



**HEREFORDSHIRE
COUNCIL**

LICENSING ACT 2003

**MODEL CONDITIONS AND THE
LICENSING OBJECTIVES**

Licensing Act 2003

Model conditions and the Licensing Objectives

Introduction

This guidance has been produced to assist with the completion of applications for premises licences issued under the Licensing Act 2003.

The main factor that needs to be considered in respect of any application is the promotion of the four licensing objectives as a majority of the process revolves around these.

Depending on the type of licence applied for and the conditions within that licence there are certain mandatory conditions which will be applied to the licence.

Following recent stated cases and a change to the guidance issued under Section 182 of the Licensing Act 2003 Herefordshire Council Licensing Section will transpose any conditions offered in the operating schedule into conditions which are reasonable consistent within the submitted operating schedule. This will ensure that only conditions are attached to a licence which are:

- necessary for the promotion of the licensing objectives
- enforceable
- unequivocal/unambiguous
- proportionate and
- do not duplicate other statutory provisions

Furthermore where representations are made by responsible the Licensing Authority will ensure that any conditions which it has been agreed shall be attached to the licence meets with the above.

The Licensing Authority has produced a set of model conditions which applicants should consider when making application. These model conditions will also be used when transposing those conditions offered within the operating schedule and will be varied to fit the type and character of the premises.

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Mandatory conditions

[Sections 19 ,20, 21 & 22 of Licensing Act 2003]

Mandatory conditions where licence authorises supply of alcohol

No supply of alcohol may 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 does not hold a personal licence or his personal licence is suspended.

Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

The responsible person [as defined by Section 153(4) Licensing Act 2003] shall:

- take all reasonable steps to ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises
- ensure that no alcohol is dispensed directly by one person into the mouth of another
- ensure that free tap water is provided on request to customers where it is reasonably available.

Age verification

- 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.
- The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and a holographic mark.

Smaller measures

The responsible person shall ensure that-

- (a) 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-
 - (i) beer or cider: 1/2 pint;
 - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
 - (iii) still wine in a glass: 125 ml; and customers are made aware of the availability of these measures.

Mandatory condition: door supervision

Each individual required to carry out a security activity must be licensed by the Security Industry Authority

Mandatory condition: exhibition of films

Admission of children to the exhibition of any film must be restricted in accordance with any recommendation made by the film classification body or that body specified in the licence unless

(a) the film classification body is not specified in the licence, or

(b) the relevant licensing authority has notified the holder of the licence that this subsection applies to the film in question admission of children must be restricted in accordance with any recommendation made by that licensing authority

In this section- "children" means persons aged under 18; and "film classification body" means the person or persons designated as the authority under section 4 of the Video Recordings Act 1984 (c.39) (authority to determine suitability of video works for classification).

PREVENTION OF CRIME

- PC1 CCTV will be provided in the form of a recordable system, capable of providing pictures of EVIDENTIAL QUALITY in all lighting conditions particularly facial recognition.

Cameras shall encompass all ingress and egress to the premises, fire exits, outside areas, and all areas where the sale/ supply of alcohol occurs.

A monitor shall be mounted on the wall at the premises where it is clearly visible to all members of the public. The monitor shall show the live CCTV footage being recorded.

Equipment MUST be maintained in good working order , be correctly time and date stamped , recordings MUST be kept in date order, numbered sequentially and kept for a period of 31 days and handed to Police on demand.

The Premises Licence Holder must ensure at all times a DPS or appointed member of staff is capable and competent at downloading CCTV footage in a recordable format EITHER DISC or VHS to the Police/Local Authority on demand.

The Recording equipment and tapes/discs shall be kept in a secure environment under the control of the DPS or other responsible named individual. An operational daily log report must be maintained endorsed by signature, indicating the system has been checked and is compliant, in the event of any failings actions taken are to be recorded.

In the event of technical failure of the CCTV equipment the Premises Licence holder/DPS MUST report the failure to the Police on contact number **0300 333 3000** immediately.

- PC2 On Fridays and Saturdays ?????, Three (3) ????? SIA Licensed Door staff shall be employed at the premises as shown below until the termination of licensable activities. When employed externally Door staff shall wear hi-viz reflective jackets or vests. When employed internally they shall be readily identifiable as door staff.

Duties: One (1) Door-staff shall commence duty at 2200 hrs.

Two (2) further Door-staff shall commence duty at 2300 hrs when the premises operate for licensable activities.

After 2300 hrs - Two (2) SIA Licensed Door-staff shall be deployed at the main access and egress point(s) until the termination of licensable activities. One (1) Licensed Door-staff shall be deployed patrolling the internal licensable area until the termination of all licensable activities

- PC3 The Premises Licence Holder or DPS or a person nominated by them in writing for the purpose will employ SIA doorstaff on a risk assessed basis. The risk assessment shall be in writing and shall be made immediately available on request to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police
- PC 4 The Premises Licence Holder or DPS or a person nominated by them in writing for the purpose, shall maintain a register of door supervisors which shall be kept on the premises showing the names and addresses of the door supervisors, their badge numbers and shall be signed by the door supervisors as they commence and conclude duty. The register shall be made available on demand for inspection by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003), or the Police or an authorised officer of the SIA.
- PC 5 An incident log must be kept at the premises, and made immediately available on request to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police, which must record the following:
- (a) all crimes reported to the venue
 - (b) all ejections of patrons
 - (c) any complaints received
 - (d) any incidents of disorder
 - (e) seizures of drugs or offensive weapons
 - (f) any faults in the CCTV system or searching equipment or scanning equipment
 - (g) any refusal of the sale of alcohol
 - (h) any visit by a relevant authority or emergency service
- PC 6 Toughened/Polycarbonate/plastic containers shall be used at all times when the premises operate for licensable activities. In the event that toughened/polycarbonate/plastic bottles cannot be provided by the suppliers, then all drinks will be dispensed and served in toughened/polycarbonate/plastic containers.
- PC 7 A Personal licence Holder shall be on duty within the licensed area of the premises at all times when the premises operate for the sale of alcohol.
- PC 8 The Premises Licence Holder/DPS shall successfully complete the BIIAB NCPLH level 2 (or recognised equivalent)

