

Simmi Yesmin

From: Luke Elford <lje@jgrlaw.co.uk>
Sent: 24 August 2015 13:45
To: Simmi Yesmin
Cc: Julian Skeens
Subject: Ican Studios - Respondent's Papers
Attachments: ICAN STUDIOS - ALCOHOL POLICY.PDF; ICAN STUDIOS - DRUGS POLICY.PDF; ICAN STUDIOS - EVENTS POLICY.PDF; ICAN STUDIOS - INCIDENT REPORTING POLICY.PDF; ICAN STUDIOS - NOISE POLICY.PDF; ICAN STUDIOS - QUEUEING & DISPERSAL POLICY.PDF; ICAN STUDIOS - SECURITY POLICY.PDF; ICAN STUDIOS - SIA RULES AND REGULATIONS.PDF; ICAN STUDIOS - JGR LETTER TO SUPT TURNER 200815.pdf; ICAN STUDIOS - JGR LETTER TO SUPT TURNER 210815.pdf; RMD 2015 CV .docx

Dear Simmi,

We write further to this evening's hearing and attach the following:

1. Ican Studios Alcohol Policy
2. Ican Studios Drugs Policy
3. Ican Studios Events Policy
4. Ican Studios Incident Reporting Policy
5. Ican Studios Noise Policy
6. Ican Studios Queueing & Dispersal Policy
7. Ican Studios Security Policy
8. Ican Studios SIA rules and regulations
9. CV of proposed DPS – Richard Marshall-Duffield
10. Letter Julian Skeens to Peter Turner dated 21 August 2015
11. Letter Julian Skeens to Peter Turner dated 20 August 2015

We can confirm that we have served copies of all of the attached on PC Mark Perry and explained that we will want to make reference to them tonight. I will have colour copies of everything for the Committee if you'd rather not print it all out. It looks like a lot of documents, but doesn't amount to a great deal in terms of pages.

Just to make you aware that we have a couple of additional attendees coming along this evening:

1. Angelique Ferra (owner/operator of the venues ClubScan system)
2. Junior Shabazz (consultant to the venue with regards to security)

The other attendees, just to recap our conversation this morning are:

1. Luke Elford
2. Julian Skeens
3. Leroy Logan (proposed operations director)
4. Richard Marshall-Duffield (proposed DPS – there is currently an application to vary the DPS lodged with the local authority)
5. Bishop Wayne Malcolm (representative of the church function)

Hope that's okay. If you have any queries, please give me a call.

Kind regards,

Luke Elford
Solicitor
for Jeffrey Green Russell Limited

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ALCOHOL POLICY

Premises Licence Conditions Relating to Alcohol Policy

Ican Studios is licensed to sell alcohol for both on and off the premises in the same way as an off licence. However, if selling alcohol to be taken off site it must be in a sealed state and is not permitted to be opened by the premises.

1. No supply of alcohol shall be made under the premises licence:
 - a. at a time when there is no designated premises supervisor in respect of the premises licence, or
 - b. at a time when the designated premises supervisor for the premises does not hold a personal licence or his personal licence is suspended.
2. Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.
 1. The responsible person shall take all reasonable steps to ensure that the staff on the 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 in a manner which carries a significant risk of leading or contributing to crime and disorder, prejudice to public safety, public nuisance, or harm to children-
 1. games or other activities which require or encourage, or are designed to require or encourage, individuals to –
 2. 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
 3. drink as much alcohol as possible (whether within a time limit or otherwise);
 4. 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 (other than a promotion or discount available to an individual in respect of alcohol for consumption at a table meal, as defined in section 159 of the Act);
 5. provision of free or discounted alcohol or any other thing as a prize to encourage

- or reward the purchase or consumption of alcohol over a period of 24 hours or less;
6. provision of free or discounted alcohol in relation to a viewing on the premises of a sporting event, where that provision is dependent on-
 7. the outcome of a race, competition or other event or process, or
 8. the likelihood of anything occurring or not occurring;
 9. 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.
3. The responsible person shall ensure that no alcohol is dispensed directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).
 4. The responsible person shall ensure that free tap water is provided on request to customers where it is reasonably available.
 5. The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.
 1. The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as maybe specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and holographic mark.
 6. The responsible person shall ensure that;
 1. 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-
 1. beer or cider: ¼ pint;
 2. gin, rum, vodka or whisky; 25ml or 35ml; and
 3. still wine in a glass; 125ml; and
 2. customers are made aware of the availability of these measures.
 7. Last orders for alcoholic beverages will be 30 minutes before the closure of the premises;
 8. A log shall be kept detailing all refused sales of alcohol. The log should include the date and time of the refused sale and the name of the member of staff who refused the sale. The log shall be available for inspection by the police or an authorised officer of the council at all times.
 9. Prominent signage indicating the permitted hours for the sale of alcohol shall be displayed so as to be visible before entering the premises, where alcohol is on public display, and at the point of sale;
 10. While the premises is open to the public and selling alcohol there shall be a manager who is a personal license holder;

Intoxicated customers are not inclined to have any enjoyable, memorable or safe evening. They are no longer in control of their drinking habits and rely on Ican Studios's staff to ensure that they are safe and can get home safely. The bottom line question is this:

If there was a fire in Ican Studios, could somebody who was 'drunk' be able to look after themselves or their property?

If they are too drunk to act sensibly or think quickly, they are too drunk to be inside a licensed premises.

It is an offence for intoxicated people to be on licensed premises.

The following symptoms could be an indication that someone is drunk:

- Eyes are slightly glazed and only partly open
- Swaying whilst standing still, even slightly
- Slurred speech.
- Lack of inhibition, such as a couple are becoming too romantically involved
- Lack of inhibition, such as two males making a lot of body contact
- Smell of alcohol on their breath
- Confusion
- Loss of coordination
- Vomiting
- Seizures
- Irregular or slow breathing (less than eight breaths a minute)
- Blue-tinged or pale skin
- Low body temperature (hypothermia)
- Stupor – when someone's conscious but unresponsive
- Unconsciousness – passing out

If in doubt of the cause of the customers behaviour we may consider calling an ambulance especially if we consider that the person may be ill or suffering from effects of drink/drug misuse that could be 'life threatening'.

These members and guests get this way because they are served excess alcohol. We serve them the alcohol that gets people out of their own safe control. Therefore we are responsible for their well-being. The above mentioned symptoms will only occur if we allow the customers and guests to reach this state.

To help the bar team serve alcohol responsibly, managers will question the bartenders as to which customers and guests are requesting double measures and shots with their drinks. Which customers and guests are drinking quickly, even though they are showing no signs of intoxication? It is then the role of the bartender to warn the subject concerned of the dangers of excessive drinking (ejection) and suggest alternating alcoholic drinks with soft drinks to ensure a paced out evening. It is an option to give free water in these situations.

Management, a Medic or Security will ask customers who are suspected of being intoxicated to accompany them to a warm quiet room.

Once inside this room, the Medic, Management or Security will assess the customer's level of intoxication and decide of the best action to take, if the customer is considered to be ill the manager may decide to call an ambulance.

The Medic, Management or security may ask the customer to wait several minutes to make an accurate assessment. If the person is judged to be drunk, he will be escorted out of the venue and will not be allowed to re-enter Ican Studios. His coat will be obtained and friends informed.

Prevention

Signage indicating the permitted hours for the sale of alcohol will be on display throughout the venue. All staff have received additional instruction and training on dealing with intoxicated customers and their responsibilities under the Licensing Act 2003 which will include the following:

- The nature of alcohol and the effect that it has on the human body. (Appx 1)
- The main issues in the 2003 Licensing Act as they relate to alcohol retailers and servers. (Appx 2)
- Licensing law in relation to the protection of children from harm. (Appx 2)
- The social responsibilities relating to the retail sale of alcohol. (Appx 3)
- How to recognise drunkenness, and the duty not to serve drunken customers.
- Appropriate strategies that can be adopted to prevent or eliminate alcohol related crime and conflict and the importance of personal safety.

The sensible sale and marketing of alcohol at Ican Studios will be adhered to with accordance to the government guidelines as of 6th of April 2010.

The premises License holder does not promote or allow any of the following:

- reward schemes redeemable over a short period
- drinking games
- drinking of a quantity of alcohol over a period of time
- drinking of as much alcohol as possible
- promotions involving large quantities of free drinks
- entry fees linked with unlimited free drinks
- promotions linked to unpredictable events e.g. after a goal
- reward for purchase of large quantities of alcohol in a single session
- selling or supplying of alcohol in association with promotional posters or flyers
- no alcohol will be dispensed by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability)

The management will immediately cease any drinks promotions which the police deem to be inappropriate.

Reasonably priced soft drinks will be available and tap water is available for free for any person feeling unwell. Free water is Mandatory Condition by law.

An age verification process will be adhered to at Ican Studios with accordance to the government guidelines as of 1st October 2010.

There are only limited defences to a charge of selling alcohol to someone under 18. Firstly you must have believed they were under 18, and secondly you must have taken all reasonable steps to establish their age, unless no one could have reasonably suspected from their appearance that they were under age.

This means you must have asked for their age and been provided with evidence of that age which would have convinced a reasonable person. You must therefore have seen identification evidence which was not obviously forged and which included a photograph which looked very much like the person involved.

The penalties for selling alcohol to under 18's is firstly a Fixed Penalty fine (to both the server and the premises), secondly, on conviction in court, up to a £5,000 fine. Thirdly, the holder of the premises licence could be prosecuted if a sale of alcohol to someone under 18 has taken place twice in a 3 month consecutive period. They face a fine of up to £20,000 and suspension of the premises licence for up to 3 months.

Also, at any time the premises licence could be made the subject of a Review by the Licensing Authority, which could result in the suspension or revocation of the licence. And any personal licence holder appearing before a magistrates court on alcohol related offences such as sale to under 18's, could find that the court revokes the licence.

The government will shortly make life much more difficult, reducing the 3 month strike rate to 2 occasions. This merely underlines just how important it is to prevent sales of alcohol to under 18's.

The premises licence holder shall ensure that the BBPA's (British Beer and Pub Association) 'Challenge 25' is applied in Ican Studios in relation to the sale or supply of alcohol.

The BBPA's 'Challenge 25' signs will be displayed above the bars and on entrance to the venue. All persons who appear to be under 25 years of age will be required to produce on request, before serving alcohol, identification bearing their photograph, date of birth and holographic mark. All age checks to be recorded in the Refusals/Incident log indicating if sale refused or if permitted and the type of ID produced i.e. driving licence

Ican Studios Management shall carry out a 'Refusals/Incident and Age Check Log on a weekly basis to ensure that staff use the age verification test as part of their duties.

The premises licence holder shall ensure that:

- the only forms of photo ID accepted shall either be a passport, PASS card or a photographic driving licence.
- if there is any doubt as to the originality of the identification the individual shall not be served alcohol
- signs will be displayed stating that Ican Studios sell's spirits in 25 ml or 35 ml signage in accordance with Mandatory Conditions – not 50 ml measures unless otherwise requested by the customer
- signs will be displayed stating that Ican Studios sell's still wine in 125 ml in accordance with new Mandatory Conditions – not 175ml measures unless otherwise requested by the customer
- where any alcoholic drinks are sold or supplied for consumption they will be available in the following measures, beer or cider ½ pint; gin, rum, vodka or whisky in 25ml or 35ml and still wine in 125ml

Identification & Action

The following procedures have been adopted for identifying and dealing with intoxicated customers:

- Security to regularly patrol venue, monitoring customer behaviour
- Any member of staff who believes a customer is intoxicated will inform a member of management
- Anyone appearing intoxicated must be escorted to the warm quiet room to be examined by the medic or first aider
- Bottled water will be provided to any person believed to be intoxicated
- Security and management on the door must be informed to ensure the person does not regain entry to the venue.
- Any person wanting to gain re-entry must see the Manager who will make a decision whether the person is fit to re enter the venue
- If yes, this will be communicated to all security and Managers that the person is now back in the venue
- If the person is escorted out the premises a second time, they will not be allowed to re enter.
- Where possible their friends to be found to assist them home
- If required, taxis should be arranged to ensure the person arrives home safely
- In addition a record will be kept of all persons:
 - Refused entry to the premises
 - Any person refused service of alcohol
 - Any person assessed for intoxication
 - Any person asked to leave because of intoxication

Health effects of alcohol

If you are someone who drinks alcohol it's likely you've experienced first-hand at least some of its short-term health effects, be it a hangover or a bad night's sleep. It's the longer term health effects of alcohol that people often only experience once it's too late. From a disturbed night's sleep to alcohol poisoning, alcohol's effects on the body can have a varying impact on our lives.

