

LICENSING ACT 2003 SUB-COMMITTEE

WEDNESDAY, 13TH MARCH 2019, 2.00 PM
COUNCIL CHAMBER, TOWN HALL, CHORLEY

AGENDA

APOLOGIES

1 DECLARATIONS OF ANY INTERESTS

Members are reminded of their responsibility to declare any pecuniary interest in respect of matters contained in this agenda.

If you have a pecuniary interest you must withdraw from the meeting. Normally you should leave the room before the business starts to be discussed. You do, however, have the same right to speak as a member of the public and may remain in the room to enable you to exercise that right and then leave immediately. In either case you must not seek to improperly influence a decision on the matter.

2 PROCEDURE

(Pages 3 - 6)

General procedure points and hearing procedure for the meeting.

3 DETERMINATION OF AN APPLICATION FOR THE REVIEW OF A PREMISES LICENCE- PARK HALL NIGHTCLUB

(Pages 7 - 68)

Report of Director (Customer and Digital) enclosed.

4 ANY URGENT BUSINESS PREVIOUSLY AGREED WITH THE CHAIR

GARY HALL
CHIEF EXECUTIVE

Electronic agendas sent to Members of the Licensing Act 2003 Sub-Committee Councillor Marion Lowe (Chair) and Councillors Gordon France and Sheila Long.

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CHORLEY BOROUGH COUNCIL**LICENSING ACT 2003
SUB-COMMITTEE****GENERAL PROCEDURE POINTS FOR HEARINGS****INTRODUCTION**

The Licensing Act 2003 Sub-Committee will conduct hearings in accordance with the following general principles:

- All parties have a right to a fair hearing.
- Decision-making will be conducted in an open, transparent and accountable way.
- Each application will be determined on its own merits and the decision will be based upon:
 - the merits of the application
 - the promotion of the four licensing objectives
 - the Council's Statement of Licensing Policy
 - the Guidance issued by the Secretary of State for Culture, Media and Sport under Section 182 of the Licensing Act 2003
- the Licensing Authority will only permit licensing decisions to be taken by Sub-Committee consisting of three members. In the event of one member being unable to attend, the Licensing authority will use its best endeavours to substitute another member, taken from the membership of the Licensing Act 2003 Sub-Committee reserve list.
- the Sub-Committee may disallow cross-examination in exceptional circumstances; this decision will be taken on a case by case basis with a presumption to allow. However, parties are advised that the Sub-Committee wishes to discourage hostile cross examination.
- late representations and evidence will usually only be considered with the agreement of all parties present.
- decisions will generally be taken regardless of whether the applicant/other party is present unless the Sub-Committee consider it necessary in the public interest to adjourn the hearing to a specified date. All notices and representations from absent parties will be considered.
- the Sub-Committee will generally allow parties a maximum of 30 minutes per party to make all relevant Statements. However, the Sub-Committee recognises that in certain circumstances this may be insufficient due to the complexity of the issues involved. In this situation the Sub-Committee will consider representations from those parties involved in the hearing as to the length required to make all relevant statements. The Licensing Authority respectfully requests that all parties keep points pertinent and the discussion moving in the interests of cost and efficiency.
- the Sub-Committee recognises that Regulation 14 requires all hearings should take place in public unless the licensing authority "considers that the public interest in doing so outweighs the public interest in the hearing, or that part of the hearing taking place in public" in which the applicant, those assisting the applicant or other interested parties can

be excluded. In the absence of any criteria in the Licensing Act 2003, the guidance issued under section 182 of the Act or the licensing Regulations, the Licensing Authority has adopted the existing criteria in Schedule 12A of the Local Government Act 1972 for excluding the press and public. The public and press will be excluded when the Sub-Committee is considering an application for a personal licence, where Lancashire Police have lodged an objection notice due to an existing relevant offence(s). Generally, the public and the applicant will be excluded when the Sub-Committee is determining a decision. Once a decision has been made all parties will be readmitted and the Chair will announce the decision and give reasons.

- all parties will be notified of the decision in accordance with any periods set down by the
- Licensing Act 2003 or where none are prescribed within 5 working days.
- the Sub-Committee has the right to exclude any parties behaving in a disruptive manner at the hearing at its own discretion.

