

Appendix A

Section 16 of 18
LICENSING OBJECTIVES
Describe the steps you intend to take to promote the four licensing objectives:
<p>a) General – all four licensing objectives (b,c,d,e) List here steps you will take to promote all four licensing objectives together.</p> <div style="border: 1px solid black; padding: 5px;"> <p>A sufficient number of trained staff on site to cover long shifts and busy periods. Regular staff training. Regular refreshers for all staff and management in the 4 licensing objectives. Regular management meetings and briefings each week to identify areas that need improvements. Regular staff training in up to date acceptable ID. BCRP etiquette training for all staff. Staff to monitor all areas of the site to limit any noise disturbances throughout opening hours to include noise level monitor device use and written records.</p> </div>
<p>b) The prevention of crime and disorder</p> <div style="border: 1px solid black; padding: 5px;"> <p>On Fridays and Saturdays plus the days immediately before a Bank Holiday, there will be a minimum of one SIA door supervisor operating at the premises from 19:00 until close. At all times the premises is open to the public, the management will contract the back-up services of an approved mobile support unit (MSU) 24 hours a day, The number of SIA registered Door Supervisors for the recommended amount of customers on site operating from it. SIA licensed door supervisors or additional SIA licensed door supervisors shall be employed on any other occasions when a requirement is identified by the license holder's written risk assessment (for example when live music events are taking place) or requested by Sussex Police in writing at least 48 hours in advance. A copy of the written risk assessment will be made available to Sussex Police Licensing on request, and Sussex Police consulted on any amendments to the risk assessment.</p> <p>On weekends SIA door supervisors will search bags and use their judgment and discretion to search customers suspected of concealing alcohol, drugs or weapons. Searching will be in accordance with the Security Search Policy.</p> <p>An incident log will be maintained by the premises showing a detailed note of incidents that occur in the premises. The incident log will be inspected and signed off by the DPS (or a person with delegated authority) at least once a week. The logbook shall be kept on the premises and be available for inspection at all times the premises are open by authorized officers of the Licensing Authority or the police. An incident will be defined as being one which involves an allegation of a criminal offence.</p> <p>Any refusals made at the bar e.g. for intoxication, age checks or any other reason will also be recorded in writing and logs will be available for inspection at all times.</p> <p>Where alcohol is to be supplied to the public as an integrated element of an event, delineated areas with physical boundaries will be constructed. All such alcohol is to be consumed within the overall site, including patio area.</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>A minimum of half hour drinking up time is allowed by the license where alcohol is supplied, even if event closes early, unless in an emergency situation.</p> <p>The premises license holder will participate in any approved schemes aimed at tackling/preventing crime and disorder, such as the BCRP Night Safe radio scheme.</p> <p>The premises will store and maintain a list of any lost and found property.</p> <p>Staff will regularly patrol and monitor all areas of the venue and surrounding public areas to ensure safety and appropriate behaviour. Inappropriate or intoxicated behaviour within the license boundary will result in ejection of the concerned parties. Any such behaviour within the vicinity of the venue will be monitored and, at the discretion of staff or in line with any specific agreed procedures, reported to the appropriate authorities.</p> </div>
<div style="border: 1px solid black; padding: 5px;"> <p>Polycarbonate drinking vessels/containers will be in use where risk assessment deems it necessary.</p> </div>

c) Public safety

The premises license holder will organize and document frequent communications with B&HCC Environmental Health & Licensing section, the Seafront office, and the Emergency Services. This will give an effective forum in which operational issues can be discussed and changes to the operating schedule of the premises can be consulted on. This process will also allow the applicant and their DPS to be aware of specific and changing challenges within the CIZ and respond accordingly.

All events will be risk assessed in consultation with our Security & Stewarding partners and in response to show interest and ticketing reports. A projected deployment schedule will be developed in such numbers and at such times as deemed necessary, and in consultation with Sussex Police as required. Ongoing discussions with Sussex Police licensing will identify opportunities to enhance the protection of the surrounding area and seafront in the vicinity of the premises as well as the safety of customers within the licensed boundary of the premises.

No patrons are to be admitted into the venue if in possession of alcohol and any patron showing signs of excess intoxication will be denied access.

No sale of alcohol to intoxicated patrons will be permitted and rejection logs will be kept. Challenge 25 will be in operation at all times, even when age checks are carried out at entry to the venue. Bar staff will be briefed and trained accordingly. This training will be regularly reviewed, and a training log maintained on site.