Black coffee won't help. Nor will making someone sick. Or leaving them to sleep it off. In fact, these traditional ways of trying to sober up a friend can do far more harm than good. Particularly if the friend is actually experiencing acute alcohol poisoning – which can be difficult to spot initially.

They may have only had a few drinks, or they could have downed several, but this isn't always an indicator. By recognising the signs of acute alcohol poisoning and knowing what to do, you could save someone's life.

Alcohol is a poison

Agatha Christie doesn't write about it as a murder weapon and it doesn't feature in Cluedo. But alcohol is a poison and can sometimes have lethal consequences.

Your body can only process one unit of alcohol an hour. Drink a lot in a short space of time and the amount of alcohol in the blood can stop the body from working properly.

It can:

- slow down your brain functions so you lose your sense of balance.
- irritate the stomach which causes vomiting and it stops your gag reflex from working properly – you can choke on, or inhale, your own vomit into your lungs.
- affect the nerves that control your breathing and heartbeat, it can stop both.
- dehydrate you, which can cause permanent brain damage.
- lower the body's temperature, which can lead to hypothermia.
- lower your blood sugar levels, so you could suffer seizures.

Look out for the signs

It can be a very fine line. One minute your house guest is stupidly drunk, the next they've become dangerously intoxicated.

Being aware of the signs of alcohol poisoning is crucial, because if a person you care about is suffering from acute alcohol poisoning, they will be in no state to help themselves.

Look out for:

- Confusion
- Loss of coordination
- Vomiting
- Seizures
- Irregular or slow breathing (less than eight breaths a minute)
- Blue-tinged or pale skin
- Low body temperature (hypothermia)
- Stupor – when someone's conscious but unresponsive
- Unconsciousness – passing out

Know what not to do

Acute alcohol poisoning can be extremely dangerous. Your best intentions could make it worse. There are so many myths around about how to deal with people who've drunk to excess, so it's a good idea to make sure you're aware of what NOT to do.

NEVER:

- Leave someone to sleep it off. The amount of alcohol in someone's blood continues to rise even when they're not drinking. That's because alcohol in the digestive system carries on being absorbed into the bloodstream. Too much alcohol in the blood stops the body working properly.
- Give them a coffee. Alcohol dehydrates the body. Coffee will make someone who is already dehydrated even more so. Severe dehydration can cause permanent brain damage.
- Make them sick. Their gag reflex won't be working properly which means they could choke on their vomit.
- Walk them around. Alcohol is a depressant which slows down your brain's functions and affects your sense of balance. Walking them around might cause accidents.
- Put them under a cold shower. Alcohol lowers your body temperature, which could lead to hypothermia. A cold shower could make them colder than they already are.
- Let them drink any more alcohol. The amount of alcohol in their bloodstream could become dangerously high.

There is no minimum amount

It's true that binge drinking is often the cause of alcohol poisoning. But not always. It depends on your age, sex, size, weight, how fast you've been drinking, how much you've eaten, your general health and other drugs you might have taken.

This is why it is so important to stick within the government's [daily unit guidelines](#).

Don't wait for all the symptoms to show before getting help

Better safe than sorry is the rule for alcohol poisoning. If you think someone might be experiencing it, even if you have doubts, call 999 for an ambulance.

Every weekend, hundreds of people are taken into hospital with acute alcohol poisoning. Medical staff will monitor people who have less severe alcohol poisoning closely, until it's safe for them to go home. If it's more serious, they could:

- insert a tube into their windpipe to help them breathe.
- put them on a drip to top up their body's water, blood sugar and vitamin levels.
- fit a catheter – a tube that allows them to empty their bladder straight into a bag.
- pump the stomach by flushing fluids through a tube inserted into the nose or mouth.

Facts

- More than 36,200 people were admitted to hospital because of the toxic effect of alcohol in England in 2011/13 (16,600 men and 19,600 women) – that's nearly 700 every week
- 360 people died from accidental alcohol poisoning in England in 2011
- From 2007-2010, 20,000 under 18s were admitted to hospital in England as a result of drinking alcohol

Five things to do if someone is showing signs of alcohol poisoning

1. Try to keep them awake and sitting up.
2. Give them some water, if they can drink it.
3. Lie them on their side in the recovery position if they've passed out, and check they're breathing properly.
4. Keep them warm.
5. Stay with them and monitor their symptoms.

If they're not getting any better, don't delay, dial 999 for an ambulance.



SELLING ALCOHOL RESPONSIBLY:

Good Practice Examples from the Alcohol Retail and Hospitality Industries

The Mandatory Code for Alcohol Retailers England and Wales

April 2010

Contents

Ministerial Foreword	1
Examples of Good Practice	2
Preventing Underage Sales	3
Building Strong Community Partnerships	5
Taking a Socially Responsible Approach	8
Keeping Staff and Customers Safe	9
Supporting National Communications Campaigns	11
Portman Group	12
Key Contacts	13

Ministerial Foreword



Alcohol is an important part of our culture. Most individuals drink responsibly and most hospitality businesses and alcohol retailers sell alcohol responsibly. However, there are a minority of people whose drinking leads to crime and disorder and a minority of licensed premises who do not take their responsibilities seriously when selling alcohol. We want the night time economy to be a safe place for the responsible majority to enjoy.

Alcohol-related crime has fallen by a third since 1997, but at a cost of £8-£13 billion per year, it remains unacceptably high. That is why we have introduced a range of new tools and powers to tackle problem drinkers, such as Drink Driving Orders and Directions to Leave, and why Government has decided to introduce five new mandatory licensing conditions to bring an end to irresponsible promotions, to ban pouring alcohol directly into the mouths of customers, and to ensure that age verification policies are in place, free tap water is provided and small measures are available to customers.

Alongside the introduction of these new conditions, it is important to acknowledge the excellent work that those who retail alcohol are already doing to contribute to the four licensing act objectives: namely to prevent crime and disorder, prevent public nuisance, protect public safety and protect children from harm.

We want more businesses to learn from these examples and to adopt these effective schemes.

This resource has been developed by the Home Office, in partnership with organisations from the hospitality and alcohol retail industry and stakeholders in alcohol policy.

I want to emphasise the point that good partnership working at local level, that involves local businesses, is vital - not only in making these good practice examples work, but also in developing new responses and tackling the problem of alcohol related crime and disorder in the night time Economy.



Alan Campbell

Parliamentary Under Secretary of State for Crime Reduction

Examples of Good Practice

This document sets out initiatives and schemes that are examples of good practice in alcohol retailing. We have given a brief summary of the aims and actions for each example and then provided a signpost to where to find out more information or to sign up.

It is important to acknowledge the differences between types of premises, such as their size, type of licence, and location etc. As a result, for example, an out of town 24-hour supermarket may well have different needs to a city centre pub.

This list is not exhaustive, but does give a good idea of the schemes you can be part of, or of practice that you can adopt.

Preventing Underage Sales

Challenge 21

Challenge



Since 2006, the Challenge 21 scheme has been raising awareness among publicans and their staff of the need to be vigilant in preventing underage sales. The scheme serves as a reminder to customers that it is against the law to purchase alcohol if you are under 18, or to purchase alcohol on behalf of someone who is under 18. If you appear to be under 21, you can expect to be asked to prove your age.

Research has shown that 90% of 18-24 years olds are aware of the Challenge 21 scheme, demonstrating the success of the scheme amongst its key target group. Pubs turn away over one million customers each month who, when challenged, are unable to provide acceptable proof of age - clearly indicating the trade is making a huge effort to enforce the law and prevent underage sales.

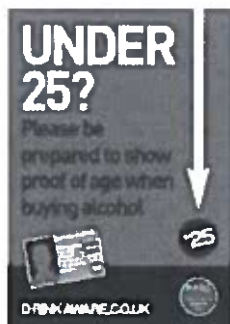
To order materials or download posters from BBPA, click here:

www.beerandpub.com/industryArticle.aspx?articleId=85

To order the posters in Welsh, click here:

www.ceredigion.gov.uk/utilities/action/act_download.cfm?mediaid=13583

Challenge 25



Challenge 25 was developed by The Retail of Alcohol Standards Group (RASG) to give staff serving alcohol a wider margin of protection to ensure that alcohol is not sold to anyone under 18. A Challenge 25 policy means that customers who look as though they are under 25 are asked by store staff to show proof that they are over 18.

The design is available in several formats, from posters to shelf barkers to badges, to reinforce the message throughout the store. There are also a range of signs to inform consumers about the penalties for buying alcohol underage and proxy purchasing.

The signage is used throughout RASG member stores and RASG have made the designs available to non-member retailers on the Wine and Spirit Trade Association website. Signage is also available in Welsh and for Scottish licenced premises.

You can find more details or download posters and resources at:

www.wsta.co.uk/Challenge-25.html

and

www.acs.org.uk/en/Advice/advice_guides/responsible_retailinq/

PASS Scheme

PASS

The Proof of Age Standards Scheme (PASS) was launched in 2003 to bring in a common standard, an easily recognisable identity and a robust accreditation process to help protect retailers of age-related products, and their employees from the many fake ID cards used throughout the country.

Retailers face a constant problem of trying to identify what is a genuine proof-of-age card versus a fraudulent one. A PASS accredited card allows them to be confident that the ID is genuine when they see the unique PASS hologram.

PASS is the UK's national guarantee scheme for proof-of-age cards backed by the Government and supported by authoritative organisations, including the Association of Chief Police Officers (ACPO) and the Trading Standards Institute (TSI). The scheme is also supported by the main trade associations connected with those selling age-restricted products. Over 2 million young people currently carry PASS accredited proof-of-age cards, all bearing the distinctive PASS hologram.

To find out more, click here:

www.pass-scheme.org.uk/

Building Strong Community Partnerships

Best Bar None



Best Bar None is a recognised award scheme supported by the Home Office, aimed at promoting the responsible management and operation of alcohol-licensed premises. It has been adopted by over 95 towns and cities across the UK and is even now being taken up in other countries.

Best Bar None schemes provide an incentive for the operations of licensed premises to improve their standards of operation to the level of a commonly agreed national benchmark. It has proved to be an excellent vehicle for partnership working as it provides:

- An incentive for operators to improve their standards
- Licensees the chance to show how well they manage their businesses
- A reference point for authorities to work with local pubs and clubs in tackling crime and disorder issues.

It sets a minimum standard of operation and encourages the sharing of best practice by rewarding safe and well-managed licensed venues. An evaluation carried out in 2009 of 40 BBN schemes showed that BBN is one of the major contributors to reducing crime in their areas and substantially helps towards the solution of alcohol related crime in the night time economy. Early indications of statistics show a 15-35% reduction in local area crime statistics.

To join the Best Bar None scheme, click here:

www.bbnuk.com/images/stories/pdfs/2009%20scheme%20guidelines%20%26%20application%20form%20-%20on%20licence.doc

Purple Flag



Purple Flag is an award given to an area based on an objective assessment of five key elements of that area at night.

