

"MH2"

Independent Compliance Audit

MARK HALTON - MJH LICENSING CONSULTANTS LTD

CLUB OOPS! 30 ALIE STREET LONDON E1 8DA.

Introduction.

I have been asked to conduct an unannounced and impartial compliance visit on club premises at Club Oops! 30 Alie Street E1 8DA.

The premises currently operate until 04.00hrs and can provide licensable activities (supply of alcohol, music and dance) until 03.30hrs throughout the week.

I conducted the compliance audit at 22.05hrs on the following date –

Thursday 24th March 2022.

Personal – Mark Halton.

I have retired from the Metropolitan Police Service, completing 30 year's exemplary service.

1985-1987 Westminster Response team police officer

1987-1997 Central Clubs & Vice Unit CO14 posting within as follows

1987-88 Street Offences Squad dealing with street prostitution, brothels, massage parlors, illegal gaming/casino and both licensed and unlicensed venues for the sale of alcohol.

1988-90 Obscene Publications Unit.

1990- 93 Field Intelligence officer CO14 Clubs & Vice. Covert policing, surveillance.

An undercover drugs test purchaser and financial investigator used primarily in the night club economy specialising in nightclubs and bars.

1993-97 Clubs & Vice Licensing Unit. Supervising and dealing with licensing prosecutions, administration, and applications.

1997-01 Westminster Borough Licensing Co-Coordinator. Supervising all licensing teams within the Borough, modifying police process's particularly prosecutions.

2002-06 Westminster Police Licensing Team. Set up the unit and supervised, wrote the crime reduction management document, and assisted with the Westminster Statement of Licensing Policy.

2007-10 Camden Borough Police Response Team Supervisor.

2010-12 Police Licensing Advisor Home Office. Secondment.

Ran and supervised the Home Office Intensive Support Visit program (ISV) supplying training on legislation, powers and practical implementation to police forces and local authorities nationally. Completed submissions for response to Prime Ministerial Questions (PMQs), advice to various ministers including the Home Secretary. Wrote the then Home Office guidance on expedited reviews and section 19 closure notices. Sat on the boards of Best Bar None, Pub Watch and Purple Flag. During this time assisted in the licensing of the Olympics 2012.

2013-15 Richmond Borough Police Licensing Team. Supervised and organised the police licensing for the Rugby World Cup 2015.

Since retirement I have completed numerous overt and covert licensing visits to SEV premises assisting with and ensuring compliance. I have recently been approached by a London licensing authority to give expert witness testimony against a venue that benefits from an SEV which it is allegedly breaching. I do because of my previous policing experience and work post my service consider myself to be an expert within this field.

A Home Office qualified Crime Reduction Officer, Crime Prevention Design Advisor and CCTV system approved officer. An expert in crime reduction measures and getting venues experiencing such problems back on track.

Independent Compliance Visit

- Full premises inspection record at annex A.
- I entered the venue at 22.05hrs.
- There are 2 security at the main entrance. Both security have SIA badges, both clearly displayed.
- There is no queue, and the street is very quiet. No customers outside and no vehicles with engines running. Intermittently throughout the night I return to the front of the venue during the visit the situation remains the same no noise throughout from custom or vehicles.
- On entry to the venue. I see the premises licence summary clearly and correctly displayed. On the reception counter/bar, I see the following Daily Incident Report and Security Time Sheet, Customer Daily Entry Sheet, Staff and Visitors Sign in, Fire Exit Check Sheet and Performers Daily Entrance/Exit Sheet. All clearly visible, legible and up to date.
- There is a notice re the zero tolerance drugs policy, age verification system and the code of conduct for customers, directly in front of you upon entry and clearly visible. This is duplicated within toilet cubicles.

- There is a further member of security safeguarding the entrance to the 1st floor VIP area and a second guarding the entrance to the rear room used for lap dancing. All have SIA badges clearly visible. Ensuring 4 security on duty.
- I am also introduced to a new member of staff, who is employed as the house mother and bar manager. Her role is to look after the welfare of the performers employed at the venue, ensuring they are safe and treated responsibly by staff and custom. I must say that in all my visits to the venue, I have not once witnessed any such behavior within the venue.
- There is further signage on the reception reminding patrons that no physical contact with the performers is allowed. All house rules including this located on all tables.
- There is a sign on the reception informing customers that the manager is Nicky.
- I am informed that the entry fee is £12 and that a lap dance is £20 per music track. The dancer is not allowed to take money directly from the customer. The customer or dancer must purchase a token from the bar in exchange for £20. The dancer is then given a token for the dance. No token no dance. An element of control implemented by the venue. Commendable.

