.
6. An incident log shall be kept at the premises, and be available on request to the Police or an authorised officer. It must be completed within 24 hours of any 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) Any incidents of disorder;
 - e) All seizures of drugs or offensive weapons;
 - f) Any faults in the CCTV system, searching equipment or scanning equipment;
 - g) Any refusal of the sale of alcohol;
 - h) Any visit by a relevant authority or emergency service.

7. In the event that a serious assault is committed on the premises (or appears to have been committed) the management will immediately ensure that:
 - a) Call the police (and, where appropriate, the London Ambulance Service) are called without delay;
 - b) All measures that are reasonably practicable are taken to apprehend any suspects pending the arrival of the police;
 - c) The crime scene is preserved so as to enable a full forensic investigation to be carried out by the police; and
 - d) Such other measures are taken (as appropriate) to fully protect the safety of all persons present on the premises.
8. A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.
9. No open containers of alcohol to be taken outside the premises other than for consumption in the designated external seating area.
10. A record shall be kept detailing all refused sales of alcohol. The record must include the date and time of the refused sale, the name of the member of staff who refused the sale, and the reason for the refusal, and what the outcome was, i.e. if left with friends, taxi called etc. The record shall be available for inspection at the premises by a police or Authorised Council Officer all times whilst the premises is open.
11. The premises will adopt a search policy on a risk assessment basis. If an additional risk is identified that customers should be searched before entry then this will stipulate how many customers entering should be searched. The policy will include a requirement that if searching does take place any customer who refuses to be searched will be refused entry and a corresponding note must be made in the incident log within 12 hours of the refusal.
12. The premises must have a detailed documented security plan that must include an ejections policy, search policy, anti-theft policy which must be made available to police upon request.
13. A written entry policy shall be in place and implemented at the premises to move customers into the premises in such a way as to cause minimum disturbance or nuisance to neighbours. The policy shall include details on queue management to ensure any queue to enter the premises the premises is managed effectively and supervised by door staff to ensure that there is no public nuisance or obstruction to the public highway.

14. A written dispersal and egress policy shall be in place and implemented at the premises to move customers away from the premises in such a way as to cause minimum disturbance or nuisance to neighbours. The policy shall include details such as the direction door staff will encourage customers to disperse in and to monitor customer behaviours when leaving the premise to ensure negative impacting factors to the surrounding area are kept to a minimum.
15. The premises shall adopt the Central East Police Licensing Drugs Policy.
16. The premises will carry out a risk assessment into all artists and promoters appearing at the venue. The purpose of this is to identify any risks and measures that can be put in place to mitigate against them. Research will include but is not limited to contacting venues they have appeared recently and looking at their social media sites. Mitigating measures will include but is not limited to SIA numbers, male and female SIA ratio, SIA placement. This risk assessment, including all identified risks and mitigating measures taken, must be a documented and made available to Police upon request.
17. The premises security, egress, dispersal plans and searching policy as well as searching effectiveness shall be reviewed every 6 months and the results made available to Police upon request.
18. Whenever the premises are open for licensable activities an inspection will take place of all toilets at least every 30 minutes and on Fridays and Saturdays every 15 minutes and a register will be completed of each inspection including the name of the member of staff and the time and any relevant information. The register will be available to the Responsible Authorities on request.
19. The premises is to have a Welfare Policy and this Policy will detail how the venue will protect its customers who become vulnerable from such things as intoxicating drugs and members of staff who are customer facing will receive training in relation to the Welfare Policy.
20. Jugs of water and drinking glass's to be freely available on all tables and at the bars at all times the bar is open.
21. All front of house staff shall complete WAVE (Welfare and Vulnerability Engagement) Training prior to commencement of employment at the premises. This training shall be documented and repeated/refreshed at 6 monthly intervals.
22. No entry or re-entry shall be permitted to the premises (save for returning smokers) later than 1 hour before the premises closes on Fridays and Saturdays.
23. The premises smoking area shall be have a barrier separating it from the rest of the estate and be managed by a member of staff.