HEARING PROCEDURE**REVIEW OF PREMISES LICENCE****1. CHAIR OF SUB-COMMITTEE**

- Opens meeting
- Introduces Members and Officers
- Confirms details of all parties in attendance
- Outlines procedure to be followed

2. LICENSING OFFICER OUTLINES APPLICATION AND RELEVANT REPRESENTATIONS**3. QUESTIONS TO LICENSING OFFICER FOR CLARIFICATION FROM:**

- Sub Committee
- Applicant (Lancashire Police)
- Relevant representations – interested parties
- Premises Licence holder or representative

4. APPLICANT OR REPRESENTATIVE OUTLINES APPLICATION (LANCASHIRE POLICE)**5. QUESTIONS TO THE APPLICANT AND WITNESSES (LANCASHIRE POLICE) FROM:**

- Sub Committee
- Relevant representations – interested parties
- Premises Licence holder or representative.

6 RELEVANT REPRESENTATIONS – INTERESTED PARTIES**7 QUESTIONS TO THE RELEVANT REPRESENTATIONS – INTERESTED PARTIES FROM:**

- Sub Committee
- Applicant or representative (Lancashire Police)
- Premises Licence holder or representative

8 PREMISES LICENCE HOLDERS REPRESENTATIONS

- Premises Licence Holder (or representative) will present their case

9 QUESTIONS TO THE PREMISES LICENCE HOLDER AND WITNESSES FROM:

- Sub-Committee
- Applicant or representative (Lancashire Police)
- Relevant representations – interested parties

10 APPLICANT OR REPRESENTATIVE TO SUM UP (LANCASHIRE POLICE)**11 RELEVANT REPRESENTATIONS – INTERESTED PARTIES TO SUM UP****12 PREMISES LICENCE HOLDER OR REPRESENTATIVE TO SUM UP**

13 DECISION MAKING

- All parties retire whilst Sub-Committee makes decision

14 NOTICE OF DECISION

- Parties re-admitted and Chair announces decision and reasons



Report of	Meeting	Date
Director (Customer and Digital)	Licensing Act Sub Committee	Wednesday 13 th March 2019

Confidential report	Yes	No
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Application:	Application for the Review of a Premises Licence under the Licensing Act 2003
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LICENCE HOLDER'S DETAILS

Licence Holder:	Lakeside Collection Ltd	Premises Name:	Park Plaza (Nightclub)
Address:	Park Hall Road, Charnock Richard, Chorley, PR7 5LP		

REASON FOR HEARING

- To advise members of an application for the review of a premises licence which has been served by Lancashire Constabulary, in respect of the premises detailed above.
- To request that members determine the application in accordance with the provisions of the Licensing Act 2003.

CORPORATE PRIORITIES

- This report relates to the following Strategic Objectives:

Involving residents in improving their local area and equality of access for all		A strong local economy	
Clean, safe and healthy homes and communities	X	An ambitious council that does more to meet the needs of residents and the local area	

LICENSING OBJECTIVES

- Members are reminded of the Licensing Objectives, as follows:
 - Prevention of Crime and Disorder
 - Public Safety
 - Prevention of Public Nuisance
 - Protection of Children from Harm
- Members are reminded that the duty of the licensing authority is to take steps which are appropriate to promote the licensing objectives in the interests of the wider community and not those of the individual licence holder.

APPEALS

- An appeal against the decision of the Council may be made to the Magistrates' Court within 21 days of receipt of the determination notice which will be delivered to all relevant parties.

Any decision made does not have effect until the end of this period or, if the decision is appealed, until the appeal is disposed of.

LEGAL CONSIDERATIONS

7. Members must have regard to the following:
 - The Guidance issued under Section 182 of the Licensing Act 2003. In particular, **Section 9.31 to 9.44 and Section 11.16 to 11.23** may guide members.
 - The Council's Statement of Licensing Policy effective from 2016.
 - The Licensing Act 2003.

HISTORY OF THE PREMISES LICENCE

8. This premises has benefitted from a premises licence since 9th August 2005, when the Licensing Act came into force. The licence authorised a number of licensable activities.
9. An application to vary the licence was received in 2008 which sought to extend the hours authorised by the licence. This variation was granted without any representations being received.
10. A further application to vary the licence was received in November 2018. This application sought to extend the opening and authorised licensable activity hours. Further, the operating schedule was completely replaced with an updated operating schedule.
11. Following consultation with the Licensing Authority and Lancashire Constabulary, the licence holder agreed a number of additional conditions. As a result, the variation was granted.