- Mai Wing Nicky Chan is the DPS. He is a personal licence holder (plh) at the venue, along with the owner Santosh Nair. There is a notice of delegated authority in the office and behind the bar displayed showing in the absence of Mr. Chan, persons authorised to sell alcohol. Signed by all.
- A customer code of conduct set of rules are displayed on each table with the drink's menu. This is replicated on the 1st floor lap dancing booths and VIP area. The rules are clear and precise.
- The atmosphere was relaxed and comfortable on the night. I saw no evidence of drunkenness and crime and disorder throughout the visit. I saw no evidence of inappropriate behavior between performers and customers.
- I further observed and went through in detail all the conditions on the Premises licence, SEV licence and consent order. All complied with on the night.
- All the conditions on the premises licence being Mandatory, agreed with police, EHO, fire service and by committee are again fully complied with. The measures are fully incorporated at the venue.

Conclusion.

The venue continues to rigorously review its systems and procedures even when there are no issues. Mr Chan is now the DPS at the venue. This has been a smooth handover and had no negative effect on the venue.

I have conducted numerous visits at this venue. As a result of these compliance visits, operating systems have been put in place. The standard has not dropped and the venue with its good management continues to vigorously uphold the licensing objectives and listen to its neighbours. Club Oops! Continues to be a community aware venue. The owners and management are reactive to the concerns of police, local authority, residents and the surrounding business community.

Throughout my audit I again note the following key points.

No noise was audible when outside at the front and rear from inside the venue.

The numbers of security personnel are far more than other venues of a similar size and or nature.

During my visit, there are eight performers working and twelve customers. All performers right to work documentation checked and compliant.

There was no evidence of drunkenness, violent crime or anti-social behavior on my night's visit.

There was no evidence of drug dealing or misuse in the external area or venue.

I have swiped all flat surfaces within toilet area with drugs wipes, all proved negative.

The conduct of staff and performers was compliant with both the premises licence and SEV.

Dispersal from the venue by security was impressive, customers are led to taxi, or leave quietly on foot, the pavement is kept clear. I personally witness this.

All matters relevant in the report on which my expert evidence is given has been included in this report. I believe the facts I state in this report are honest and true and that the opinions I have expressed are correct to the best of my judgement. The fee for this report is not conditional on the outcome of any future case, application or finding. My compliance visit was again unannounced.

Annex A.

DETAILS OF VISIT TO LICENSED PREMISES

Premises	Club Oops!			
Address	30 ALIE STREET LONDON E1 8DA			
Telephone No	0207 481 8288			
Email	sunny@cluboops.co.uk			
Day	Date	Time Commenced	Time Concluded	Log No
Thursday	24/03/22	2205hrs		Oops/11

ATTENDING	
1. Mark HALTON (MJH LICENSING CONSULTANTS)	Yes
2.	Yes/No
3.	Yes/No
4.	Yes/No
5.	Yes/No
6.	Yes/No
7.	Yes/No
8.	Yes/No
REPRESENTATIVES OF OTHER AGENCIES	
Name	From
1. N/A	

2.	
3.	
4.	

MANAGEMENT (Record DOB & Contact details)

Name of Designated Premises Supervisor	Nicky CHAN
Personal Licence No & Issuing authority	Details kept by reporting consultant. (Available upon request by responsible authority)
DPS present Yes/No. If no state reason why.	Yes.
Any other Personal Licence holders present ?	Yes. Santosh NAIR.
Personal Licence No & Issuing authority	Details kept by reporting consultant. (Available upon request by responsible authority)
Name of person in charge	Santosh NAIR
Area Manager's contact details	As above (seen and noted)
Owning company's details	Claremont Trading (London).

SALE OF ALCOHOL & REGULATED ENTERTAINMENT

SALE OF ALCOHOL:-	Yes
LIVE MUSIC:-	No

RECORDED MUSIC:–	Yes
Actual capacity?	150
Number of customers present?	12.
How was this calculated (clickers, tickets, guessed?)	Entry Sheet.
Comments	Customer entry sheet completed. Timed in, Timed out. Payment type details obtained and customer rules explained.