PC 9 All bar staff engaged in the sale of alcohol to be trained in Responsible alcohol retailing to the minimum standard of BIIAB level 1 or any other training recognised and agreed with Herefordshire Council Trading Standards within one month of the date that this condition appears on this licence. (Where there are existing staff this training shall be completed within 3 months of the date that this condition first appears on the licence). Training records shall be kept on the premises and shall be produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.

PC 10 All existing staff shall be trained within one month of the date this condition appears on this licence. All new staff shall be trained within one month of taking up employment. All staff shall be re-trained six monthly thereafter. The training shall include:

Drugs Awareness

Conflict resolution

Selling to under age person

Selling to drunks

Training records shall be kept on the premises which shall show the area of training covered, the date of the training, the name of the person and shall be signed by the trainer and trainee. This shall be produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) on demand.

PC 11 No admission for new customers will be allowed to the premises after 0100 hrs ???. Only existing patrons whose hand has been stamped by a member of staff – who step outside (i.e. smoking) will be allowed to return after that time.

PC 12 Signage in not less than 32 font shall be clearly displayed prominently at the point of access to the premises in relation to the Admission Policy, Age Policy, Drug Policy, and Dress Policy.

PC 13 The DPS and all other staff shall ensure that no vessels are taken off the premises by customers.

PC 14 A secure disposal bin will be sited adjacent to the main access/egress door to facilitate disposal of glasses and bottles.

PC 15 A drug safe shall be provided at the premises. This shall be kept locked at all times. The keys securing the safe shall be held by the premises licence holder or authorised (in writing) duty manager/head door person and shall not be accessed by any other person. A policy in relation to the seizure and disposal of drugs shall be written down and kept at the premises. Such policy shall have meet with the agreement of the local police licensing officer for the area and be signed off by them. The policy shall be produced on demand of an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or Police.

PC 16 A safe shall be provided at the premises for the storage of knives and other seized illegal items. This shall be kept locked at all times. The keys securing the safe shall be held by the premises licence holder or authorised (in writing) duty manager/head door person and shall not be accessed by any other person. A policy in relation to the seizure and disposal of drugs shall be written down and kept at the premises. Such policy shall have meet with the agreement of the local police licensing officer for the area and be signed off by them. The policy shall be produced on demand of an authorised person.

PC 17 No open containers will be removed from the premises.

PUBLIC SAFETY

PS1 All staff shall wear clothing which identifies them as members of staff of the premises.

PS2 A system shall be in place which is capable of showing the number of persons on the premises at any one time. This number shall be given immediately on demand to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the police.

PS3 Cylinders or containers of gas under pressure, other than Cellar Gases¹, shall not be used on the premises unless written notification has been given to the Licensing Authority.

PS4 First aid
A HSE Compliant Industrial High Response First Aid Kit for 21-50 ???? people shall be kept fully stocked at the premises and kept behind the bar. Such kit shall contain:

1 x Guidance Leaflet

¹ Cellar Gases are those gases that are used in connection with beers, lagers and the like.

6 x Eye Pads with Bandage
8 x Triangular Bandages
12 x Safety Pins
16 x Assorted Sterile Dressings
20 Moist Wipes
3 Pairs Disposable Gloves

- PS5 An accredited First aid trained person must be on duty at all times when the premises operate for licensable activities. [An accredited First Aid trained Person is defined as a person who holds a current certificate in first aid at work (FAW) issued by a training organisation approved by the Health & Safety Executive (HSE) or a current certificate in emergency first aid at work (EFAW) issued by a training organisation approved by the HSE or by a recognised awarding body of Ofqual or the Scottish Qualifications Authority or any other equivalent qualifications accepted by the Licensing Authority]

Electrical & Gas Installations

- PS6 All electrical wiring and distribution systems shall be tested at least once a year and signed off by a competent person whose name is shown within the Local Authority Building Control Part P Competent Persons Register (<http://www.competentperson.co.uk/search.asp>). The sign off certificate shall be produced to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or Police on demand.
- PS7 All portable electrical equipment shall be powered through a sensitive earth leakage protection system (residual current device) having a rated residual operating current not exceeding 30 milliamps and a maximum operating limit of 30 milliseconds.
- PS8 The residual circuit device shall be tested at least once a week and a record of this check shall be kept at the premises.
- PS9 Any and all gas appliances (except cellar gas) used in the premises must be tested at least once a year and signed off by a competent person whose name appears within the current Gas Safety register (GSR). The sign off certificate shall be produced to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or Police on demand.

Hypnotism

PS10 The Licensed premises shall not be used for any exhibition, demonstration or performance of hypnotism unless the hypnotist has been licensed by the relevant Local Authority in England or Wales. Any performance must comply in accordance with any conditions attached to that licence.

Maintenance, Repair and Cleanliness

PS11 All parts of the premises and all fixtures and fittings therein including seating, door fastenings, notices, floors, carpets and furniture shall be kept clean and maintained in good order.