Purple Flag has been developed in conjunction with the Home Office,

Department of Communities and Local Government, Department for Culture, Media and Sport, Association of Chief Police Officers, British Institute of Innkeepers, BCSC Educational and Research Trust, Noctis, BBPA, Institute of Licensing, Business In the Community, Keep Britain Tidy, Kingston First and LACORS. It is led by the Association of Town Centre Management (ATCM).

For more information, click here:

www.atcm.org/purple-flag/index.php

Or to fill in the application form, click here:

www.atcm.org/purple-flag/1-purple-flag-entry-form.doc

Community Alcohol Partnerships



Community Alcohol Partnerships were developed by the Retail of Alcohol Standards Group and local partners to address underage drinking.

Community Alcohol Partnerships aim to tackle the problems caused by underage access to alcohol through co-operation between alcohol retailers and local stakeholders, such as Trading Standards, police, local authority licensing teams, schools and health networks.

The largest CAP so far, run with Kent County Council, was independently evaluated by Kent University, who found that pilot areas saw a substantial reduction in criminal damage and that anti-social behaviour fell in six out of seven measures.

CAP officer, Philip Loring, manages the established Community Alcohol Partnerships and works with Local Authorities to develop new partnerships in their areas.

More information can be found at:

www.communityalcoholpartnerships.co.uk

Community Engagement Good Practice Guide



Noctis (in conjunction with Diageo) have produced a short practical guide to producing good partnerships in the Night Time Economy between operators, local authorities and police at local level.

You can download this here:

www.noctisuk.org/download/56029/noctisgpguide%20final.pdf

Business Improvement Districts



A Business Improvement District (BID) is a locally funded scheme to introduce real improvements to a business area and its local community – set up with the democratic agreement of local businesses. A BID must provide real additional local services for the area, with local businesses agreeing on the improvements that need to be made, the specific measures needed to achieve them, and how much businesses should pay.

There are many local improvements that can be funded through BIDs. These can include better and more frequent policing, installation of CCTV cameras, more litter bins and rubbish collections, and schemes to ensure rapid response to graffiti and litter, replacing street lamps, mending pavements and investment in the visual appearance of the area, such as trees and other planting. There are few limits on what type of improvements can be provided. BIDs can provide local training and employment schemes, for example, or more frequent local transport. By putting property owners in control, they are an excellent tool for the improvement of town centres. BIDs are funded through a levy on the rateable value of businesses involved in the scheme. Some areas focus their BID on the night time economy, whilst other examples include tourism and shopping.

Find out more here:

www.ukbids.org/

Pub is the Hub



pub is the hub

Pub is the Hub was initiated by HRH The Prince of Wales in 2001, as President of Business in the Community. It is part of the Rural Action Programme and is a 'not for profit' advisory organisation.

Pub is the Hub encourages rural pub owners, licensees, and their local communities to work together to support, retain and locate local services where possible within the pub whilst often improving the viability of the business itself. Pub is the Hub assists with guidance on the availability of local and regional project funding, and having a thorough understanding of the pub business, is able to advise on the best way to progress with each individual project.

It works across England and Wales on projects ranging from providing local shops to encouraging the local sourcing of products, accommodating Post Office services, providing local school meals, IT training or community centres.

For more details, click here:

www.pubisthehub.org.uk/

You can download their good practice guide here:

www.pubisthehub.org.uk/assets/downloads/PITH_Good_Practice_Guide.pdf

BBPA Partnerships Initiative



The BBPA Partnerships Initiative has been developed in order to respond positively and effectively to local authorities seeking representation from trade association member companies, and formalise the BBPA's approach to working in partnership at local level.

The Initiative is voluntary, and simply provides a mechanism to find local industry representatives for local Crime Reduction Partnerships that have requested industry input, so that they can contribute to the development of policy and strategy on public order issues.

BBPA member companies have supported the initiative by nominating key individuals from their organisations to become involved in dialogue on crime and disorder with partners at local level.

You can download the BBPA Partnerships Guidance by clicking here:

www.beerandpub.com/documents/publications/industry/BBPA_Guidance_for_Industry_Representatives.pdf

Taking a Socially Responsible Approach

Crisis Management Policy

Noctis have produced a useful checklist of what is needed to run a good, corporately socially responsible business - and what to do if a crisis occurs in your business.

To download the document, click here:

noctis.net-genie.co.uk/download/39482/noctis%20poppleston%20allen%20crisis%20management%20paper%20june%202008.pdf

Server Training



There is good evidence of the impact that good server training can have on reducing crime and disorder, underage sales and sales to drunks.

Induction and development programmes ensure that staff have the skills and confidence to meet legal requirements and their wider responsibilities. Training is needed at all levels - bar staff, supervisory, site manager, and district manager.

One example, from Manchester, is available to download here:

www.manchesterpubandclub.co.uk/responsible-alcohol-service/

Keeping Staff and Customers Safe

PubWatch



National PubWatch is a voluntary organisation set up to support existing local PubWatch schemes and encourage the creation of new ones. Local PubWatch schemes are run by licensees and provide a forum in which they can exchange information. The BBPA funds National PubWatch and remains committed to raising the profile of National PubWatch and awareness of its work.

It is good practice to actively encourage all managers to join and participate in their local PubWatch scheme, which is an excellent means to build relationships at a local level between the licensed trade and the authorities to the benefit of the local community.

PubWatch have launched a Best Practice Guide that deals with starting and running watches, and a special pager scheme, 'Pub alert'. The PubWatch Guide and its revised editions has proved very successful with nearly 3,500 copies supplied to licensees, police, town centre managers and watch co-ordinators throughout the country with requests still coming in every week.

To find your nearest PubWatch contact, or to set up a new scheme, click here: www.nationalpubwatch.org.uk/contact.htm

To request a copy of the PubWatch good practice guide, email:

userrequest@nationalpubwatch.org.uk

Managing Safety in Bars, Clubs and Pubs



This BBPA document provides guidance to assess the risk of violence in individual licensed premises, based on existing good practice.

You can download this by clicking here:

www.beerandpub.com/documents/publications/industry/Managing_Safety_in_Bars_Clubs_&_Pubs_Final_PDF.pdf

Safer Nightlife

Produced by the alcohol industry, London Drug Policy Forum and the Home Office, Safer Nightlife promotes best practice for all those working in the Night Time Economy. In particular it is aimed at:

- licensing authorities;
- police and fire officers;
- venue managers/promoters; and
- health promotion workers.

The purpose of Safer Nightlife is to help ensure the health and safety of everyone involved in, and going out to, events in pubs and clubs with particular emphasis on those who also take drugs. The document provides dedicated advice on a range of key issues including creating a safe physical environment, tackling drug dealing, reducing harm from drug use, promoting sexual health and developing a drug policy.

You can download this by clicking here:

www.cityoflondon.gov.uk/NR/rdonlyres/E4E0FE3A-9F8E-4182-AFBF-31C83E74C03A/0/SSLDPF_safer_nightlife.pdf

Licensed Property: Security in Design



The British Beer & Pub Association and the Metropolitan Police Service have produced a document called, "Effective Licensed Property Security Systems". This booklet focuses on designing an environment that minimises opportunities for crime.

You can download this here:

www.beerandpub.com/documents/publications/industry/Security_in_design.pdf

Dispersal Policy

Noctis have produced a good practice guide outlining some useful pointers when considering implementing a dispersal policy.

You can download this here:

noctis.net-genie.co.uk/download/39481/noctis%20dispersal%20policy%20headed.pdf

Drugs and Pubs

The BBPA have produced a useful guide on helping to keep drugs out of licensed premises and how to deal with incidents.

To download the guidance, click here:

www.beerandpub.com/documents/publications/industry/Drugs_and_Pubs.pdf

Supporting National Communications Campaigns

Drinkaware Trust

drinkaware Drinkaware provides consumers with information to make informed decisions about the effects of alcohol on their lives and lifestyles. Their public education programmes, grants, expert information and resources help create awareness and affect positive change. An independent charity established in 2007, Drinkaware works alongside the medical profession, the alcohol industry and government to achieve its goals.

Drinkaware resources are disseminated to individuals, health-care and education providers, as well as armed forces, youth and community groups.

You can find out more information or download resources from here:

www.drinkaware.co.uk/

Campaign for Smarter Drinking



The £100 million social marketing campaign, with the theme, 'why let good times go bad?' will run for at least five years. For the first time, over 45 companies from the drinks industry have come together to work with Government and Drinkaware to tackle binge drinking among 18-24 year olds.

You can find out more information or download resources from here:

www.drinkaware.co.uk/features/homepage/recent/why-let-good-times-go-bad

Portman Group



The Portman Group's Code of Practice on the Naming, Packaging and Promoting of Alcoholic Drinks was established in 1996. The Code seeks to ensure that drinks producers market their products in a socially responsible way and only to an adult audience.

The Code regulates all pre-packaged alcoholic drinks marketed for sale in the UK. The Code applies to a drink's name and packaging, press releases, websites, sponsorship, sampling, branded merchandise, advertorials and all other drinks producer marketing, apart from advertising which is regulated by the Advertising Standards Authority.

The Code prohibits the marketing of alcoholic drinks to under-18s; the alcohol content of a drink must be made absolutely clear; its alcoholic strength should not be dominant; it must not encourage rapid or down-in-one drinking; there must be no association with illegal drugs, bravado, aggression or anti-social behaviour and any suggestion that the drink will lead to sexual success or increased popularity is also banned.

All Code complaints go to an Independent Complaints Panel. Several products have been completely removed from sale by retailers in support of the Panel's decisions. This sanction gives the Code teeth. The Portman Group also runs a free and confidential Code Advisory Service to help drinks producers and their marketers stay on the right side of the Code.

You can download a copy of the Code at:

www.portmangroup.org.uk/assets/documents/4th%20Ed%20of%20Code.pdf

Key Contacts



Advertising Standards Authority Mid
City Place, 71 High Holborn London
WC1V 6QT
020 7492 2222
Email: enquiries@asa.org.uk



Association of Licensed Multiple Retailers
9b Walpole Court, Ealing Studios, London, W5 5ED 020
8579 2080
Email: info@almr.org.uk



Association of Convenience Stores
Federation House
17 Farnborough Street Farnborough,
Hampshire GU14 8AG 01252
515001



Association of Town Centre Managers
1 Queen Anne's Gate, Westminster, London
SW1H 9BT
020 7222 0120
Email: info@atcm.org



British Beer & Pub Association
Market Towers
1 Nine Elms Lane
London SW8 5NQ
020 7627 9191
Email: web@beerandpub.com



British Institute of Innkeeping
Wessex House, Park Street, Camberley, Surrey GU15 3PT
01276 684449
www.bii.org/home



Federation of Licensed Victuallers Associations
126 Bradford Road, Brighouse, West Yorkshire HD6 4AU
01484 710534
Email: admin@flva.co.uk



THE WINE AND SPIRIT TRADE ASSOCIATION

National BIDs Advisory Service

www.ukbids.or
g 0207 227
3464

National Pubwatch

PO Box 498
Cre
we
CW
1
9ER
01270 213399
Email: admin@nationalpubwatch.org.uk

Noctis

5 Waterloo Road, Stockport
Cheshire SK1 3BD
0161 476 8381
Email: info@noctisuk.org

PASS Scheme

Kate Winstanley
117 Powder Mill
Lane
Twickenham
TW2 6EG 07590
924710

Portman Group

7-10 Chandos
Street Cavendish
Square London
W1G 9DQ 0207
907 3700
Email: info@portmangroup.org.uk

The Wine and Spirit Trade Association

International Wine & Spirit
Centre 39 - 45 Bermondsey
Street London SE1 3XF
020 7089 3877

Appendix 3

Licensing objectives

The Licensing Act 2003 sets out four licensing objectives which must be taken into account when a local authority carries out its functions. They are:

1. the prevention of crime and disorder,
2. public safety,
3. prevention of public nuisance, and
4. the protection of children from harm

In Scotland there is a fifth licensing objective which is:

1. protecting and improving public health.