SECURITY		Yes			
Number of doorstaff at time of visit		4			
	FULL NAME	D.O.B.	BADGE NO	LICENCE	COMMENTS
1	Mr. Bola COLE		*	Yes	2000hrs start
2	Mr. Vivek GANESAW		*	Yes	2000hrs start
3	Mr. Byron BROWN		*	Yes	2000hrs start
4	Mr. Akash LAL		*	Yes	2000hrs start
5					
6	*NB. ALL DETAILS OF ALL SECURITY THAT HAVE, ARE AND WILL WORK AT THE VENUE (INCL.FULL BADGE NO'S) ARE AND WILL BE KEPT IN OFFICE AT				

	VENUE.INSPECTED BY MYSELF*				
7					
8					
9					
10					

Name of Head Door Person		Mr. Byron BROWN
Name of Door Company		ECLIPSE
Doorstaff log checked ?		Yes
Comments		Log incorporated into incident log. Copies of all badges kept within office. All checked, all correct.
Do you operate a search policy?		Yes
Details	Person unknown to venue and groups always searched. Pat down and outer pockets.	
What happens to any weapons or drugs you may seize during searches?	Seized, recorded in incident book, placed in safe and police called for direction following week.	

Are there any weapons or drugs you wish to hand over to the police?	No
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1	
2	
3	

4	
What happens to any drugs you may seize during searches?	As above. To note no drugs or weapons seized as yet.

RADIO LINK

In House Radio?	Yes
Number of radios?	6
Who is in possession of the radios?	4 security 1 manager 1 bar staff
Comments	Seen in operation, simple to use, effective in communicating. Excellent system.

STATUTORY NOTICES

Customs and Excise spirit measure?	Yes
Price list?	Yes
AWP permit S34 ?	N/A
AWP position?	N/A
Where tobacco is sold, is there a sign at point of sale?	N/A
Other	

LICENCES TO BE PRODUCED/DISPLAYED

PREMISES LICENCE or CERTIFIED COPY (includes plan)	Yes
PREMISES LICENCE SUMMARY DISPLAYED	Yes

STAFF

How many bar staff?	2	How many glass collectors?	1 and security.
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Comments	Enough staff. More than adequate.		
Do staff wear uniform or ID badges?	Yes	Give details	Security SIA, Staff waiter/waitress uniform.
TOILETS			
Toilets	Male	Female	Unisex
Checked	Yes	Yes	N/A
Toilet Attendants	No	No	N/A

GLASSES & BOTTLES	
Are signs clearly displayed re removal of alcohol from premises?	No
Customers seen leaving premises with bottles/glasses?	No
Give details	
Are tables or other surfaces littered with empty bottles/glasses?	No
Is the dance floor clear of glass?	Not Applicable
Do you use safety glass?/polycarbs?	No
Details	No issues of assault with glass
Do you have secure bottle bins inside the venue?	No
Details	

Do you have secure bottle bins outside the venue?		Yes
Details	Rear of venue, padlocked secure, never placed at front.	
Comments		
DRINKS		
Any drinks promotions or happy hours?		No
Details		

DRUGS		
Any indication that drugs are smoked/used on or within boundary of Licensed area of the premises?		No
Details	Drug wipe of surface area in toilets proves negative. Signage drugs zero tolerance placed in toilets. Flat surfaces removed.	
Any anti-drugs poster displayed?		Yes
Details	Upon entry and toilets.	
Do you have a drugs safe or drugs amnesty box?		Yes, normal safe used. As yet not needed

CLIENTELE	
Are there any age policies in operation?	Yes
How are these enforced?	Challenge 25 in operation. ID checks on door (Driving licence or passport only).
Describe clientele in general (age, dress, crowded, atmosphere, drunkenness)	
Comments	Well behaved small number mixed age range atmosphere very comfortable no drunkenness issues.
FIRE EXITS	
Fire exits checked	Yes
Any locked / blocked	No
Comment	Register checklist front of venue. Up to date and correct

CLOAKROOMS

Is there a cloakroom?	Yes ¹⁶
How much per item?	Free
Comments	Large items bags and overcoats

