

Hungry Cow – Operating Schedule Amendments

1. The premises shall implement and operate a noise nuisance manual/policy.
2. The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Tower Hamlets Police Licensing Team. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the entire 31 day period.
3. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
4. Where SIA registered door supervisors are used at the premises, a record must be kept of their SIA registration number and the dates and times they are on duty.
5. An incident log shall be kept at the premises, and be available on request to the Police or an authorised officer. It must be completed within 24 hours of any incident and will record the following: a) all crimes reported to the venue; b) all ejections of patrons; c) any complaints received concerning crime and disorder d) any incidents of disorder; e) all seizures of drugs or offensive weapons; f) any faults in the CCTV system, searching equipment or scanning equipment; g) any refusal of the sale of alcohol; h) any visit by a relevant authority or emergency service.
6. No waste or recyclable materials, including bottles, shall be moved, removed from or placed in outside areas between 23:00 hours and 07:00 hours on the following day.
7. During the hours of operation of the premises, the licence holder shall ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, 5 and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.

8. No collections of waste or recycling materials (including bottles) from the premises shall take place between 23:00 and 07:00 on the following day.
9. Delivery drivers shall be given clear, written instructions to use their vehicles in a responsible manner so as not to cause a nuisance to any residents or generally outside the license premises; not to leave engines running when the vehicles are parked; and not to obstruct the highway.
10. When conducting deliveries, drivers shall have access to the premises to avoid loitering outside, the premises licence holder will ensure that external doors remain locked save for entry and exit from the premises conducting deliveries, staff shall also have access to any toilet facilities at the premises.
11. Drivers shall not idle whether near any residential properties or not. If no deliveries are pending, then drivers shall either park and wait inside the premises or leave the area.
12. Drivers shall be directed not to await orders whilst sitting in, or standing near, any vehicles or modes of transport they intend to use. If a driver is using a bicycle, then they shall dismount and await any orders inside the premises with the premises remaining closed to the public.