The licensing objectives establish the tests against which a licensing authority carries out its duties for the new licensing regime. They aim to ensure that everybody involved in the licensing regime is focused on common goals essential to the fair balance of differing interests and the well-being of our communities in relation to licensable activities.

The four licensing objectives were developed after extensive and detailed consultation and a lengthy review of the existing law conducted between 1998 and 2001.



BIIAB LEVEL 1

AWARD IN RESPONSIBLE ALCOHOL RETAILING

Specimen Examination Paper

The specimen examination questions contained in this publication are representative of the type of questions used to assess candidates taking the LEVEL 1 AWARD IN RESPONSIBLE ALCOHOL RETAILING examination.

Candidates are assessed by a 25 question, 30 minute, multiple choice examination. Part One of the examination consists of 3 questions on licensing law which is considered to be the minimum knowledge required to retail alcohol responsibly. Candidates have to answer all 3 questions correctly to pass. Part Two consists of 22 questions on other aspects of licensing law for which the pass mark is 14 out of 22.

The answers to each of these questions are shown on the last page.

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Specimen Examination Paper

Part One

- 1 The **minimum** age at which a person can legally be **sold** alcohol is:
 - A 14
 - B 16
 - C 18

- 2 Which of these is **not** a licensing objective?
 - A Prevention of crime and disorder
 - B Protection of the environment
 - C Public safety

- 3 It is **illegal** to serve alcohol to:
 - A A customer who is not having a table meal
 - B A large group of male customers
 - C A person who is drunk

LEVEL 1 AWARD IN RESPONSIBLE ALCOHOL RETAILING

Part Two

- 4 At what percentage of abv is a drink legally classed as alcohol?
- A More than 0.1%
 - B More than 0.3%
 - C More than 0.5%
- 5 How long does it take the body to remove one unit of alcohol?
- A 30 minutes
 - B 60 minutes
 - C 90 minutes
- 6 What is the typical abv range for wine?
- A 1 - 5%
 - B 4 - 9%
 - C 8 - 16%
- 7 The recommended safe **daily** limit of alcohol for a man to drink is:
- A 1 - 2 units
 - B 3 - 4 units
 - C 5 - 6 units
- 8 On licensed premises, a designated premises supervisor is someone who is:
- A Always required to be present on particular licensed premises
 - B In day-to-day control of a particular licensed premises
 - C Required to personally supervise every sale of alcohol on licensed premises
- 9 The police may enter licensed premises at any time when they believe that:
- A A personal licence holder is not present
 - B Alcohol is being sold at a discount price
 - C An offence has been committed
- 10 When is it **illegal** to sell alcohol?
- A Outside the hours stated in the premises licence
 - B Under the terms of a temporary event notice
 - C When the designated premises supervisor is not present
- 11 What **must** an operating schedule include?
- A Addresses and telephone numbers of all staff at the premises
 - B Details of the licensable activities to be held at the premises
 - C Names of all suppliers of alcohol and food to the premises

LEVEL 1 AWARD IN RESPONSIBLE ALCOHOL RETAILING

- 12 Every sale of alcohol under the terms of a premises licence must be made or authorised by:
- A A personal licence holder
 - B Any member of staff
 - C Any person present at the time
- 13 A proof of age document is reliable if it has a:
- A Local authority logo
 - B PASS hologram
 - C Police authority stamp
- 14 Who can send underage persons into licensed premises to carry out a test purchase?
- A Environmental Health officers
 - B HM Revenue and Customs officers
 - C Police officers
- 15 In licensed premises, what alcoholic drinks, purchased by an adult, can a 17 year old drink at a table meal with an adult?
- A Cider, perry and ale
 - B Spirits, beer and wine
 - C Wine, cider and beer
- 16 Cigarettes must **not** be sold to persons aged under:
- A 18
 - B 21
 - C 25
- 17 Which of these statements about irresponsible promotions is **correct**?
- A They can give the industry a bad name
 - B They can help promote the licensing objectives
 - C They can help reduce crime and disorder
- 18 How can a socially responsible team member help to reduce alcohol related crime and disorder?
- A By ignoring any trouble and selling alcohol to drunk people
 - B By organising happy hours and similar promotions
 - C By promoting low alcohol and alcohol free alternatives

LEVEL 1 AWARD IN RESPONSIBLE ALCOHOL RETAILING

- 19 Which of these is considered a common sign of drunkenness?
- A Becoming particularly hungry
 - B Being very depressed
 - C Staggering or an inability to walk
- 20 What is the fixed penalty fine for selling alcohol to a person who is drunk?
- A £60
 - B £80
 - C £100
- 21 Before evicting a customer for being disorderly, help should be sought from:
- A Anyone who looks strong
 - B Other customers
 - C Relevant colleagues
- 22 Which of these may be a sign that controlled drug activity is taking place on licensed premises?
- A A person who comes into the premises to celebrate a special occasion with family
 - B A person who makes many trips to the toilet with different people each time
 - C A person who regularly comes into the premises with the same group of friends
- 23 Chip and PIN facilities are used as a deterrent against which type of crime?
- A Avoiding tax payments
 - B Credit card fraud
 - C Drug dealing
- 24 What do Pubwatch and Retailwatch aim to do?
- A Advise premises licence holders of possible trouble
 - B Direct customers to recommended pubs and licensed shops
 - C Protect customers from excessive drinking
- 25 If you find a suspect package, it is advisable to:
- A Give it to the manager to open and see what is inside
 - B Take it to the nearest police station
 - C Treat it as an emergency and call 999

LEVEL 1 AWARD IN RESPONSIBLE ALCOHOL RETAILING

Answers

<i>Q</i>	<i>Answer</i>	<i>Assessment Criteria</i>
1	C	3.2 The law and consequences of breach in relation to the sale of alcohol to children
2	B	2.1 The 4 licensing objectives as defined by licensing law in England and Wales
3	C	5.2 The duty to refuse service to a person who is drunk
4	C	1.1 The legal definition of alcohol and why the sale of alcohol is licensed
5	B	1.3 How the human body eliminates alcohol
6	C	1.4 The alcohol by volume (abv) of specific drinks and the law with regard to labeling
7	B	1.5 What a unit of alcohol is and the safe recommended limits for men and women
8	B	2.3 Licensable activities and the role and responsibilities of the designated premises supervisor (DPS)
9	C	2.6 The law with regards to entry of police officers and environmental health officers
10	A	2.5 The law with regard to the sale of alcohol outside the hours stated in the premises licence
11	B	2.4 What an operating schedule is, what it should contain and why it is important
12	A	2.2 The responsibility of a personal licence holder to authorise the sale of alcohol
13	B	3.6 Recommended forms of proof of age and how PASS accredited proof of age schemes help to uphold licensing law in relation to children
14	C	3.5 The law in relation to test purchasing
15	C	3.3 The law in relation to the consumption of alcohol and purchase of alcohol by children
16	A	3.4 The law and best practice in relation to the sale of cigarettes and the

LEVEL 1 AWARD IN RESPONSIBLE ALCOHOL RETAILING

playing of AWP machines by children

- 17 **A** 4.1 The importance of responsible retailing and promotions with regard to the effective running of licensed premises
- 18 **C** 4.3 Tactics and practices that a socially responsible team member can use to reduce the risk of anti-social behaviour and crime in and around licensed premises
- 19 **C** 5.1 The signs of drunkenness, the importance of recognising drunkenness and the problems drunk customers can cause
- 20 **B** 5.4 The current fine for not refusing service of alcohol to a drunk
- 21 **C** 5.5 The responsibility to seek assistance in order to eject intoxicated or disorderly persons
- 22 **B** 6.2 Common indicators of drug activity and the need to help implement suitable drug policies
- 23 **B** 6.1 The main forms of crime associated with licensed premises and the common indicators of potential conflict situations on licensed premises
- 24 **A** 6.4 Appropriate security policies and procedures most common in and around licensed premises aimed at reducing the potential of criminal activity and/or conflict situations
- 25 **C** 6.5 Crime prevention strategies and procedures for reporting suspicious activities or sightings in relation to terrorism

Please note that the assessment criteria numbering does **not** refer to the Award in Responsible Alcohol Retailing handbook. The learning outcomes and assessment criteria can be found in the centre manual, Section 1.

ican studios



DRUGS POLICY

Creating a Safe Physical Environment:

Management and Security staff are mainly responsible for ensuring Ican Studios is a safe environment for customers and guests.

The employees of Ican Studios need to work together to eliminate any possible drug abuse.

Common signs to look out for include:

- **Dilated Pupils**
- **Glassy or Red eyes**
- **Frequent use of Eye wash**
- **Slurred Speech**
- **Drastic mood changes**
- **Violent outbursts / Argumentative**
- **Poor concentration and attention spans**
- **Poor coordination, staggering or falling over**
- **Inability to respond to questions or requests**
- **Dry Mouth**
- **Frequent visits to the toilets**

These are just a few examples of what to look for.

A common knowledge of such signs can help abolish any such use or even the thought of by our customers and guests.

Any slight indication of any type of drug use should be reported to the management on duty straight away.

Tackling Drug Dealing

Drug use has become a large part of youth culture and is for many young people an integral part of a night out. Once again any suspicious actions by customers and guests or any conversation heard regarding this specific topic needs immediate notification to the management and security on shift.

Any customer under the influence or dealing under **OUR** roof could ultimately cost Ican Studios its Premises Licence.

The possession and use of these drugs is illegal and could easily shut Ican Studios down.

We have a **ZERO TOLERANCE** policy for drug use at Ican Studios:

- All drug users and dealers will be detained at the club and Police called.
- All drugs and weapons must be given to a manager to be locked in the safe in evidence bags for handing over to the police as per the Drugs Policy.

Ican Studios is committed to providing a drug free environment for the benefit of all its customers and employees.

It is required that:

- If you suspect in any way that drugs are being taken or distributed by employees or customers, please inform the Manager on duty. Any information given will be treated in the strictest confidence.
- The possession, supply, distribution of non-prescription drugs are absolutely prohibited on Company property. This includes inside the building and surrounding land.
- Any patron suspected to be in possession of an illegal substance should be addressed in the presence of the duty manager and at least one security personnel. Where possible, a quiet area should be sought to request a search.
- If the request to make a search is denied, the customer should be detained and the Police called.
- In connection with the problem of the supply and consumption of prescribed or controlled drugs or the misuse of drugs, the employee agrees to:
- Remain vigilant at all times during the performance of their duties.
- Notify the company if it suspects that any person is using, dealing or attempting to deal in drugs in the premises (whether such person is a customer or an employee of the company).
- Fully support the company in its drug vigilance policy.
- Produce to their manager any drugs or suspected drugs which the employee may find in the premises at any time.
- Not attempt to purchase any illegal substances as a means of trying to trap someone who they suspect is dealing – **this is illegal**
- Drugs signage will be prominently displayed throughout the premises advising customers of Ican Studios's zero tolerance drugs policy :
- In particular, posters will be displayed at the entrance and toilets.
- Only one person at any one time will be permitted in a toilet cubicle.

- Security will carry out regular checks throughout trading hours of the toilets.
- Security will perform a floor search during and at the end of trade for any signs of possible drug use.
- Ican Studios will operate a robust search and seizure policy to prevent drugs entering the premises.
- Ican Studios will operate a robust no tolerance policy, anyone found in possession of drugs will be detained and the police called.
- As part of training all staff will be kept up-to-date with changes in legislation and the impact it may have upon their responsibilities.
- Ican Studios's Managers will ensure that there is always a supply of evidence bags from the Police kept in stock

Please note that anyone in breach of the above points will be disciplined as per guidelines in the employee policy.

In addition please be aware that all Managers are instructed to involve the Police in any case where drug dealing or drug possession is involved or suspected.