THE PREMISES LICENCE

12. The current premises licence, which is appended at Appendix 1, authorises the following activities, 24 hours a day, 7 days a week:
 - Indoor Sporting Events
 - Boxing or Wrestling
 - Performance of Live Music
 - Provision of Late Night Refreshment
 - Performance of Recorded Music
 - Entertainment of a Similar Nature
 - Sale of alcohol
13. Members will note at *Annex 2* of the premises licence, there is an extensive operating schedule.

THE APPLICATION

14. On 21st January 2019, an application for the review of the premises licence was served by Lancashire Constabulary, acting in their role as a Responsible Authority under the Act. This application, which is appended at Appendix 2, related to the following licensing objectives:
 - Prevention of Crime and Disorder
 - Public Safety
 - Prevention of Public Nuisance
15. During the statutory consultation period, public notices were displayed from the premises, in accordance with the regulations. No representations were received during this period.
16. Members will note from the application that the premises held a large dance event between approximately 9pm on 26th December 2018 and 4am on 27th December 2018. It was found that this event did not comply with a large number of conditions which were consistent with the operating schedule and which had been agreed during consultation of the variation of 2018.
17. Members will note that, during the consultation period, Lancashire Constabulary and the Licence Holder met to discuss the application. The Licence Holder and DPS had undergone training with a licensing specialist who provided a statement which is appended at Appendix 3.

- 18. Following this, a number of policies were produced for the premises. Copies of these policies are appended at Appendix 4.
- 19. In accordance with Regulation 8, the applicant has been requested to provide the following information:

The measures which, in your view, would be appropriate for the promotion of the licensing objectives.

- 20. In accordance with the same Regulation, the Licence Holder has been requested to provide the following information:

Confirmation of the measures the licence holder has put in place since the review application was served in order to promote the licensing objectives.

IMPLICATIONS OF REPORT

- 21. This report has implications in the following areas and the relevant Directors’ comments are included:

Finance		Customer Services	
Human Resources		Equality and Diversity	
Legal	X	Integrated Impact Assessment required?	
No significant implications in this area		Policy and Communications	

COMMENTS OF THE STATUTORY FINANCE OFFICER

- 22. There are no comments from the Statutory Finance Officer.

COMMENTS OF THE MONITORING OFFICER

- 23. The powers available to the sub-committee are described in the body of the report.

The licence holder and the police enjoy a right of appeal against the decision of the licensing authority to the local magistrates’ court within 21 days of notice of the decision.

The duty of the sub-committee to have regard to any relevant representations, national guidance issued by the Home Office under Section 182 of the Licensing Act 2003 and also to the Council’s adopted licensing policy is referred to in the body of the report.

Aspects of the Human Rights Act 1998 are engaged, namely the right to a fair trial and the protection of property.

DETERMINATION AND OPTIONS

- 24. The decision should be based on the individual merits of the application and the representations (if any). In accordance with Regulation 26(2) of the Licensing Act 2003 (Hearings) Regulations 2005, a decision must be made within the period of 5 working days beginning with the day or the last day on which the hearing was held.
- 25. In accordance with Section 52 of the Act, the Authority must, having regard to the application and any representation made, take such steps mentioned below (if any) as it considers appropriate for the promotion of the licensing objectives:
 - To modify the conditions of the licence, (including altering, omitting or adding any condition),
 - To exclude a licensable activity from the scope of the licence,
 - To remove the designated premises supervisor,

- To suspend the licence for a period not exceeding three months, or
- To revoke the licence.

26. Where members decide to take such steps at a. or b. of paragraph 20 above, they *may* provide that they have effect for only such a period (not exceeding three months) as they may specify.

Asim Khan
DIRECTOR (CUSTOMER AND DIGITAL)

APPENDICES

Appendix	Description
Appendix 1	Current Premises Licence
Appendix 2	Application for the Review of a Premises Licence
Appendix 3	Witness statement
Appendix 4	Copies of policies

BACKGROUND PAPERS

Document	Date	Place of Inspection
The Council's Statement of Licensing Policy	2016 - 2021	The Council's Statement of Licensing Policy
Secretary of State Section 182 Guidance	April 2018	Secretary of State Section 182 Guidance