Special Effects

PS12 The installation and use of laser beams, pyrotechnics or real flames, explosive or highly flammable or smoke producing agent, for any purpose shall not be permitted without prior notification to the Licensing Authority. Notification, together with a detailed description of the method of use, shall be made to the Licensing Authority not less than 14 days prior to the day on which the laser equipment is to be used.

PS13 Strobe lights shall be operated on a fixed rate of not more than four flashes per second. Where more than one strobe light is used, the flashes shall be synchronised. In any case, such lights shall not be installed without notify the Licensing Authority in writing.

PS14 The use of foam shall not be permitted without prior notification, in writing, to the Licensing Authority.

Disabled people

PS15 When disabled people are present, arrangements must exist to enable their safe evacuation in the event of an emergency. Details of the arrangements shall be recorded in writing and shall be made immediately available to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police on demand.

PS16 Disabled people on the premises must be made aware of the evacuation procedure.

PS17 All exits doors must be capable of being opened without the use of a key, card, code or similar means.

PS18 Doors must be checked at least every 24 hours to ensure that they are capable of being opened. A record of this check shall be recorded in writing and shall be made immediately available to an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police on demand.

PS19 Any security fastenings fitted to any escape doors/routes must removed prior to the premises being opened to the public.

Lighting

PS20 In the absence of adequate daylight, the lighting in any area accessible to the public, members or guests shall be sufficient (107 lux or more) to enable people to move about safely.

PS21 Automatic emergency lighting, powered by an independent source, shall be provided. Any emergency lighting batteries shall be fully charged before the admission of the public, members or guests. In the event of the failure of normal lighting, arrangements shall be in place to ensure that the public, members or guests leave the premises within the period of one-third of the total predicted life of the emergency lighting battery, unless within that time normal lighting has been restored and the battery has been fully re-charged.

Curtains, hangings, decorations and upholstery

PS22 No curtain, temporary decoration or item of a similar description shall obstruct any exit.

Capacity limits

PS23 The maximum permitted numbers of persons in the premises including staff shall not exceed the numbers set within the fire risk assessment for the premises.

PS24 The capacity limit for the premises shall be: 100

Access for emergency vehicles

PS25 Access for emergency vehicles is kept clear and free from obstruction.

Indoor sports entertainments

- PS26 An appropriately qualified medical practitioner who is registered with the General Medical Council (GMC) shall be present throughout any sports entertainment involving boxing, wrestling, judo, karate or other sports entertainment of a similar nature.
- PS27 A medicinal supply of oxygen shall be immediately available on site and located close to ring.
- PS28 Any ring shall be supplied by a company whose business involves the construction of the same. Such business shall be registered at Companies House. A sign off certificate shall be used prior to its first use to state that the ring has been constructed in accordance with the manufactures instructions. The certificate shall be made available on demand to the police or an authorised person (as defined by Section 13 of the Licensing Act 2003).
- PS29 At any wrestling/boxing or other entertainments of a similar nature, members of the public shall not be seated within 2.5 metres of the ring.

PREVENTION OF PUBLIC NUISANCE

- PN1 All windows will be kept shut after 2300 hours.
- PN2 Noise or vibration shall not emanate from the premises so as to cause a nuisance.
- PN3 The Premises Licence Holder or DPS must immediately comply with any request to adjust noise levels/ frequency spectra made by an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or the Police.
- PN4 All doors and windows at the premises shall be kept closed after 2300 except during immediate access and egress.
- PN5 Live or Recorded music shall be restricted to the area marked on the premises plan
- PN6 Any speaker within the premises shall be directed away from any residential property
- PN7 Acoustic curtains shall be installed over all windows/doors and kept closed during times that the premises provide regulated entertainment

- PN8 All external doors shall be fitted with rubber seals to prevent noise breakout
- PN9 'Noise' from the premises must not be 'audible or discernible' within any occupied permanent structure where people normally reside or sleep, when assessed with windows and doors closed. 'In this conditions; 'Noise' -is defined as sound which is created by entertainment consisting of either vocal (recorded or live) or instrumental music (recorded or live) or a combination of both. Audible or discernible' -is defined as 'noise' which is distinct above the general hubbub of activity on the site which can be identified by the human ear as originating from discrete sources from the licensed premises'.
- PN10 Where regulated entertainment is provided, the premises licence holder or DPS or a responsible person nominated by either in writing will monitor noise emanating from the premises at least xxxxx hour/minutes to ensure that no noise nuisance is being caused and where there is shall cause the noise to be reduced. A written record shall be kept on the premises detailing the name of the person carrying out the monitoring, the monitoring locations, the date and time and the result obtained. Such record shall be made available on demand of an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or police.
- PN11 Any musical amplification system/equipment located at the premises, prior to use, shall be wired through a sound limiting device located in a separate and remote lockable cabinet. The level shall be pre-set by a responsible person in charge of the premises to ensure that no noise nuisance is caused to local residents. The operational panel of the noise limiter shall then be secured. The keys securing the noise limiter cabinet shall be held by the premises licence holder or authorised (in writing) manager only, and shall not be accessed by any other person.
- PN12 Loudspeakers shall not be located in the entrance lobby or external to any part of the premises.
- PN13 Alcohol consumed outside the premises building shall only be consumed by patrons seated at tables.
- PN14 Outside tables and chairs shall be rendered unusable by 23.00 each day.
- PN15 Prominent, clear and legible signage (in not less than 32 font bold) shall be displayed at all exits to the premises requesting the public to respect the needs of local residents and to leave the premises and the area quietly.
- PN16 Prominent, clear and legible signage (in not less than 32 font bold) shall be displayed at all exits to any beer garden, patio area, smoking area or similar, requesting the public to respect the needs of local residents and to be quiet.