In the event of seizure of drugs:

- Ensure the process is witnessed.
- Detain any persons found with drugs or suspected of concealing drugs.
- Confiscate any drugs found.
- Record and log details of drugs found in the drug register, include the MPSA number.
- Place drugs in sealed bags (provided by police).
- The sealed drug bag will be placed in a secure drugs box in the safe
- Email the Police: MARK.J.Perry@met.pnn.police.uk (licensing officer) and HT-LicensingOffice@met.police.uk (Generic Police Licensing) for a collection.
- In the event of a large quantity of drugs (in accordance with Tower Hamlets conditions) being found, call the police immediately.

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EVENT POLICY

For the safety of all of Ican Studios's staff, security and customers Ican Studios has implemented an events policy, the procedures in this policy are set out to assist Managers of Ican Studios on executing a planned event safely.

The objectives of this Events Policy are to:

- Prevent breaches of the 4 licensing objectives
 - The prevention of crime and disorder;
 - Public safety;
 - The prevention of public nuisance;
 - The protection of children from harm

- Ensure effective planning and management of the event
- Maximise safety for those working and attending the event
- Maximise fun for those attending the event
- Ensure a considered pre-event consultation takes place
- Minimise disruption to local residents and businesses
- To ensure that event organisers are compliant with the law and any Codes of Practice
- To ensure that event organisers are compliant with the conditions of the Premises Licence

This policy is split into 3 sections;

- **Pre Event**
- **During-Event**
- **Post-Event**

PRE-EVENT

KEY ISSUES FOR CONSIDERATION

The following criteria will be used to determine whether approval will be given to a specific event.

- Security and public safety issues
- Timing of the event
- Numbers attending or numbers estimated to attend
- Quality of the event
- Type of event
- Artists and or performers performing at the event
- Type of crowd attending event
- History with event, both at Ican Studios and other venues
- Age of attendees
- Legal constraints

Upon receiving an enquiry:

- A Manager must immediately email a 'Promoter Event Request Form' to the event organiser for completion. The following information **MUST** be provided, full name (as on birth certificate), date of birth, home address and any other aliases used (e.g. performing name) for all event organisers involved in the event, as well as previous venues the event has been held in, websites etc.
- The Promoter Event Request Form must be approved by 1 senior manager and the head of security.
- If the event is approved a 'Promoter 696' form must be sent to the promoter and **MUST** be filled out in full. This form must be sent to Police Central Licensing scd09proactivelicencingintelligence@met.police.uk no later than 3 weeks prior to the event date.
- The event organiser must be informed by Ican Studios staff that if successful only the artists listed on the 'Promoter 696' will be permitted to perform.
- A background check must be performed on ALL the artists and event through means such as our security team, other venues, search engines and facebook.
- Any previous venues that the event has been held at must be contacted to confirm the history of the event.
- If the Manager has any concerns about ANY of the artists or the event organiser the information **MUST** be emailed to MARK.J.Perry@met.pnn.police.uk for confirmation that the event is safe to hold. A minimum of 3 weeks' notice is required to carry out this check. If 3 weeks' notice cannot be given the event will be automatically denied.

- The event organiser MUST inform Ican Studios of the age range of expected attendees.

Ican Studios must ensure all contracts are sent over via email ONLY for reasons of proof.

Ican Studios must not take on any event without the above points being carried out!

Upon Granting an event:

- If the event organiser has passed the above checks a copy of this policy and a copy of the 'Promoter Training Package' MUST be emailed to the event organiser.
- The Promoter Training Package includes a copy of the conditions of the Premises Licence and the Promoter Do's and Don'ts list.
- The event organiser MUST attend Ican Studios to complete a consultation of the event.
- During the consultation the event organiser MUST be taken through the 'Promoter Training Package'.
- During the consultation the event organiser MUST complete and sign a Promoter Contract.
- During the consultation it must be made clear to the event organiser that fly posting is illegal.
- During the consultation the event organiser MUST confirm that all the information given on the 'Promoter 696' form was correct.
- During the consultation the event organiser MUST complete an 'Event Spec Sheet' with the Manager
- Any equipment required by the event organiser MUST be discussed during the consultation, note that ALL external equipment being brought into the venue MUST display a current PAT test certificate.
- Upon request a Risk Assessment MUST be either completed by a Ican Studios Manager or obtained from the event organiser for artists and or equipment used.
- If the promoter is organising external food sellers the promoter MUST provide a copy of the food sellers Health and Food Hygiene Certificate Level 2 and a copy of the food sellers Food Registration Certificate for the Borough of Tower Hamlets
- The completed 'Event Spec Sheet' must be emailed to ALL Managers', Head Doorman and the event organiser.
- If a Temporary Event Notice is being sort the event organiser MUST provide all the necessary information at least 3 weeks prior to the event.
- If Children are to attend the event prior notice must be given to Ican Studios and the appropriate steps taken to protect children from harm.

- If children attend the event the event organiser must be made aware that children are not permitted to be on Ican Studios's premises post 9pm.

If the application is granted Ican Studios will take all event organisers through an event organisers training program, this is too ensure that all event organisers have a clear understanding of Ican Studios's licensing conditions and promotional conditions.

This will help the growth for both the club and event organisers if the event is managed within the law.

Ican Studios will also complete an 'Event Spec Sheet' with all event organisers, included in this will be details of the promotion, equipment being used, timings and what the event organisers require from the Venue etc.

Managers of Ican Studios will have constant meetings with all of its event organisers to ensure the safety of all staff, security and local residents. All Manager's will keep good communication with all event organisers and all Manager's will sit with event organisers and see how any event can be improved in regards to clientele, music etc.

DURING-EVENT

KEY ISSUES FOR CONSIDERATION

The following areas will be considered during the event.

- Event Brief
- Security and public safety issues
- Quality of the event
- Artists and or performers performing at the event
- Type of crowd attending event
- Age of attendees
- Legal constraints

Running of the event

- It is the responsibility of Ican Studios to ensure that no laws and or Codes of Practice are broken during ANY events held at Ican Studios.
- Prior to the start of the event the duty Manager will ensure that the Head Doorman and any other Manager's have a copy of the event spec sheet.
- Prior to the start of the event the Manager must hold an 'event brief' with the event organiser and all staff from Ican Studios to discuss what the event entails, operating times, introduction's of who's who, type of crowd attending, music policy, dress code, alcohol selling times, Ican Studios's door entry and search policies etc

- In the 'event brief' it must be made clear to the event organiser and their staff that any persons found opening the rear gates without the permission of a manager and a member of security being present during trade will be removed from the premises and immediately barred.
- Any requirements of stages, green rooms, refreshments etc must be organised by the Manager BEFORE the event brief.
- Ican Studios's Manager's must ensure that any supplementary sound systems being brought onto the premises are the same as what was stated in the initial consultation.
- If a Temporary Event Notice is obtained for the event the Manager MUST ensure that the Notice is on display in the lobby area PRIOR to the commencement of the event.
- The event organiser and event staff must be made aware that refusal of entry is a decision made by Ican Studios's Manager's or Head Doorman and cannot be negotiated by the event organiser.
- Ican Studios must ensure that all patrons entering Ican Studios have a clear full frontal image taken by CCTV without any obstructions such as hats or sunglasses.
- Ican Studios must ensure that any patrons entering the venue submit their identification for the purpose of the 'Entry Scanner System' post 7pm, event organisers must be made aware that this is a condition of the licence and non-negotiable.
- Ican Studios must ensure that the back gates are in a closed but in an unlocked position (apart from the emergency exit section) during trade.
- All persons (inc artists) entering Ican Studios will be subjected to a thorough search of themselves and their belongings, event organisers must be made aware that this is a condition of the licence and non-negotiable.
- Ican Studios's Manager's and SIA's will endeavour to keep noise to a minimum during the event and when patrons are leaving to minimise disturbance to our residents.
- Ican Studios's Manager's and Head Doorman must ensure that only the artists provided on the 'promoter 696' form perform at the event.
- Ican Studios's Manager's and Head Doorman must ensure that only persons over 18 years old enter Ican Studios unless pre-arranged.
- Ican Studios's Manager's and Head Doorman must ensure that the type of crowd attending the event are as specified on the event spec sheet.
- If the crowd attending the event are not as specified but are of a violent tendency the decision must be made to stop the event.
- If the decision is made to stop the event a plan of action must be taken.
- A debrief of the event must be carried out by Ican Studios's Manager's, all staff, SIA's and event organisers must attend.

Plan of action should the decision be made to stop the event:

- All security, Manager's and bar staff must be made aware that the event is going to be stopped.
- The Police must be called and made aware that a decision has been made to stop an event.
- By communicating with the radios the rear smoking area must be closed first.
- By communicating with the radios security must be placed in positions near any possible persons who may be considered a threat to the venue.
- By communicating with the radios Ican Studios's Manager's must place staff in positions to be able to switch the house lights on and the amps off from the amp room.
- At this point an Ican Studios Manager (accompanied by an SIA) must approach the event organiser and inform them that a decision has been made to stop the event.
- Ican Studios must give the event organiser the opportunity to cooperate with the request to halt the event, if the event organiser refuses a call must be made on the radio to turn the house lights on and stop the music via the amps in the amp room.
- All persons other than staff must be asked to leave the venue immediately and informed the reason is 'due to public safety a decision has been made to stop the event'.
- All Ican Studios's staff, Manager's and SIA's must cooperate in every way with the Police.
- All information (copy of the event 'promoter 696' form) must be given to the most senior Police officer immediately.
- A copy of the 'Entry Scanner System' database for that event must be transferred to a USB stick and given to the most senior officer immediately. The Police officer MUST sign the incident book to confirm that he/she has received that data.
- If the Police officers attending need a copy of the CCTV this must be burned immediately and given to the Police. The Police officer MUST sign the incident book to confirm that he/she has received that data.

POST-EVENT

KEY ISSUES FOR CONSIDERATION

The following areas will be considered post the event.

- Overall success of the event
- Security and public safety issues
- Issues with the event organiser
- Artists and or performers who performed at the event

- Type of crowd that attended the event
- Age of attendees
- Legal constraints

Follow up to the event:

- Ican Studios's Manager's will discuss the overall event, including type of crowd and age of attendees and make a decision as to whether or not to hold future events with that event organiser.
- Ican Studios's Manager's will discuss with security any issues that they may have had with regards to the event.
- If Ican Studios is happy with how the event was carried out and happy with the event manager the event will be added to Ican Studios's event database.
- If Ican Studios is not happy with how the event was carried out and not happy with the event manager the event will be added to Ican Studios's banned database.
- Ican Studios's Manager's will discuss the artists that performed at the event and make a decision as to whether or not to allow those artists to perform at Ican Studios in the future.
- If Ican Studios is happy with how the event was carried out and happy with the artists who performed the artists will be added to Ican Studios's artist database.
- If Ican Studios is not happy with how the event was carried out and not happy with the artists who performed the artists will be added to Ican Studios's banned database.
- Ican Studios's Manager's will contact the Police on a weekly basis by email (MARK.J.Perry@met.pnn.police.uk) for a crime report on the venue.
- If any incidents occurred at the event where it was necessary to inform the Police a report will be sent by email by the Manager on duty at the event to Tower Hamlets Licensing Police (MARK.J.Perry@met.pnn.police.uk) outlining details of the incident that took place at the event. The shoulder number of all officers who took away any evidence will be provided in the report.
- If any noise complaints were received by the Tower Hamlets Noise Pollution Teams a letter will be sent out to the local residents providing a contact number for any concerned residents to contact the Manager.

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INCIDENT REPORTING POLICY

It is regulatory for all licensed venues to keep an incident reporting procedure. The main reasons are for Health and Safety regulations, to assist the Police with any prosecuting cases and to promote the 4 licensing objectives, which are:

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

However keeping an incident report also assists in training the staff working at the venue to stay alert and vigilant as well as how to handle situations and keep a history of the events being held so that incidents can be pre-empted in the future.