Report Author	Ext	Date
Nathan Howson	5665	19 th February 2019

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Premises Licence PLA0315

Part 1 – Premises Details

POSTAL ADDRESS OF PREMISES, OR IF NONE, ORDNANCE SURVEY MAP REFERENCE OR DESCRIPTION

Park Plaza
 Park Hall Hotel Park Hall Road Charnock Richard Chorley PR7 5LP

WHERE THE LICENCE IS TIME LIMITED THE DATES

Not applicable

LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE

- Indoor Sporting Event
- Boxing or Wrestling Entertainment
- Performance of Live Music
- Performance of Recorded Music
- Other entertainment
- Entertainment Facilities - Dancing
- Late Night Refreshment
- The sale by Retail of Alcohol

THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES

Activity (and area if applicable)	Days and times
Indoor Sporting Event (Indoors)	Monday to Sunday 00:01 - 00:00
Boxing or Wrestling Entertainment (Indoors)	Monday to Sunday 00:01 - 00:00
Performance of Live Music (Indoors)	Monday to Sunday 00:01 - 00:00
Performance of Recorded Music (Indoors)	Monday to Sunday 00:01 - 00:00
Other entertainment	Monday to Sunday 00:01 - 00:00
Entertainment Facilities - Dancing (Indoors)	Monday to Sunday 00:01 - 00:00
Late Night Refreshment (Indoors)	Monday to Sunday 23:00 - 05:00

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The sale by Retail of Alcohol (On and off the premises) Monday to Sunday 00:01 - 00:00

THE OPENING HOURS OF THE PREMISES

Monday to Sunday 00:01-00:00

WHERE THE LICENCE AUTHORISES THE SUPPLIES OF ALCOHOL WHETHER THESE ARE ON AND / OR OFF SUPPLIES

The sale by retail of alcohol for consumption both ON and OFF the premises.

Part 2

NAME, (REGISTERED) ADDRESS, TELEPHONE NUMBER AND EMAIL (WHERE RELEVANT) OF HOLDER OF PREMISES LICENCE

Lakeside Collection Ltd Boltholt Country Park Hotel Walshaw Road Bury Lancashire
Telephone number: 01257 485000
Telephone number: 0161 762 4106
Email address: rachaelkillworth@kuits.com

REGISTERED NUMBER OF HOLDER, FOR EXAMPLE COMPANY NUMBER, CHARITY NUMBER (WHERE APPLICABLE)

Lakeside Collection Ltd 02832650

NAME, ADDRESS AND TELEPHONE NUMBER OF DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORISES THE SUPPLY OF ALCOHOL

Mr Joji Easo 31 Redcar Road Blackpool FY1 2LR
Mobile phone number: 07886586641

PERSONAL LICENCE NUMBER AND ISSUING AUTHORITY OF PERSONAL LICENCE HELD BY DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORISES FOR THE SUPPLY OF ALCOHOL

Licence Number: PA2552 Issuing Authority: Blackpool Borough Council

ANNEXES

ANNEX 1 – MANDATORY CONDITIONS

Licensing Act 2003 Premises Licence

PLA0315

MANDATORY DRINKS CODE

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.

ALCOHOL PROMOTIONS

(1) The responsible person must ensure that staff on 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.

(a) games or other activities which require or encourage, or are designed to require or encourage, individuals to -
(i) 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
(ii) drink as much alcohol as possible (whether within a time limit or otherwise);

(b) 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 in a manner which carries a significant risk of undermining a licensing objective ;

(c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;

(d) 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

DISPENSING ALCOHOL

(e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

FREE TAP WATER

The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

AGE VERIFICATION

- (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
- (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
- (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or

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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 either;

- (a) a holographic mark, or .
- (b) an ultraviolet feature. .

ALCOHOL 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

(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

EXHIBITION OF FILMS

1a) The Premises licence holder shall ensure that the admission of children to the exhibition of any film shall be restricted in accordance with section 20 of the Licensing Act 2003(the Act)

1b) Unless section 20(3) (b) of the Act applies, admission of children to the exhibition of any film must be restricted in accordance with any recommendation made by the film classification board specified in this licence

1c) Where section 20(3) (b) of the Act applies, admission of children to the exhibition of any film must be restricted in accordance with any recommendation made by the licensing authority

1d) Where no film classification board is specified in this licence admission of children to the exhibition of any film shall be restricted in accordance with any recommendation made by the licensing authority.