PN17 The use of explosives, pyrotechnics and fireworks of a similar nature shall not be used at the premises without written notification to the Licensing Authority.

PN18 No waste such as bottles or refuse shall be placed outside the premises between 2200 hours and the end of licensable activities.

Noxious smells

PN19 No noxious smell emanating from the premises shall cause a nuisance to nearby properties.

Light pollution

PN20 Lighting outside premises including flashing lights shall not cause a nuisance to nearby properties, unless written consent has been obtained from the police to the effect that such lighting is necessary to promote the crime prevention objective.

PN21 Recorded music volume shall not exceed LAeq 90 (5 min) 40 dba during the wind down period.

PN22 The courtyard/garden shall not be used after 23:00 hours.

PN23 No external area at the premises shall be used after 23:00 hours.

PN24 The premises licence holder, or DPS, or nominated responsible person (in writing) shall ensure that noise and vibration does not emanate from the premises so as to cause a nuisance to any person residing in premises situated at

PROTECTION OF CHILDREN FROM HARM

PCH1 No person under the age of 18 shall be permitted on the premises unless dining and accompanied by an adult aged 21 or over.

PCH2 The premises shall operate a Challenge 21/25/30 Policy. Such policy shall be written down and kept at the premises. The policy shall be produced on demand of an authorised person' (as defined by Section 13 of the Licensing Act 2003) or the police or an authorised Trading Standards Officer of Herefordshire Council. Prominent, clear and legible signage (in not less than 32 font bold) shall also be displayed at all entrances to the premises as well as at, at least one location behind any bar advertising the scheme operated.

- PCH3 A written register of refusals will be kept including a description of the people who have been unable to provide required Identification to prove their age. Such records shall be kept for a period of 12 months and will be collected on a daily basis by the Designated Premises Supervisor and produced to the police or an 'authorised person' (as defined by Section 13 of the Licensing Act 2003) or an authorised Trading Standards Officer of Herefordshire Council on demand.
- PCH4 No adult entertainment or services or activities must take place at the premises (Adult Entertainment includes, but is not restricted to, such entertainment or services which would generally include topless bar staff, striptease, lap-table, or pole-dancing, performances involving feigned violence or horrific incidents, feigned or actual sexual acts or fetishism, or entertainment involving strong and offensive language).
- PCH5 No person under the age of 18 years shall be permitted to be on the premises other than a member of staff employed at the premises or a child of the premises licence holder or DPS.
- PCH6 No person under the age of 18 years shall be permitted to be on the premises after 2300 hour other than a member of staff employed at the premises or a child of the premises licence holder or DPS
- PCH7 No person under the age of 18 years shall be permitted on the premises when adult entertainment is provided.
- PCH8 No person under the age of 18 shall be permitted on the premises during the time that any drinks promotion is in place.

OUTSIDE EVENTS

GENERAL

1. The Premises Licence only permits one event per year ('the Festival') to take place on the premises.
2. The dates of the Festival will be notified to the Safety Advisory Group at least six months prior to the Festival or such lesser period as is agreed by the Safety Advisory Group.
3. The Festival will take place over the first or second weekend in August each year subject to unforeseen circumstances (force majeure). In the case of force majeure, dates between XXXXXXXXXXXXXXXXXXXX must be agreed with the Safety Advisory Group.
4. The Premises Licence Holder or a nominated deputy (in writing) must be on these licensed premises and available to the Responsible Authorities and the Licensing Authority at all times when Licensable activities are taking place.
5. Details of the Premises Licence Holder or his deputy who is on duty when licensable activities are undertaken shall be recorded, on these premises, at the time. These records shall be made available to the Licensing Authority or a Responsible Authority on demand. Such record shall be kept for a period of 12 months after the end of licensable activities. This information post event must be provided to the Licensing Authority or a Responsible Authority within 24 hours of the request.
6. The name and contact details of the Premises Licence Holder's deputy(s) will be provided to the Safety Advisory Group in writing no later than 7 days prior to the festival each year.
7. At all times there shall be one personal licence holder on these premises for each 2 bars which are open for the sale and supply of alcohol.
8. A schedule will be provided of details of the personal licence holder who is on duty and their areas of responsibilities when licensable activities are undertaken on these premises at that time. This will be made available to the Licensing Authority and or other responsible authority during the period of the event on demand. Such record shall be kept for a period of 12 months after the end of licensable activities. This information must be provided to the Licensing Authority or a Responsible Authority within 24 hours of the request.