The following incidents will be fully reported and recorded in the relevant log book:

- All crimes reported to the venue
- All ejections of patrons where there has been physical force used
- Any refusals of entry or refusals of sales of alcohol
- Any complaints received
- Any incidents of disorder
- Any seizures of drugs or offensive weapons
- Any seizures of dye pack stained money
- Any faults in the CCTV system
- Any visit by a relevant authority or emergency service
- Any refusal of sale of alcohol

Any serious incident is to be reported to the Senior Manager – this in turn will be reported to the local authority. For a definition of a 'serious or major incident' please see below.

Each incident report will contain the following:

- The full name and position of person reporting
- Their SIA registration if security
- Date & time of incident
- Whether the incident was captured by CCTV – which camera – have the images been burnt onto DVD?
- Was a crime scene preserved?
- Full details of the incident
- Whether the police were called (and who called them)
- Police CAD number (if police were called)
- Whether police attended (if so provide shoulder numbers)
- Whether anyone was injured (give full details, including any medical assistance given)
- If first aid was given which first aider gave the aid?
- Describe all persons involved in the incident
- Give details of all witnesses to the incident
- Give details of any weapons, money or drugs that were seized

SERIOUS OR MAJOR INCIDENT

A serious or major incident is classified as:

- An injury has occurred resulting in broken skin due to some form of weapon, e.g.; knife, bottle, pole etc.
- A broken skin injury has occurred.
- An incident has occurred which has resulted in death or serious injury. (i.e.; Heart failure, accident, serious assault, etc).
- Any other crime committed where police may need to search and investigate for evidence.

In the event of a major incident the manager in charge will:

- Inform the police, or confirm that the police have been informed (and any other appropriate emergency service)
- Ensure that adequate victim welfare is provided
- Suspects will be held by security pending arrival of police
- Evacuate area where incident occurred and preserve the scene – do not move any objects, furniture, bottles, glasses etc
- Identify any witnesses and if at all possible keep them on premises for police

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- Keep CCTV recording until told otherwise by police and supply all images required to police
- Keep customers and staff at premises if at all possible
- Keep all till receipts and details of credit cards
- Ensure all staff write comprehensive incident reports and give statements to police
- Inform the duty manager and security of the incident

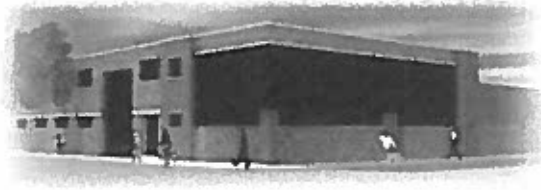
All staff will remain at scene until no longer required by police.

All staff are instructed as follows:

- Do not attempt to clean or clear a crime scene area
- As long as is safe to do so do not pick up any weapons
- If it is not safe to leave the weapon where it is then the weapon must be handled with as little contact as possible and taken to an area of safety for the police to collect.
- Do not allow people to walk through the crime scene area or move anything

The following instruction will be circulated to all staff and incorporated into staff induction training.

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NOISE POLICY

Noise Pollution

Sound is essential to our daily lives, but noise is not – noise can be defined as unwanted sound. It is a source of irritation and stress for many people and can even damage our hearing if it is loud enough. Many of us are exposed to stressful levels of noise at home and at work. Noise is on the increase in our society

Noise nuisance

A nuisance is often difficult to establish but, generally speaking, if something is unreasonable to the average person, a court might decide it is a statutory nuisance. Noise nuisance is covered by Part III of the Environmental Protection Act 1990 (EPA). This law empowers local authorities to deal with noise from fixed premises (including land) if they consider that the noise amounts to a statutory nuisance. Proceedings may be taken against noise from factories, shops, pubs, dwellings and stationary vehicles.

Noise abatement zones

Under the Control of Pollution Act 1974 a local authority may designate all or part of its area as a noise abatement zone (NAZ). This is intended to control noise from premises in the long term by preventing an increase in noise levels and reducing levels wherever possible. When a NAZ is in operation the local authority records the levels of noise from specified premises – these may be factories, commercial or domestic premises. The register is open to public inspection and once a noise has been registered it can only be exceeded with the local authority's consent. Noise reductions can be sought later if it is in the public interest and can be achieved at reasonable cost.

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Conditions from Premises Licence

- 72. Music levels are not to exceed acceptable levels even at peak times. These Levels are to be mutually agreed upon by the DPS. Local Authorities Environment Department and local residents (if necessary).
- 73. As relevant, the noise limiter should be set to ensure that both a level of music and patron noise is achieved at least -10db below the lowest recorded background noise level or not audible at either 1.0m outside any affected residential façade or within any affected habitable rooms with the windows open.
- 74. For all events that finish past Tower Hamlets framework hours, Quiet Marshalls in high visibility tabards are to operate outside the premises to make sure that customers are leaving the area quietly.
- 75. Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and leave the area quietly.
- 76. Customers arriving and leaving the premises will be advised that there shall be no parking towards Iron Works and Omega Works (To prevent the likelihood of noise disturbance to local residents). This shall be supervised by authorised staff members dressed in 'high visibility vest'.
- 78. A direct telephone number for the manager at the premises shall be publicly available, the telephone number shall be made available to residents in the vicinity.

Policy Conditions

- Signage is positioned at the exit so it is visible to customers leaving stating "To avoid disturbing the local residents would customers please assist us by leaving the venue as quietly as possible".
- The queue will be managed so as not to disturb local residents (refer to Queuing and dispersal Policy)
- Any customers and guests causing noise or disturbance or who appear to be impaired / intoxicated through alcohol or drugs will be REFUSED ENTRY
- Security will patrol outside the premises to ensure customers and guests leave the area quietly.
- Any customers and guests causing noise or disturbance will be asked to be quiet. Those that do not will be refused entry into Ican Studios in the future
- Patrons will be encouraged to gradually leave during the last 20 minutes of the trading hours
- Door staff and management will ensure that patrons do not cause any disturbance or nuisance within the vicinity of the premises. If a disturbance does occur then patrons will be asked to move on. The police will be contacted to assist if the situation becomes hostile.
- Door staff will ensure that the rear doors/gates are not wedged in an open position or held open by patrons allowing sound to be emitted out the rear of the venue after

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9.30pm.

- On occasions when a TEN is in place Marshalls shall be employed to patrol Monier Road, Wyke Road and Omega Works to ensure that patrons are not causing a disturbance to local residents
- Marshalls will advise patrons that parking near to Iron Works or Omega Works is prohibited.
- Customers will be reminded to keep the noise down and to respect the residents in the area
- On occasions where patrons become too noisy in the rear garden management may take the decision to restrict numbers entering the garden.
- Staff are to be reminded to keep the noise down when leaving Ican Studios at the end of their shift.
- The DPS shall ensure that any local residents are given a direct contact number for a responsible person at the Ican Studios.
- Cleaners will be employed to ensure that Monier Road, Wyke Road and Omega Works are kept free of litter from Ican Studios.
- No refuse, including bottles shall be placed outside between the hours of 11pm and 8am.
- No refuse, including bottles, shall be moved, removed or transferred to or in outside areas between 11pm and 8am.
- Ican Studios's Sound System is fitted with a noise limiter and located in the Amp Room.
- Ican Studios shall ensure that the limiting device is set to ensure inaudibility in all residential premises and a certificate of compliance shall be submitted to the Pollution Team and shall be renewed on an annual basis.
- No supplementary sound system will be used without a full Risk Assessment

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QUEUING AND DISPERSAL POLICY

It is crucial that we manage our customers and that on arriving at Ican Studios there is a minimum of noise and nuisance caused to our neighbours and general public. Furthermore when staff arrive and leave the premises they must be aware of the sensitivities of the local area and ensure that they leave quietly.

Queuing – Entry Control

- All door staff are trained and licensed by the SIA
- Any person in the queue who appears to be under the age of 25 will be asked for proof of age.
- A queue system will be used when necessary to control the area immediately outside Ican Studios and this will be marked out by the use of ropes and poles or by crowd control barriers depending upon the event and numbers attending.
- Door staff will closely monitor the queue to prevent queue jumping and pushing in
- Door staff will closely monitor the queue to ensure it is formed in an orderly manner and not blocking entrances and exits of both Ican Studios and neighbouring properties or businesses.
- Door staff will ask patrons to look into the CCTV camera on entry.
- Door staff will ask patrons to have their ID's ready for the Entry Scanner System.
- At busy periods the queue will be supervised by 2 door supervisors.
- Members in the queue will be advised on likely waiting times.
- If waiting times are excessive customers will be asked to leave.
- Patrons in the queue will be informed that Ican Studios has hit capacity before arriving to the front of the queue.
- A Manager will check the queue outside area regularly throughout the night.
- All persons re-entering the venue will be submitted to a pat-down search
- Patrons are not permitted to consume alcohol while queuing for entry to the premises
- The queue is managed so as not to disturb local residents
- Any customers and guests causing noise or disturbance or who appear to be impaired / intoxicated through alcohol or drugs will be REFUSED ENTRY.
- Door staff will refuse entry to any people previously banned
- Security will advise customers that there is no parking permitted towards Iron and

Omega works.

- Management will be involved in seeing customers off the premises, wishing them goodnight and to respect the neighbours.
- Any persons being refused entry will be notified as early as possible to avoid arguments

Exit Controls

- Security must wait 15 minutes after the house lights have been turned on before asking customers to leave.
- Security will encourage customers to leave the area quickly and quietly.
- Security will patrol outside the premises to ensure customers and guests leave the area quietly. Any customers and guests causing noise or disturbance will be asked to be quiet. Those that do not will be refused entry to Ican Studios in the future.
- Security will advise customers that there is no parking permitted towards Iron and Omega works.
- Those that do will be refused admittance to Ican Studios.
- Security will monitor activity in the street towards Iron and Omega Words to ensure there is no crime and disorder, noise or disturbance.
- A detailed entry will be made in the incident book of any serious crime and disorder. The duty manager will make a decision as to whether to call police.
- Door supervisors will be vigilant and proactive in preventing crime and disorder.
- They will assist police to the best of their ability / powers / authority.
- Patrons will be asked to finish their drinks on site
- There is no re-admittance to patrons other than to obtain cash or purchase cigarettes.
- Patrons are encouraged to gradually leave during the last 30 minutes of the trading hours
- Door staff and management will ensure that patrons do not cause any disturbance or nuisance within the vicinity of the premises. If a disturbance does occur then patrons will be asked to move on. The police will be contacted to assist if the situation becomes hostile.
- Patrons are not permitted to take glasses or open containers off the premises.

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SECURITY POLICY

When Ican Studios is operating the following security roles will apply:

- All security will sign in the door supervisor log at the beginning of their shift.
- The following positions will be allocated at the security briefing at the beginning of the shift.
- Management will check the status of all SIA badges on a weekly basis on the SIA website
- All security will wear a high visibility jackets and ensure that their SIA badge is on display
- All security will wear an earpiece and a radio
- A minimum of 2 SIA's will be placed at the front door at all times
- Management will keep a record of the security company contracted at the venue, information will include the company name, details, telephone number and SIA registration number.
- Management will ensure the company details of any security company contracted at Ican Studios is authorised by Police licensing prior to commencement.
 - MARK.J.Perry@met.pnn.police.uk
- Management will ensure the following is completed for EVERY member of security that is employed directly or contracted through an external security company prior to the commencement of work.
 - SIA Details and Checklist Completed
 - Photocopy of both sides of their SIA badge obtained
 - Completed and Signed Ican Studios's SIA's detailed rules and regulation policy
 - SIA badge is checked for being 'Active' on the SIA website
 - <http://www.sia.homeoffice.gov.uk/Pages/licensing-rolh.aspx>

Security #1 Outside / Entrance (Male)

- Greet all guests in a professional manner.
- Remain welcoming and polite at all times.
- Liaise with door host over guest list and queue.
- Control of ropes.
- Monitor guest's behaviour in the queue.
- Advise guests in the queue about likely waiting times.
- Bring anything untoward to the door Host or Managers attention.