1e) For the purposes of this condition:-

"children" means persons aged under 18; and

"film classification board" means the person or persons designated as the authority under section 4 of the Video Recordings Act 1984

(authority to determine suitability of video works for classification)

DOOR SUPERVISORS

The Premises licence holder shall ensure that each individual present on the premises to carry out a security activity [as defined by paragraph 2(1) (a) of the Schedule 2 to the Private Security Industry Act 2001] must be licensed by the Security Industry Authority.

SCHEDULE Mandatory Licensing Condition

MINIMUM DRINKS PRICING

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

2. For the purposes of the condition set out in paragraph 1-

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(a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979(a); .

(b) "permitted price" is the price found by applying the formula $P = D + (D \times V)$

where-

(i) P is the permitted price,

(ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

(iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence

(i) the holder of the premises licence,

(ii) the designated premises supervisor (if any) in respect of such a licence, or

(iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

(d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994(b).

3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

ANNEX 2 – CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE

Note – Some conditions may apply to one or more of the objectives

General

NONE

Prevention of Crime and Disorder

1. At least 21 days prior to any event taking place at the premises including any externally promoted events with a capacity of 500 persons or more, the Premises Licence Holder or Designated Premises Supervisor shall notify the Licensing Authority and Lancashire Police of the event, and shall provide a risk assessment/event

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management plan to them in respect of the event. For externally promoted events full details will be provided of the identity of the external promoters.

The event shall only go ahead with written consent of the Police.

The premises shall only be used to carry out licensable activities for pre-booked or pre-scheduled events.

2. The DPS or in his/her absence the person in charge of the premises, shall keep and maintain a door supervisor log book in respect of each period of duty of that door supervisor:-
 - a) His/her full name and SIA badge number
 - b) The time at which he/she commenced that period of duty with a signed acknowledgement by that person
 - c) The time at which he/she finished that period of duty with a signed acknowledgement by that person
 - d) Any times during the period of duty when he/she was not on duty and
 - e) The full name of the person/company by whom the door supervisor is employed or through whom the services of that person were engaged

The number of SIA registered door supervisors employed shall be in accordance with the following ratio: a minimum of two from opening and for the first 100 customers: one additional for every 100 customers.

Whenever licensable activities are taking place at the premises the required number of door staff according to the ratio, will, at the end of the evening monitor both inside and outside until the last customer has dispersed.

Door supervisors will wear high visibility armbands

3. There shall be no entry to the premises after 01.00 daily, save for residents of the Park Hall Hotel and their bona fide guests, users of other facilities on the Park Hall Hotel site and for returning smokers.
5. Customers shall not be permitted to leave the premises with bottles or glasses
6. There shall be a documented search policy which will be implemented and adhered to.
7. The premises shall operate and maintain a CCTV system which shall be in use during all times licensable activities are taking place at the premises and comply as follows:
 - a) The system shall cover all entrances and exits from the premises, in addition to covering all internal and external areas of the premises used to supply or consume licensed products
 - b) The focus of the camera(s) shall be so as to enable clear identification of persons on the premises
 - c) The system will be capable of time and date stamping recordings and retaining said recordings for at least 28 days
 - d) Signage advising that CCTV is in operation will be displayed.
 - e) The premises licence holder shall ensure that the designated premises supervisor, or in his / her absence other responsible person is trained in the use of the CCTV system for providing downloads of footage to Police Officers or authorised officer in accordance with the principles of the Data Protection Act or any subsequent or alternative legislation
8. The premises licence holder shall require the designated premises supervisor, or in his/her absence other responsible person, to keep an Incident/Refusals Register in which full details of all incidents are recorded. This shall include details of any refused sales and shall give details of the persons involved, incident description, time and date, actions taken and final outcome of the situation. This shall be completed as soon as possible and in any case no later than the close of business on the day of the incident. The time and date when the report was completed, and by whom, is to form part of the entry. The register is to be kept on the premises at all times and shall be produced to a Police Officer or authorised officer upon request.
9. Alarms will be fitted to the fire exit doors to inform staff in the event that they are opened
10. A drug safe must be installed at the entrance to the premises and arrangements made with Lancashire Police to remove any seized/surrendered items on a regular basis. A record will be kept of all seized items.