9. The names and contact details of the personal licence holders will be provided to the Safety Advisory Group no later than 7 days prior to the festival each year.
10. The draft of the Event Management Plan (EMP) will be produced 3 months prior to the first day of the Festival each year and will be submitted to the Licensing Authority and all the members of the Safety Advisory Group (SAG). Following consultation with the SAG, the Licensing Authority shall notify the premises licence holder in writing that the draft EMP is acceptable or unacceptable within one calendar month of receipt. Where notification is not received the draft EMP shall be deemed by the Premise Licence Holder to be agreed. The festival shall not take place until the draft Event Management Plan has been agreed by the Licensing Authority in consultation with the SAG. Once agreed no change shall be made to the draft EMP without the agreement of the Licensing Authority.
11. The final EMP will be submitted to the Licensing Authority and all the Safety Advisory Group at least 14 days prior to the first day of the Festival each year. No further changes shall take place to this document without the agreement of the SAG.
12. Each year, an EMP and updates must be provided to the Safety Advisory Group at the same time as they are provided to the responsible authorities and Licensing Authority. The EMP will be a working document providing details of how the Festival is to be conducted and how safety issues, identified in the event risk assessment, are to be addressed. The EMP will include an event risk assessment and provide specific details on the following areas:
 - Health and Safety Responsibilities
 - Venue and Site Design
 - Fire Safety
 - Major Incident Planning (Emergency planning)
 - Communication
 - Crowd Management (including steward and security numbers and their roles)
 - Transport
 - Management Structures
 - Barriers
 - Electrical Installations and Lighting
 - Food and Alcohol
 - Water
 - Merchandising and Special Licensing
 - Amusements,
 - Attractions and Promotional displays
 - Sanitary Facilities
 - Waste Management
 - Sound: Noise and Vibration
 - Special Effects, Fireworks and Pyrotechnics

- Camping
 - Facilities for People with disabilities
 - Medical, Ambulance and First Aid Management
 - Information and Welfare
 - Children - including Lost Children's Policy
 - Performers
 - TV and Media
13. Each year the Festival must take place in accordance with the Final agreed EMP produced for the Festival following approval by the Licensing Authority.
14. Prior to each Festival a Table Top Exercise shall take place involving the Premises Licence Holder or nominated deputy together with staff nominated by him and the Safety Advisory Group. Such exercise shall take place within the two weeks prior to the first day of the Festival or a greater period if agreed by the Safety Advisor Group.

THE PREVENTION OF CRIME AND DISORDER

15. The Premises Licence Holder or nominated representative (in writing) will meet with the on duty operational commander at least once a day during the Festival each year.
16. XXXXXX and the Premises Licence Holder will agree 28 days prior to the first day of the Festival all issues they required to be reported immediately to them during the duration of the event. This agreement will be provided to the Licensing Authority at least 14 days prior to the first day of the Festival
17. A special policing services request will be made by the Premises Licence Holder to XXXXXX Police, this will be submitted at least 3 months prior to the first day of the Festival. From 2012 and subsequent years, this request will be submitted at least 5 months prior to the first day of the Festival.

Security and Stewards

18. A Security Control will be provided on site which will house the CCTV cameras and operator.

Numbers of Personnel

19. A written schedule shall be provided, 3 months prior to the start of the event, of the number and position of SIA Security personnel to be employed on site by hour of day, during the period the premises is licensed for licensable activities. Such schedule must be agreed by the event operational commander of West Mercia Police at least 14 days prior to the first day of the festival
20. A written schedule shall be provided, 3 months prior to the start of the event. of the number and position of personnel to be employed as Stewards on site by hour of day during the period the premises is licensed for licensable activities Such schedule must be agreed by the event operational commander of West Mercia Police at least 14 days prior to the first day of the festival.
21. The Premises Licence Holder or DPS or a person nominated by them in writing for the purpose, shall maintain a register of door supervisors which shall be kept on the premises showing the names and addresses of the door supervisors, their badge numbers. The register shall be made available on demand for inspection by Police, Licensing Authority or an authorised officer of the Security Industries Authority.

CCTV

22. CCTV will be provided in the form of a recordable system, capable of providing pictures of EVIDENTIAL QUALITY in all lighting conditions particularly facial recognition.

Cameras shall encompass all ingress and egress to the premises, external perimeter fire exits (if not staffed by stewards or SIA staff) and public camping areas.

Additionally the Premises Licence Holder will have in place at least one SIA door staff member who will wear and operate 'body worn video' camera or a hand held digital recording camera. They will be located as a default at each licensed bar area during licensable hours where static cameras do not provide cover. They will have the capacity to deploy to any incidents at other locations where required, but must return to their default position afterwards. Camera operators will be trained in use of the equipment and record incidents where they feel appropriate. The only exception for use of these cameras will be in the area of the 'guest/artists' bars which have restricted and controlled access.

Equipment MUST be maintained in good working order , be correctly time and date stamped , recordings MUST be kept in date order, numbered sequentially and kept for a period of 31 days and handed to Police on demand.

The Premises Licence Holder must ensure at all times a DPS or appointed member of staff is capable and competent at downloading CCTV footage in a recordable format

disc to the Police on the direction from the operational commander during the duration of the event or from any other member of West Mercia Police post event or the Local Authority on demand.

The Recording equipment and discs shall be kept in a secure environment under the control of the DPS or other responsible named individual. An operational daily log report must be maintained endorsed by signature, indicating the system has been checked and is compliant, in the event of any failings actions taken are to be recorded.

In the event of technical failure of the CCTV equipment the Premises Licence holder/DPS MUST report the failure to the Police on contact number 0300 333 3000 immediately.

23. Representatives of all security and steward firms will meet with the Security Co-ordinator on site at least once daily throughout the Festival.
24. No person under the age of 18 years will be employed as stewarding personnel.
25. No person under the age of 21 years will be employed as SIA badged staff.
26. No security staff or stewards are to consume or be under the influence of alcohol or drugs whilst working. They shall be fit to carry out the duties required of them.