We will regularly update staff training in respect of licensing legislation, policies and procedures to ensure all staff are up to date in these areas.

a) When on duty at peak times, Security SIA-licensed staff at the entrance will use their judgement and discretion to search customers suspected of concealing alcohol, drugs or weapons. Items of concern include bottles of spirits, wine and strong beers; and drugs and weapons of any kind. Searching will be in accordance with the Security Search Policy. Dynamic risk assessment may lead to random searching at an appropriate ratio which may also be usefully implemented as a preventative measure. At times, in addition to the aforementioned dynamic risk assessment, we may implement strict 'all-bag' searches on patrons entering the site

(b) At other times, our Front of House stewarding team, alongside bar staff will constantly assess patrons for risk, and use our membership of BCRP, Pub-watch or similar to either receive alerts, or pass them on, of troublesome individuals, and where necessary arrange SIA assistance, increased SIA staffing coverage or MSU support.

Our in-house staff will work closely with our Security partners to monitor and look out for patrons leaving in the direction of the seafront, using established practices to maintain public safety. Reporting procedures of vulnerable or at-risk persons will be established with the professional lifeguarding teams and regular contact will be made to enhance and target effective procedures to ensure the safety of patrons and other members of the public within observation of the venues staff.

d) The prevention of public nuisance

All performances within the venue will be constantly monitored for noise and will be maintained within agreed limits with Environmental health and suitable for the location of the premises. All noise limits will take into consideration the time of year and the use of external doors and isolations within the venue.

The venue will operate with a designated outdoor smoking area to minimise disruption from external noise. This area will be constantly monitored by staff and feature-maintained receptacles to collect rubbish/cigarette butts. Noise will be monitored to minimise any noise disturbance.

Signage will be displayed at all exit points encouraging patrons to leave quietly and not disturb neighbours as they do so. Staff will echo this message to departing customers and will

encourage patrons back to the upper promenade and away from the seafront.

Taxi details will be clearly displayed to aid audience journey's home, utilising established partnerships with Streamline (enabling cards to be offered generally to audience members etc.), as well as highlighting other transport links such as the nearby bus stops and common routes away. These will also be communicated via email when sending ticket confirmations to encourage customers to consider their onward journey before attending the premises.

Operating schedules will be responsive to the wider context of the premises to the city and will be adaptable to the changing operating area. Major events will be considered, and operating schedules adapted to ensure the venue remains a positive influence on the CIZ and does not adversely contribute to times of high impact on city services.

An assessment of the venues "zone x" responsibilities will be discussed and agreed with lifeguarding and Police representatives. This assessment will be under constant review to enhance and optimise the venues impact on the immediate area and minimise adverse impact within the CIZ.

The Nightsafe radio system, or similar, will be in operation to help with maintaining patrons and the general public's safety and to inform staff of any potential operational issues that may emerge from time to time.

e) The protection of children from harm

Individual shows will be age-rated and access controlled accordingly by Box Office and Front Of House staff.

Advice will be sought from the Child Protection Unit where appropriate with regards events.

Children under 16 are to be accompanied at all times.

No unaccompanied under 18s to be allowed after 22.00 hrs.

The premises will operate a "Challenge 25" policy whereby any person attempting to buy alcohol who appears to be under 25 will be asked for photographic ID to prove their age. The recommended forms of ID that will be accepted are passports, driving licenses with a photograph, photographic military ID or proof of age cards bearing the 'PASS' mark hologram. The list of approved forms of ID may be amended or revised with the prior written agreement of Sussex Police and the Licensing Authority without the need to amend the licence or conditions attaching to it.

Suitable and sufficient signage advertising the "Challenge 25" policy will be displayed in prominent locations in the premises.

(a) The Premises License Holder shall ensure that all staff members engaged or to be engaged, in selling alcohol at the premises shall receive the following induction training.

This training will take place prior to the selling of such products:

- The lawful selling of age restricted products
- Refusing the sale of alcohol to a person who is drunk

(b) All age-restricted sales training undertaken by staff members shall be fully documented and recorded. All training records shall be made available to Sussex Police and Brighton & Hove Trading Standards Service upon request.

Staff will be aware of the risks of proxy sales and use best practice to help deter offences.