Public Safety

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1. A first Aid Box will be available at reception and at each bar in the premises at all times.
2. Regular safety checks shall be carried out by staff
3. Management shall liaise with the Fire Authority as necessary to ensure compliance with all necessary fire regulations

Prevention of Public Nuisance

1. Noise from amplified music or voices shall not be such as to cause a noise nuisance to occupants of nearby premises.
2. No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance
3. The site shall be cleared of litter at regular intervals
4. Notices will be positioned at the exits to premises requesting customers to leave in a quiet manner
5. Doors and windows at the premises are to remain closed after 23.00, save for access and egress
6. A documented Dispersal Policy will be implemented and adhered to
7. The premises licence holder/designated premises supervisor will come to an arrangement with a private hire taxi company who will offer a ring back service. Customers shall be encouraged by staff and door staff to wait inside for their taxis

Protection of Children From Harm

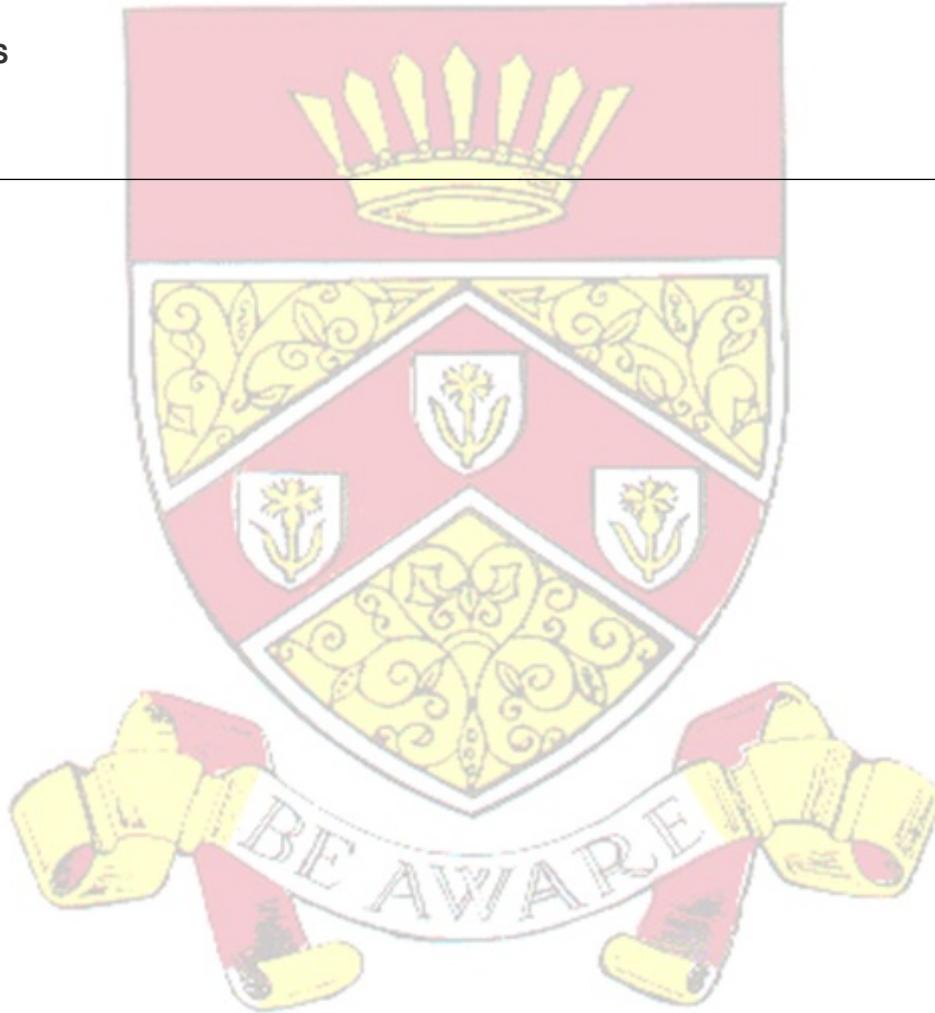
1. A documented Challenge 25 scheme will be operated at the premises. The Challenge 25 scheme will be actively promoted and advertised at the premises and any person purchasing alcohol, who appears to be under 25 years of age, shall be asked to provide acceptable identification to prove that they are 18 years of age or over. Failure to supply such identification will result in no sale or supply of alcohol to that person. The Proof of Age Standards Scheme (PASS) will be actively promoted at the premises by the display of Challenge 25 posters bearing the PASS logo. A PASS accredited holographic proof of age card will be the main identification document accepted at the premises as proof of age. A PASS card must be accepted as proof of age if a purchaser possesses one. Where a purchaser does not possess a PASS accredited proof of age card, only the following alternative forms of identification will be acceptable
 - (a) Photo Driving Licence
 - (b) Passport or
 - (c) Her Majestys Forces Warrant Card
 - (d) National including EU Identity Cards
2. Children shall not be permitted entry to the premises, save for occasions when specific childrens entertainment is being organised. On those occasions, only soft drinks will be available from the premises.
3. A documented training scheme shall be introduced for all staff in a position to sell, serve or deliver alcohol. The scheme shall be made available for inspection at the request of any Police Officer, Trading Standards Officer or Local Authority Enforcement Officer. The Designated Premises Supervisor or Premises Licence Holder shall conduct six monthly training reviews with all members of staff authorised to sell, serve or deliver alcohol in order to reinforce the training and to promote best practice. The written record shall be kept of the content of such reviews and be available for inspection by any responsible authority upon request.