Security Uniforms and Security Logs

27. All security and stewarding personnel will be readily identifiable by means of a tabard bearing a job title and a conspicuous unique personal identification number. This identification number will be displayed prominently on the front and rear and will be at least 30mm high and the width of the written number shall be at least 10 mm.
28. The details of the uniform(s) to be worn by the security and stewarding personnel will be provided 3 months prior to the first day of the Festival and approval of XXXXXX Police be given within 14 days of receiving the information.
29. No person shall perform the role of stewarding personnel without wearing a tabard.
30. No person shall perform the role of security personnel (apart from a plain clothed team) without wearing a tabard. All plain clothes security personnel shall carry an identity badge issued by the Premises Licence Holder confirming that they are security personnel which shall be produced to a member of the Licensing Authority or Police on demand.

31. XXXXX Police will be informed of onsite security and steward briefings and may attend if they wish.

32. An incident log must be kept at the premises, and made immediately available on request to an authorised officer of the Licensing Authority or the Police, which must record the following:
 - (a) all crimes reported to the venue
 - (b) all ejections of patrons
 - (c) any complaints received
 - (d) any incidents of disorder
 - (e) seizures of drugs or offensive weapons
 - (f) any faults in the CCTV system or searching equipment or scanning equipment
 - (h) any visit by a relevant authority or emergency service

33. Secure and safe systems are to be in place for the storage of items seized. These systems are to include secure methods of storing any drugs or weapons seized or found and procedures for handing the items over to the responsible authority where required. In addition records of seizure are to be kept in the incident book and made available to the Licensing Authority on demand or to the police on authority of the operational commander during the duration of the event or to any authorised person of West Mercia Police post event

34. A Traffic Management Plan (TMP) will be drawn up for the Festival each year and will be provided to relevant agencies no later than 28 days prior to the festival. Such plan shall be agreed by the Safety Advisory Group. The TMP will cover all aspects of vehicle and pedestrian access to and egress from the site during the ' load in and load out as well as for the Festival itself. The TMP will include arrangements for vehicle routes, emergency service routes, public transport, shuttle buses, taxis, pedestrian issues, a dispersal policy, car parking and a traffic signage plan. In addition it will ensure that sufficient trained marshal's are available for the management of public transport (for hire or reward) on site and in particular private hire or licensed taxis.

THE PREVENTION OF PUBLIC NUISANCE

Noise

35. A Noise Management strategy as approved by XXXXXX Council must be provided at least 60 days before the commencement of each Festival. The Premise Licence Holder must comply with the Noise Management Strategy.

36. The Noise Levels (NL) from the event must not exceed the following noise levels when measured in a free field position (defined as 3.5 metres from any reflecting surface other than the ground at a height of 1.2 to 1.5 metres).

Thursday to Sunday

Between 09:00 -00:00 (midnight) LAeq, 5 minutes 55dB

Between 00:00 (midnight) -02:00 LAeq, 5 minutes 45dB

Between 02:00 -05:00 LAeq, 5 minutes 40dB

Monday

00:00 midnight -02:00 LAeq, 5 minutes 45dB

02:00 -03:00 LAeq, 5 minutes 40dB

37. In addition between 02:00 and 09:00 Thursday to Sunday and 02:00 and 03:00 on Monday 'noise' from the festival should not be 'audible or discernable' within any occupied permanent structure where people normally reside or sleep, when assessed with windows and doors closed. 'In these conditions; 'Noise' -is defined as sound which is created by entertainment consisting of either vocal (recorded or live) or instrumental music (recorded or live) or a combination of both. Audible or discernable' -is defined as 'noise' which is distinct above the general hubbub of activity on the site which can be identified by the human ear as originating from discrete sources from the licensed site'.

38. NLs are to be checked at the intervals as agreed within the Noise Management Strategy at the following locations:

- XXXXXX
- XXXXXX
- XXXXXX
- XXXXXX
- XXXXXX

Or at any other location notified by XXXXX Council to the premise licence holder or his deputy.

39. Any testing of sound equipment will not take place before 09.00hrs and will last for no more than 2 hours on anyone day.

40. The main stage shall cease all licensable activities at midnight on Sunday night / Monday morning.

41. The Noise Consultant shall be available for daily meetings with EHO Officers from XXXXXX Council.
42. The Premises License Holder will maintain a noise log and this will be kept in the Licensing Compliance Office and will be available at all times for inspection by XXXXX Council.
43. A noise hotline will be installed and publicised so that local residents can report any noise issues directly to the Festival. All calls will be logged by time, location and contact number and address will be requested. The log will be kept in the Licensing Compliance Office.
44. All calls to the hotline regarding noise will be reported immediately to the on duty representative from the local authority. The log will be available at all times for inspection in the Licence Compliance Office. The noise hotline number will be operational throughout the hours of regulated entertainment.

Liaison with Local Residents and Local Businesses

45. The premise licence holder or his deputy will communicate with the local Parish Councils of XXXXXX, XXXXXX and XXXXXX (and any other parish council added by the Licensing Authority and notified to the premise licence holder in writing) at least 2 months prior to the start of the festival and within 2 months of the last day of the festival.
46. Within 3 months of the last day of the festival the premises licence holder shall hold a public meeting to allow members of the public to discuss that year's event. Such meetings shall be notified to the Licensing Officer for XXXXXX Council and the following Parish / Town Council XXXXX, XXXXXX, XXXXX and XXXXX and will be forwarded to any person who has made a complaint to the premises licence holder's noise hotline, police or local authority in relation to noise.

PUBLIC SAFETY

Event Safety Coordinator

47. The Premises Licence Holder will appoint an Event Safety Co-ordinator who will be able to authorise and supervise safety measures.
48. The Event Safety Co-ordinator will be responsible for:
 - Monitoring of contractors

- Liaison with contractors
- Checking of method statements and risk assessments
- Preparation and monitoring of site rules
- Safety inspections and audits
- Collection and checking of completion certificates
- Communication of safety information to contractors and employees
- Monitoring and coordinating safety performance
- Coordinating safety in response to a Major Incident
- Liaison with nominated officers from Herefordshire Council.