GENERAL SAFETY

Is one member of staff present now trained in First Aid?	Yes		
Details	Santosh (Manager), Security all fully trained.		
What First Aid facilities do you have at your venue? Kit within front desk and office, checked weekly.			
Are any crime prevention posters displayed?	Yes		
Details	Zero tolerance drugs on entry and toilet area.		
Do you have any of the following?			
Staff Lockers	Yes	Roving Security	Yes
Customer Lockers			No

CCTV	
Do you have a C.C.T.V. system?	Yes
Does it record images?	Yes
Does it have audio recording facilities?	No
How many cameras do you have?	29
Details	Licensed area and booths fully covered. The image is clear. Request for image complied with, within 10 minutes.
Is your CCTV system digital?	Yes
FULLY COMPLIANT WITH CONDITION	

GENERAL INFORMATION

Fully compliant again. Everything in place everything recorded, by what appears strong management and staff. New member of staff now employed and Mr. Chan is now DPS. I observed the conduct of the dancers. No offences and no breaches committed. I have again further witnessed security patrolling the street around the venue. My audit is an accurate and true reflection of my visit. Recommendations from previous visits are still in place and I can make no further improvement observations than those already in place. This remains a model of how a venue providing such entertainment should operate. Fully compliant.

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Arrangements made for DPS/Further action

No

Time & Date

Name

Position

Tel No

1.

2.

Signature of : _____

DATED: _____

Signature of DPS/Manager: _____

DATED: _____

IMAGES

1. Customer Daily Entry Sheet.
2. Fire Exit Checks.
3. Security Log/Incident Sheet.

1.

Customer Daily Entry Day THURSDAY			
Club Oops (Claremont Trading London Ltd) 30 Alie St, E1 8DA			
Cash	Card	Time In	Date
1		20:46	2
1		21:04	2
	1	21:45	
	1	22:24	
	1	22:24	
	1	22:24	

2.

Fire Exit Checks

Tuesday 22/3/22		Wednesday 23/3/22		Thursday 24/3/22	
Time	Staff Checked By	Time	Staff Checked By	Time	Staff Checked By
22:00	VK	22:00	B.R	22:00	R.C
22:30	VK	22:30	B.R	22:30	B.B
23:00	VK	23:00	B.C	23:00	A.L
23:30	VK	23:30	B.C	23:30	
12:00:00	VK	12:00:00	B.B	12:00:00	
12:30	VK	12:30	A.L	12:30	
01:00	VK	01:00	B.R	01:00	
01:30	VK	01:30	B.R	01:30	
02:00	VK	02:00	B.C	02:00	
02:30	VK	02:30	B.R	02:30	
03:00	VK	03:00	B.R	03:00	
03:30	VK	03:30	B.R	03:30	
04:00		04:00	B.B	04:00	

Created by Santosh Nair

3.

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DAILY INCIDENT REPORT, REFUSAL, INFORMATION AND SECURITY TIME SHEET

Clarendon Trading London Ltd (Club Ooops) 30 Alie Street London E1 8DA

To include Staff, Performers, DJ's, Security (including late time keeping) and Member of the Public

Day: THURSDAY Date: 24/8/22 Time: 20:00

Security	Name	Surname	Signature	SA number	Time In	Time Out	Total Hours
21	BOLA	COLE	<i>[Signature]</i>	3796	20:00		
21	VIVEIC	GAYSON	<i>[Signature]</i>	9657	20:07		
31	BYRON	RROWN	<i>[Signature]</i>	4052	20:55		
41	ABASH	LAL	<i>[Signature]</i>	4069	20:00		

- Time of incident:
- Were the police called: Yes / No (circle as applicable) if so, by whom?
- Was it a 999 call: Yes / No (circle as applicable)
- Was an ambulance called? Yes / No (circle as applicable)
- Name of the Duty Manager:
- Details of occurrence: (please write clearly and in details)

7. Action taken by the Manager/Staff:

8. Details of any Police (I.D number) action taken by them:

MJH LICENSING CONSULTANTS

'Specialists in risk reduction, training, compliance, observations and investigations for the licensed trade'

Mark Halton | Licence Consultant | 07900 806 864

INDEPENDENT COMPLIANCE AUDIT 24/03/22: CLUB OOPS! 30 ALIE STREET LONDON E1 8DA