ANNEX 3 – CONDITIONS ATTACHED AFTER A HEARING BY THE LICENSING AUTHORITY

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Premises Licence **PLA0315**

NONE

ANNEX 4 – PLANS



Licensing Act 2003
Premises Licence PLA0315

Summary of Licence

Premises Details

POSTAL ADDRESS OF PREMISES, OR IF NONE, ORDNANCE SURVEY MAP REFERENCE OR DESCRIPTION

Park Plaza
 Park Hall Hotel Park Hall Road Charnock Richard Chorley PR7 5LP

WHERE THE LICENCE IS TIME LIMITED THE DATES

Not applicable

LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE

- Indoor Sporting Event
- Boxing or Wrestling Entertainment
- Performance of Live Music
- Performance of Recorded Music
- Other entertainment
- Entertainment Facilities - Dancing
- Late Night Refreshment
- The sale by Retail of Alcohol

THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES

Activity (and area if applicable)	Days and times
Indoor Sporting Event (Indoors)	Monday to Sunday 00:01 - 00:00
Boxing or Wrestling Entertainment (Indoors)	Monday to Sunday 00:01 - 00:00
Performance of Live Music (Indoors)	Monday to Sunday 00:01 - 00:00
Performance of Recorded Music (Indoors)	Monday to Sunday 00:01 - 00:00
Other entertainment	Monday to Sunday 00:01 - 00:00
Entertainment Facilities - Dancing (Indoors)	Monday to Sunday 00:01 - 00:00

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Premises Licence **PLA0315**

Late Night Refreshment (Indoors)	Monday to Sunday 23:00 - 05:00
The sale by Retail of Alcohol (On and off the premises)	Monday to Sunday 00:01 - 00:00

THE OPENING HOURS OF THE PREMISES
Monday to Sunday 00:01-00:00

WHERE THE LICENCE AUTHORISES THE SUPPLIES OF ALCOHOL WHETHER THESE ARE ON AND / OR OFF SUPPLIES
The sale by retail of alcohol for consumption both ON and OFF the premises.

Part 2	
NAME, (REGISTERED) ADDRESS OF HOLDER OF PREMISES LICENCE	
Lakeside Collection Ltd	Boltholt Country Park Hotel Walshaw Road Bury Lancashire

REGISTERED NUMBER OF HOLDER, FOR EXAMPLE COMPANY NUMBER, CHARITY NUMBER (WHERE APPLICABLE)	
Lakeside Collection Ltd	02832650

NAME OF DESIGNATED PREMISES SUPERVISOR WHERE THE PREMISES LICENCE AUTHORISES THE SUPPLY OF ALCOHOL
Mr Joji Easo

STATE WHETHER ACCESS TO THE PREMISES BY CHILDREN IS RESTRICTED OR PROHIBITED

Chorley Council

Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.
 If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

I Richard Ian Charles HORTON-----

apply for the review of a premises licence under section 51 of the Licensing Act 2003 for the premises described in Part 1 below

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description Park Hall Plaza Night Club Park Hall Road Charnock Richard Chorley PR75LP	
Post town Chorley	Post code (if known) PR75LP

Name of premises licence holder or club holding club premises certificate (if known) Mr. Joji EASO
--

Number of premises licence or club premises certificate (if known) 1
--

Part 2 - Applicant details

I am PS 777 Richard Ian Charles HORTON

Please tick ✓ yes

- 1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below)
- 2) a responsible authority (please complete (C) below)
- 3) a member of the club to which this application relates (please complete (A) below)