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- Watch people approaching Ican Studios.
- Refuse entry to **anyone** who has previously been caught with drugs or weapons or has been involved in crime and disorder at Ican Studios
- Ensure that any beggars or drunks are not harassing guests in the queue.
- Refusing entry will be conducted in a professional manner. Management always have final say.
- Control of clickers.
- Ensure that there is a steady flow of guests into reception.
- Check guests for identification and for intoxication.
- Keeping extra vigilant for any persons either carrying or using illegal drugs.
- Keeping extra vigilant for any persons carrying a weapon.
- Keeping extra vigilant for any persons involved in an incident of theft.
- On the finding of any illegal drugs or weapons, please refer to the Drugs Policy.
- Direct all patrons to the Entry Scanner System.
- Will check that patrons who have left to go to the cash machine have a receipt of proof.
- Will check that patrons who have left to go to purchase cigarettes have proof of purchase.
- Prevent congestion at the front entrance occurring once people have left Ican Studios.

Security #2 Entrance/Search Station (Female)

- Regulate exit.
- Perform a thorough pat down of all female persons (including artists and promoters) and their belongings.
- Search all female guests in a professional, quick and efficient manner, paying particular attention for hidden drugs.
- Remain welcoming and polite at all times.
- A search wand will be made available for use on entry.
- Reception is a fire exit so will always be kept clear.
- Ask guests to use phones or smoke in the rear garden.
- Perform a pat-down search on any female persons re-entering the venue.
- Monitor any customers who may be intoxicated.
- Monitor all guests as they leave Ican Studios, ensuring they are not intoxicated. If somebody is at an excess level of intoxication, escort them to the exit ensuring they are with responsible sober company and they have a safe means of transport.
- Ask people to exit Ican Studios in an orderly fashion.
- Help direct customers to relevant transport facilities.
- Stop any open drinks from leaving Ican Studios, watch out for bottle's under coats and in pockets.
- Ask people to respect the neighbours and leave quietly.
- Perform regular female toilet checks and sign the Security Operating Schedule accordingly.

- Keeping extra vigilant for any persons carrying a weapon.
- Keeping extra vigilant for any persons involved in an incident of theft.
- On the finding of any illegal drugs or weapons, please refer to the Drugs Policy.
- Direct searched patrons to the paydesk.
- Prevent any drinks from being brought into the lobby area.

Security #3 Entrance/Search Station (Male)

- Regulate exit.
- Perform a thorough pat down of all male persons (including artists and promoters) and their belongings.
- Search all male guests in a professional, quick and efficient manner, paying particular attention for hidden drugs.
- Remain welcoming and polite at all times.
- A search wand will be made available for use on entry.
- Reception is a fire exit so will always be kept clear.
- Ask guests to use phones or smoke in the rear garden.
- Perform a pat-down search on any male persons re-entering the venue.
- Monitor any customers who may be intoxicated.
- Monitor all guests as they leave Ican Studios, ensuring they are not intoxicated. If somebody is at an excess level of intoxication, escort them to the exit ensuring they are with responsible sober company and they have a safe means of transport.
- Ask people to exit Ican Studios in an orderly fashion.
- Help direct customers to relevant transport facilities.
- Stop any open drinks from leaving Ican Studios, watch out for bottle's under coats and in pockets.
- Ask people to respect the neighbours and leave quietly.
- Perform regular male toilet checks and sign the Security Operating Schedule accordingly.
- Keep extra vigilant for any persons either carrying or using illegal drugs.
- Keeping extra vigilant for any persons carrying a weapon.
- Keeping extra vigilant for any persons involved in an incident of theft.
- On the finding of any illegal drugs or weapons, please refer to the Drugs Policy.
- Direct searched patrons to the paydesk.
- Prevent any drinks from being brought into the lobby area.
- Monitor the cloakroom.
- Once the doors have closed move position to inside the venue.

Security #4 (Inside the venue)

- Welcoming and polite at all times.
- Monitor any customers who may be intoxicated.
- Deter customers from holding open the rear acoustic lobby doors for unnecessarily long periods of time.

- Constantly move around the inside of the venue monitoring for security risks.
- Keeping extra vigilant for any persons either carrying or using illegal drugs.
- Keeping extra vigilant for any persons carrying a weapon.
- Keeping extra vigilant for any persons involved in an incident of theft.
- On the finding of any illegal drugs, please refer to the Drugs Policy.

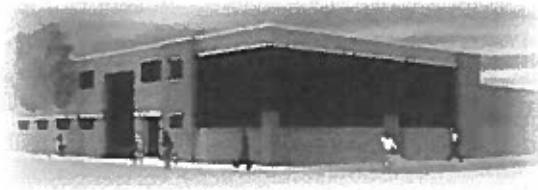
Security #5 (Inside the venue)

- Welcoming and polite at all times.
- Monitor any customers who may be intoxicated.
- Deter customers from holding open the rear acoustic lobby doors for unnecessarily long periods of time.
- Keeping extra vigilant for any persons either carrying or using illegal drugs.
- Keeping extra vigilant for any persons carrying a weapon.
- Keeping extra vigilant for any persons involved in an incident of theft.
- On the finding of any illegal drugs or weapons, please refer to the Drugs Policy.

All Security – Bar and Roaming

- Monitor behaviour of customers ordering drinks – identify any person who is intoxicated
- Be alert to pushing / aggression if the bar is busy
- Support the bar staff during any incidents
- Pay special attention to any spillages on dance floor. Alert the duty manager via your radio if you see a spillage occur.
- Regularly check fire exits (minimum every 30 minutes)
- Use 360 degree vision; do not wait for something to happen diffuse situations before they start. E.g. arguing, aggression will not be tolerated.
- Monitor guest's behaviour, spilling drinks, shouting
- Maintain visual contact with security, use radios only for important issues.
- Keep in contact with all security pointing out any situations in their section
- Try to keep mobile, circulating the whole premises
- Keep the manager / head of security informed of anything that might cause a situation.
- Monitor for thieves operating in Ican Studios
- Be vigilant of property left unattended, try to find the owner and suggest the use of the cloakroom
- Keeping extra vigilant for any persons either carrying or using illegal drugs
- Keeping extra vigilant for any persons carrying a weapon.
- Keeping extra vigilant for any persons involved in an incident of theft.
- On the finding of any illegal drugs, please refer to the Drugs Policy.

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SIA'S DETAILED RULES AND REGULATIONS POLICY

All the directions set out in this document are complimentary additions to those rules and conducts you have already be shown to gain your SIA badges. And the basic policies that Ican Studios operates. These policies are specifically for Ican Studios and are a more detailed breakdown of the Rules and regulations that we expect SIA registered supervisors to adhere to.

Outside/Lobby Entrance

- Do not create a tunnel with door supervisors standing opposite each other forcing customers to have to squeeze their way through.
- All door staff stationed on the front entrance and street need to be focussed on what is happening around them...no mobile phone conversations, no complacency.
- Door staff will ensure that customers do not loiter in the lobby area.
- All door staff stationed at the smoking area doors must not allow patrons to hold open the double doors and they must communicate with each other and the door staff outside in the smoking areas by radios on the following.
 - Number of people outside smoking
 - Patrons making excessive noise
- Security staff are strictly not permitted to use their mobile phones whilst on duty (except in the event of an emergency).
- Patronising, and belittling patrons in front of others can exaggerate / inflame a possible volatile situation. Do not laugh at / or comment on the customer's misfortune, should they be denied admission.
- Conduct towards female customers needs to be courteous; non sexual and kept within what's considered a polite and comfortable distance.

Use of Force

- Any excessive force will not be tolerated. Cool, calm and restraint eviction skills are requirements of the job.
- Show control and restraint when dealing with situations, firm not aggressive; polite, not swearing, **minimum handling, and maximum professionalism.**
- Gratuitous and unnecessary bullying or violence will not be tolerated. Any evidence of such behaviour will result in instant dismissal.
- All head and neck restrictions are categorically forbidden.

General

- **NO BADGE ON DISPLAY, NO WORK, NO PAY**
- Security personnel need to sign in and out accurately. No personnel shall eat or smoke whilst on duty and in position in view of the public. Smoking / food breaks are allocated by head of security.
- Please allow yourself ample preparation time prior to the opening time of the club. If you are rota'd to arrive early in order to prepare the club, please ensure this time is adhered too. If you are rota'd to start normal club opening times, then failure to be in positions and ready to commence trading will result in payment times being docked.
- Anyone who arrives more than 10 minutes late will be paid from the half hour.
- When door staff are positioned in a particular area, they are to remain in position until told to move or replaced unless they have to move in the course of their duties.
- When evicting customers from the venue, you must always use the nearest exit. Minimum force in public areas must be adhered too, minimum fuss and disruption where possible, remember there could be hundreds of pairs of eyes observing your every move, no head locks, or dangerous manoeuvres.
- When a situation is brewing, have the information to hand to let your colleagues know what is going on when they arrive at the scene. Be as clear and factual, as quickly as possible
- The task of setting up and breaking down the night is part of the job. Constant reminders with regards to cloakroom duties, barriers, setting up / breaking down, patrolling the club and other such responsibilities will not be given. You are expected to work as a team and complete such tasks without question.
- All security and management are on Channel 1. If anyone is evicted from the rear of the venue, please inform the front door team of the reason and the description of said persons. Go to the front entrance if needed.
- Toilets need regular checking; however **DO NOT** check toilet cubicles unless the toilet attendants make you aware of a possible situation.
- Be aware that it is an offence to look over or under a toilet cubicle without first informing the occupant that you are doing so.

- All calls / alarms to fire exits are to be actioned with immediate effect and utmost urgency.
- If a particular member of security staff is the source of a problem, then that SIA should be swapped to help deflate the situation, known as switching which you are all familiar with from your SIA training. An SIA ejecting a patron, should do so, then explain the situation to the outside team, then they should go straight back to their position.
- Searching a patron suspected of carrying drugs or weapons must be carried out with a member of management present.
- Security must always ask for the permission of the customer prior to carrying out a search of their outer garments.

Close of business

- Ensure the club and toilets are checked fully for any lost patrons before all security personnel can leave.
- Security **MUST** make sure their areas are left clean and tidy, there must be no glasses or empty bottles in the lobby area.
- All security items must be returned, e.g. radios, ultra-violet light, ultra-violet pens, clickers, vests, search wand etc
- Security staff that stay behind to do the late must secure the building.
- A member of security has to be designated to ensure all the exit doors are shut, and locked at the end of the session.

Radio Call signs

Code Green

Code Green shall be called if there is no immediate threat at all, you may just want a second opinion on something or feel the need for a second door person to view a situation.

Code Amber

Code Amber shall be called when the situation has heated up and it looks certain that you will need to be involved and you are requesting immediate back up from 2 persons.

Code Red

Code red shall be called when there is a fight situation, and a number of security need to attend, do not compromise the front door or our exterior safety.