49. The name and contact details of the Event Safety Co-ordinator will be supplied via the Safety Advisory Group no later than 14 days prior to the start of each Festival.

Responsible Authorities Office

50. The premises Licence Holder will provide a portacabin where one person from each of the Responsible Authorities will be offered a place to maintain a presence on the Licensed Premises.

Electrical wiring and distribution systems

51. Temporary electrical wiring and distribution systems shall be signed off by a competent person prior to any licensable activity taking place at the premises. The competent person must be a member of a recognised electrical association such as NICEIC, NAPIT, ECA or other association as agreed by the licensing authority. The sign off certificates shall be available for inspection in the Licence Compliance Office located on the licensed premises.

52. Any additional electrical work required after the event has commenced shall be signed off by a competent person. The competent person must be a member of a recognised electrical association such as NICEIC, NAPIT, ECA or other association as agreed by the licensing authority. The sign off certificates shall be available for inspection in the Licence Compliance Office located on the licensed premises.

Structures

53. The Premises Licence Holder will ensure that all temporary structures and any other elements of infrastructure or artistic installation have been inspected and signed off as being safe prior to the commencement of its use.

54. A copy of each safety sign off certificate shall be kept at the Licence Compliance Office and shall be made immediately available to an authorised local authority officer.

55. The maximum permitted numbers in each enclosed structure where regulated entertainment activities are to be provided will be submitted and agreed by the Responsible Authorities prior to the commencement of each Festival.
56. The premises licence holder must submit arrangements to the satisfaction of the Responsible Authorities on how such maximum occupancy capacities will be managed.
57. All enclosed structures that the public have entry to will have designated entry/exit points. The numbers of these entry/exit points will be determined by the occupancy capacity and will be listed in the Tent Exit Calculation document submitted in the EMP.
In this licence "enclosed structures" are classed as a structure whether tented or not, which has less than 25% of its sides open to the atmosphere (excluding entrances and exits) and which are accessible to the public when regulated entertainment is provided.

Special Effects

58. The installation and use of laser beams, pyrotechnics or real flames, explosive or highly flammable or smoke/foam producing agent, for any purpose shall not be permitted without prior notification to the Licensing Authority. A detailed description of the method of use, shall be made to the Licensing Authority not less than 14 days prior to the day on which the above equipment is to be used.

Lanterns

59. Paper lanterns will not be sold on site and will be listed within the ticketing terms and conditions as items that may not be brought to the venue.

Sanitary Facilities

60. Sanitation Management Strategy will be provided to the satisfaction of XXXXX Council's Environmental and Trading Standards Service at least 60 days prior to commencement of each Festival. Once agreed, the strategy will be implemented throughout the Festival.

Water

61. A Water Management Strategy for the provision of drinking water will be provided to the satisfaction of XXXXX Council's Environmental and Trading Standards Service at least 60 days prior to commencement of each Festival. Once agreed, the strategy will be followed throughout the Festival. No significant changes will be made without consultation with XXXXXXXX Council.

THE PROTECTION OF CHILDREN FROM HARM

Under 16s

62. Any unaccompanied person under the age of 16 years found on the Licensed Premises will be accompanied to the Welfare Tent. This task will be undertaken by at least 2 members of staff.
63. No unaccompanied person under the age of 16 years shall be permitted on the Licensed Premises.

Disclosure and Barring Service Checks (DBS)

64. Any personnel whose role involves the looking after of children or vulnerable adults shall have a current enhanced DBS check (dated within the 9 month period proceeding the first day of the Festival).
65. No person shall be involved in this role unless the DBS shows 'None Recorded' against the following categories:
 - Police Record of Convictions, Cautions, Reprimands and Warning
 - Information from the list held under Section 142 of the Education Act 2002
 - DBS Children's Barred List Information
 - DBS Vulnerable Adults Barred List Information
 - Other relevant information disclosed at the Chief Police Officer(s) discretion
66. The name, date of birth and address together with a copy of the DBS shall be shown to the Licensing Authority 2 weeks prior to the first day of the festival.

Lost Children Policy

67. The goal of the Lost Children Policy is to reunite each lost child with its parents or guardians. However if there is any evidence or suspicion of abuse or neglect of children, then this must be reported to the appropriate authority.

Age Verification

68. The premises shall operate a Challenge 21 Policy. Such policy shall be written down and kept at the premises. The policy shall be produced on demand of the Licensing Authority or Police. Prominent, clear and legible signage (in not less than 32 font bold) shall also be displayed at all entrances to the premises as well as at, at least once every 5 metres behind any bar advertising the scheme operated.
69. In conjunction with point (67) above, proof of the attainment of 21 years of age will be required through production of a PASS card, full or provisional photo card driving licence, or by a photo passport prior to any alcohol sale taking place or entry to age restricted areas.

70. Bar staff must ask for proof of age ID whenever the customer appears to be under 18. If there is any doubt as to the age of the customer they will be refused service.
71. Prominent, clear and legible signage (in not less than 32 font bold) shall be displayed stating that: It is an offence to purchase or attempt to purchase alcohol if you are under the age of 18 - Section 149 Licensing Act 2003.
72. A register of refusals will be kept by each bar with the names of people who have been unable to provide required Identification to prove their age. These records will be collected in a daily basis by the Designated Premises Supervisor and made available to the Licensing Authority on request.
73. The Designated Premises Supervisor will brief bar security staff in the arena and the campsites bars that they should take reasonable steps to monitor the final destination of the drinks and where it would appear that supply is being made to a person under the age of 18 years take steps to prevent the consumption by that person.
74. No bar servers will be under 18.
75. The Designated Premises Supervisor, the bar manager and other bar supervisors will monitor the performance of the serving staff to ensure adherence to the licensing laws.
76. Any underage persons who are found arriving at or on the Licensed Premises with alcohol will have the alcohol confiscated by security.
77. A selection of soft drinks will be available to buy, along with an ample supply of free drinking water at clearly signed locations throughout the Licensed Premises.
78. Each bar will be run by a bar manager and this person under the direction of the Designated Premises Supervisor will be fully in control of the sale of alcohol from that bar.
79. All staff shall be trained prior to undertaking any sale of alcohol on the premises. The training shall included:
 - Drugs Awareness
 - Conflict resolution
 - Selling to under age person
 - Selling to drunks

Such training will be recorded and records shall be kept at the premises which will be produced to an authorised officer the licensing authority or the police on demand.

THEATRES, CINEMAS, CONCERT HALLS AND SIMILAR PLACES (PROMOTION OF PUBLIC SAFETY)

PREMISES USED FOR CLOSELY SEATED AUDIENCES

Attendants

- a. The number of attendants on each floor in a closely seated auditorium shall be as set out on the table below:

Members of Public	Minimum number of attendants required to present on each floor
1 – 100	One
101 – 250	Two
251 – 500	Three
501 – 750	Four
751 – 1000	Five
And one additional attendant for each additional 250 persons (or part thereof)	

- b. Attendants shall not be engaged in any duties that would prevent them from promptly discharging their duties in the event of an emergency or require their absence from that floor or auditorium where they are on duty.
- c. Any attendant shall be readily identifiable to the audience (but this need not entail the wearing of a uniform).
- d. The premises shall not be used for a closely seated audience except in accordance with seating plan(s), a copy of which shall be available at the premises and shall be shown to any authorised person on request.
- e. No article shall be attached to the back of any seat which would reduce the clear width of seatways or cause a tripping hazard or obstruction.

- f. A copy of any certificate relating to the design construction and loading of any temporary seating shall be kept available at the premises and shall be shown to any authorised person (as defined by Section 13 of Licensing Act 2003).

Seating

- g. Where the potential audience exceeds 250 all seats in the auditorium should, except in boxes accommodating not more than 8 persons, be either securely fixed to the floor or battened together in lengths of not fewer than four or more than twelve.

Standing and sitting in gangways etc

- h. Sitting on floors shall not be permitted except where authorised in the premises licence or club premises certificate.
- i. Waiting or standing shall not be permitted except in areas designated in the premises licence or club premises certificate.
- j. In no circumstances shall anyone be permitted to-
- sit in any gangway;
 - stand or sit in front of any exit; or
 - stand or sit on any staircase including any landings.

Drinks

- k. No drinks shall be sold to or be consumed by a closely seated audience except in plastic and paper containers.

Balcony Fronts

- l. Clothing or other objects shall not be placed over balcony rails or upon balcony fronts.

Special effects

- m. Any special effects or mechanical installation shall be arranged and stored so as to minimise any risk to the safety of the audience, the performers and staff.

Specials effects include:

- dry ice machines and cryogenic fog;
- smoke machines and fog generators;
- pyrotechnics, including fireworks;
- real flame;
- firearms;

- motor vehicles;
- strobe lighting;
- lasers;
- explosives and highly flammable substances.

n The premises licence holder or DPS shall notify the Licensing Authority in writing prior to the use of any ‘Special Effects’

Ceilings

O All ceilings in those parts of the premises to which the audience are admitted shall be inspected by a suitably qualified person who will certify that such are safe and decide when a further inspection is necessary. The certificate shall be forwarded to the licensing authority with 2 weeks of issue.

PREMISES USED FOR FILM EXHIBITIONS

I. Attendants – premises without a staff alerting system

Number of members of the audience	Minimum number of attendants required to present on a floor be present on that floor
1 – 150	One
150 – 250	Two
And one additional attendant for each additional 250 members of the audience present (or part thereof)	

Attendants – premises with a staff alerting system

Number of members of the audience	Minimum number of attendants required to be on duty	Minimum number of other staff on the premises who are available to assist in the event of an emergency
1 – 500	Two	One
501 – 1000	Three	Two
1001 – 1500	Four	Four
1501 or more	Five plus one for every 500 (or part thereof) persons over 2000 premises	Five plus one for every 500 (or part thereof) persons over 2000 premises

- II. An attendant shall not be considered as being available to assist in the event of an emergency if they are:
 - (i) the holder of the premises licence or the manager on duty at the premises; or
 - (ii) a member of staff whose normal duties or responsibilities are likely to significantly affect or delay their response in an emergency situation; or
 - (iii) a member of staff whose usual location when on duty is more than 60 metres from the location to which they are required to go on being alerted to an emergency situation.
- III. Attendants shall as far as reasonably practicable be evenly distributed throughout all parts of the premises to which the public have access and keep under observation all parts of the premises to which the audience have access.
- IV. The staff alerting system shall be maintained in working order.

Minimum lighting

- V. The level of lighting in the auditorium should be as great as possible consistent with the effective presentation of the film; and the level of illumination maintained in the auditorium during the showing of films would normally be regarded as satisfactory if it complies with the standards specified in BS CP 1007 (Maintained Lighting for Cinemas).