Incident Reports

- It is a legal requirement that Incident Reports are completed for every incident that could result in any further action being taken.
- Incident reports should be completed before the end of shift.
- Fill in the incident book which is located at the search station for every incident however small or trivial

- Give clear details, making sure the report is factual, and not opinion based, do not miss anything out
- Include exact phrases used, including sexual swear words in full
- Include all names and locations
- Include details of any officials
- For serious incidents all staff involved should complete a section
- Use of diagrams is an advantage
- Note down if the incident is finished and final, or if there any follow ups to be noted

Contacts and Reports

- IT IS AN OFFENCE TO OBSTRUCT A LICENSING POLICE OFFICER, if an officer presents his warrant badge and states that he/she is a licensing Police officer you MUST NOT OBSTRUCT HIM/HER IN ANY WAY.
- All visits made by officials must be recorded in the incident book
- This includes police, Council Officers, Fire Brigade, Lawyers and their representatives
- If in doubt fill the book in anyway
- For police, take the badge / shoulder number, all others should be asked for a business card
- Staple any identity documents to the completed page
- Write a brief note regarding the purpose of the visit
- Quote any comments, good or bad
- Do not leave anything out, even if you think it might compromise you
- If the visit is in connection with an incident, record the date and name of the related incident report
- File all reports promptly in date order, ensuring they are fully completed, neat, and signed

Name:

Signed:

Date:

Manager:

Signed:

Date:

JEFFREY

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Superintendent Peter Turner
Metropolitan Police Service
Licensing Unit
Limehouse Police Station
27 West India Dock Road
London
E14 9EZ

Direct Email: jms@jgrlaw.co.uk
Direct Fax No: 020 7307 0245
Direct Dial No: 020 7339 7018

20 August 2015

By Email: Peter.Turner@met.pnn.police.uk

Our Ref: JMS/SECLIC1/22590.00001/22590.00001

Dear Superintendent Turner

Re: Ican Studios – Multi-purpose Premises

After such a positive meeting with you I was surprised, if not to say disappointed to receive a copy of Mike Tisi's untimed email of Wednesday 19th August 2015, received in these offices at 18:58; would you please ask your team to send any correspondence in this matter to me; I don't mind copies going to my clients who are very keen to work in partnership with you.

At the meeting Bishop Malcolm, whilst acknowledging the desire of the multi-purpose venue to work in partnership with you, expressed the concern that anything provided to the Police was at risk of being used against them. You reassured the meeting that would not be the case and that you wanted to work in partnership. It now seems that, having provided the information, the Police now seem to be using that information to close the venue.

I acknowledged that the email actually refers to a voluntary reduction of hours to core hours but of course Philip Kirton explained to you that any reduction in hours will mean closure.

At the meeting you invited the multi-functional venue to come up with ways that they could improve the operation going forward. A number of improvements were suggested to you including:

1. We are sourcing a metal arch detector to supplement the use of wands in searches.
2. We will be undertaking formal training of the use of all security measures but particularly in relation to Clubscan.

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Superintendent Peter Turner

20 August 2015

3. The Designated Premises Supervisor will include a random check of the Clubscan recordings during the course of the evening to check that it is working properly and recording the appropriate details.
4. We are sourcing body cameras linked to the CCTV to be worn by the SIA registered door supervisors who will be conducting searches at the very least. One of the DPS's checks then will be that those are being recorded properly also.
5. Philip Kirton and anyone to whom he is to delegate his responsibilities will have been trained personally in relation to the use of the Clubscan, metal arch and body cameras.

It is unfortunate that you are not allowing the venue to put those measures into action. It is most unfortunate that the Police are using the venue's own reports to frustrate the venue from putting those in operation to test whether the suggestions are effective.

I am hoping to meet with Philip Kirton and Leroy Logan this afternoon for a brief meeting. time does not allow for a proper conference. I will write to you again thereafter.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Julian Skeens', with a large loop at the end.

JULIAN SKEENS

Director

for Jeffrey Green Russell Limited

cc: Mark Perry - MARK.J.Perry@met.pnn.police.uk

Leroy Logan - Leroylogan999@gmail.com

Ican - icanoperations@gmail.com

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21 August 2015

By Email: Peter.Turner@met.pnn.police.uk

Our Ref: JMS/TXB/22590.00001

Dear Superintendent Turner

Re:Ican Studios – Multi-purpose Premises

I write further to my letter of the 20th August 2015 and my email timed at 19.13 on the same day.

Mike Tisi email of the 19th August 2015

This email sets out the reasons for the request that the premises closes early have been based on the unabridged documents supplied by the venue.

It would seem that the venue's openness with the Police by not abridging any of the documents before handing them over to you appears to be being held against the venue which seems to run against your stated desire of working with the venue in partnership.

The facts stated in the summary report by DNA are not accepted by the venue. A full investigation is to be conducted by the former Borough Commander Leroy Logan. Further, the DNA Security Team have been replaced with the highly respected security firm TSS.

In the meantime, pending the investigation by Leroy Logan K Khan and Jason Holness have been suspended and Mr. Kirton's brother will not be allowed to attend the premises until the full investigation has been completed. I will come back to the management team later in this letter.

As volunteered by the venue in our meeting, the security firm's owner's son Jordan was deputed to use the scanner. He had used the scanner successfully the previous week. Scanning was taking place but the recording of the scans were unintentionally being overwritten by the way that Jordan was operating the scan. Not only has that team been

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Superintendent Peter Turner

21 August 2015

replaced but Philip Kirton will personally oversee the operation of the Clubscan, he has been fully trained by Angelique Ferra and he will ensure that this scanner operates correctly.

The other two bullet points are pure conjecture and acknowledges that the assertions may well be wrong. We trust that you would not wish to close a premises on pure conjecture.

Proposed Changes to the Operation

- As mentioned above, the security team has been replaced by the highly respected TSS security company. Doubtless they are known to you as I understand that on a Saturday night they have 4000 door supervisors working for them. Discussions have been held with senior management of TSS and they will be providing a crack team to ensure that the security function operates correctly.
- Leroy Logan has been appointed Operations Director and will be present throughout the night.
- In order to further strengthen the management team whilst he is ill, Philip Kirton has appointed Richard Marshall-Duffield as a temporary DPS; the application for variation of the premises licence, with immediate effect will be lodged with you shortly.
- Two new body cams will be used on Saturday. These will be worn by the security team who conduct the searches and copies of the CCTV recordings can be provided to you which will deal with the first bullet point of Mr. Tisi's email.
- A metal arch will supplement the wand searches of patrons.
- The DPS will make spot checks of the Clubscan system to ensure that it is being operated correctly.
- Both Mr. Logan and Mr. Marshall-Duffield will be present throughout the night.

So, Mr. Leroy Logan will be conducting a careful enquiry into what went wrong on the 8th August and until such final report is made the whole management team have been suspended and been replaced by a highly experienced new management team. The security team that was operating on the 8th August has been replaced by the highly renowned security team TSS.

Yours sincerely


JULIAN SKEENS
Director
for Jeffrey Green Russell Limited

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Superintendent Peter Turner

21 August 2015

cc: Leroy Logan - Leroylogan999@gmail.com

Ican - icanoperations@gmail.com

Michael Tisi- Michael.J.Tisi@met.pnn.police.uk

RICHARD MARSHALL-DUFFIELD

rmarshallduffield@gmail.com

07734171837

PERSONAL PROFILE

I am a Commercial Operator within the Hospitality, Leisure and Retail Sector specialised in business turnaround. Comfortable with small/large teams in cult/flagship venues developing complex multiple revenue streams over the last two decades. I am competent individual, at ease with both hiring and training internal/external personnel while succession planning. I enjoy nurturing such talent to drive sales growth within multi-themed environments. Brand values to increase customer awareness and retention, whilst harnessing ideas by energising a team's performance. I embrace change, both proposing and implementing complex business tasks across multiple revenue streams whilst increasing profit. I enjoy people, and feel comfortable as a leader and working within a team. I believe in turning "Good to Great"

ACHIEVEMENTS AND SKILLS

- Commercial Trained with over 25 years experience with Hospitality, Leisure and Retail
 - Increased conversion rates from 9% to 33% in under 12 months
 - Developed, launched and integrated internal and external IT and Web-based applications
 - Changing business structure, staff perception and profit streaming to achieve business goals
 - Won The Publican's "Marketing Pub of the year" award in 2001
 - Excellent customer relations skills dealing with all sectors including Locals, Students, Tourists, "A" List, Corporate and Diplomatic customer bases
 - Expansive Fresh F&B knowledge within Event, Venue, Bespoke and High Street Markets
 - Adept in full financial and accounting systems, cash/stock controls and annual budgeting
-

EMPLOYMENT HISTORY

INNkeeperUK Ltd - Jan 2011 – Present

- Consulting within Hospitality, Leisure, Gaming and Retail sectors.
- Focused on Commercial Strategy incl: Sales, Budgeting, HR, Due Diligence, IT, Media and PR
- Creating Business Plans, Building Brand recognition around start-up's with global attraction
- Forensic Rescue – Developing new business strategies after serious business disruption
- Advising on Licensing and compliance best practice.
- Event Management
- General Business Troubleshooting
- Business Mediation – Local Council, B2B and B2C

Company General Manager - April 2008 - Dec 2011

- Employed by Agilo
- Budgeting and Forecasting a £4M+ Business annually
- Operate a complex Premise License within Westminster Council Controls
- Managed 70+ staff
- Proactively developed Brand out of administration
- Integrating: Refurbishments, BOH systems, HR Policy and Staff Training Programmes
- Developed: Website, Social Media Campaign, Analytics and a 25k Database in 6 mths.
- Created Revenue Streams, Promoter and Sales Manager Programmes

- Launched Fresh Food and Bespoke Menus Increasing concept and tailor-made Food and Beverage offers. A financial focus, operating tight cost controls within an ever-changing climate enabled business turnaround and YOY growth.
- 2008 -11 secured status as a venue for official Flora London Marathon, London 10KM Run, Eastenders Xmas Party, NFL Team/Fan HQ and Government, VIP and Celebrity Events

Senior General Manager - Sept 1996 - March 2008

- Employed by Scottish & Newcastle Retail Ltd (SNR), Spirit Group and TCG
- Co-designed and launched a Company Flagship at F3K.
- Managed 30 Staff to deliver £1m+ sales annually resulting in over 400% growth since takeover.
- 2004 "Highly Commended" in The Publican Awards category Marketing Pub of the Year
- 2000-08 Organized The Largest St David's Day Event in England, Developed a market for Ice Hockey fans worth £100k over 2 weeks - Annually
- 2001 Designed & Project Managed a £100k multi-media system, including Satellite, Audio and Visual.
- 2001 Winning The Publican Awards - Marketing Pub of the Year
- SNR Top Site Millennium night 350% over budget
- 1997 Developed an early Web 1.0 social media strategy to successfully drive a Pub Concept
- 1996 £25k Super Sparkle, Sports and Music offer delivered 150% sales uplift in 12 months

Area Relief Manager, Central London

March 1996 - Sept 1996

Scottish & Newcastle Retail Ltd (SNR)

Area Relief Manager covering Central London sites including The Albert, The Punch & Judy, Maple Leaf, Long Island Ice Tea Shop (Verve), Leicester Arms and PS Tattershall Castle

BOARD POSITIONS

NDC Council Business Executive

Aug 2006 – April 08

Invited to serve on the North Fulham New Deal for Communities (NDC) as the Business Representative helping the local community with business growth included regular meetings, voting on initiatives affecting Local Communities and National Stakeholders controlling a £4.5m annual

Skills for Security (SIA) Board Member

Sept 2008 – Dec 2010

Invited to serve on this public board dealing with improving standards of professionalism and access to security training within the private securities sector included regular meetings, initiatives affecting local and national stakeholders, particularly the Police, National Security and 2012 Olympic planning

EDUCATION AND QUALIFICATIONS

July 2003-2009

BIIAB Level 2 Award for Music Promoters (Inaugural Course), Basic Food Hygiene, First Aid, Health & Safety Certificate, BIIAB NCPLH Level 2 National Certificate for Personal License, BII Member, and The Beer Academy (Inaugural Member).

1985-88 Guildford College of Technology, Guildford, Surrey

Basic & Advanced C&G Hairdressing, Specialist courses at Wella, L'Oreal, Goldwell and Vidal Sassoon.

1981-1985 Broadwater County Secondary, Godalming, Surrey.

O Level & CSE Passes

Interests and Hobbies - A sports fan, foodie and a self confessed Gadgeteer.