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick ✓ yes

Mr Mrs Miss Ms Other title
(for example, Rev)

Surname

First names

I am 18 years old or over

Please tick ✓ yes

Current postal address if different from premises address

Post town

Post Code

Daytime contact telephone number

E-mail address (optional)

(B) DETAILS OF OTHER APPLICANT

Name and address

Telephone number (if any)

E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address PS 777 Richard Horton, Lancashire Constabulary, South Division HQ Lancaster Road, Preston PR12SA
Telephone number (if any) 01772 209794
E-mail address (optional) Richard.horton@lancashire.pnn.police.uk

This application to review relates to the following licensing objective(s)

- | | |
|---|-------------------------------------|
| | Please tick one or more boxes ✓ |
| 1) the prevention of crime and disorder | <input checked="" type="checkbox"/> |
| 2) public safety | <input checked="" type="checkbox"/> |
| 3) the prevention of public nuisance | <input checked="" type="checkbox"/> |
| 4) the protection of children from harm | <input type="checkbox"/> |

Please state the ground(s) for review (please read guidance note 2)

From around 9pm 26th December 2018 to 4am 27th December 2018 , the Park Plaza has operated a large dance event in breach of a number of licence conditions. These conditions were agreed by Park Hall Plaza as recently as November 2018 to promote the licensing objectives to prevent Crime and Disorder, secure Public Safety and to prevent Public Nuisance.

The rationale for the conditions was that should the Park Plaza be used to hold a large scale dance type event, there would be some police control to ensure that the event was managed safely and professionally and that it would not be used as a regularly opening nightclub. As such, the conditions were formulated to cover the occasional use of the nightclub for externally promoted events where Park Hall Plaza was being used as the event venue.

The DPS for Park Hall Plaza is Mr. Joji EASO.

Please provide as much information as possible to support the application (please read guidance note 3)

The licence conditions for Park Hall Plaza contain the following which were all breached during the running of this event.

21 Days Notice to Police and Police Consent

'The premises shall only be utilised for licensable activities for pre-booked or pre-scheduled events.'

And

21 days' notice of events over 500 persons and police written consent for these to proceed

On 26th December 2018 The Park Hall Plaza hosted a dance/rave event for around 1500 persons that ran until from 19:00 hrs 26th December 2018 to around 04:00 hrs 27th December 2018. This was a ticket only event promoted on Facebook as BTID (Bounce Til I Die) Park Hall Boxing Day 2018 with adverts appearing on Facebook from 19th November 2018. (Appendix 1)

The club provided its facilities to the event promoter free of charge and made its profits from the sale of drinks including alcoholic beverages to attendees.

This was clearly a pre-booked event for over 500 persons.

No notice of the event was passed to police at any point and the event went ahead without any police knowledge of it or any written consent.

On 16th January 2019, PS Richard Horton and PC Julie Stewart of the South Division Licensing Department attended Park Hall Hotel and spoke with the DPS Mr. EASO regarding the event.

He confirmed to the officers that the event had gone ahead as advertised and that he had not sought any police consent for it or received police written consent for it.. He confirmed that he was present at the event and that Park Hall made their profit from sales of drinks including alcoholic beverages.

He was unable to provide any record of the security staff used on the night and the door staff record book at the Park Hall Plaza did not contain any entry for the 26th December 2018.

He stated that there was a 5 year contract in place to provide the Park Hall Plaza venue for BTID events on Boxing Days.

Mr. EASO produced a premises risk assessment plan (Appendix 2) which was not in any way an event plan but rather a generic "slips and trips" type assessment. There are indications that this plan was itself a cut and paste relating to a different premises.

Search Policy

There shall be a documented search policy which will be implemented and adhered to.

Mr EASO was unable to provide the officers with any documented search policy in relation to Park Plaza.

CCTV at Park Plaza

The premises shall operate and maintain a CCTV system which shall be in use during all times licensable activities are taking place at the premises and comply as follows:

- a) The system shall cover all entrances and exits from the premises, in addition to covering all internal and external areas of the premises used to supply or consume licensed products
- b) The focus of the camera(s) shall be so as to enable clear identification of persons on the premises
- c) The system will be capable of time and date stamping recordings and retaining said

recordings for at least 28 days

d) Signage advising that CCTV is in operation will be displayed.

e) The premises licence holder shall ensure that the designated premises supervisor, or in his / her absence other responsible person is trained in the use of the CCTV system for providing downloads of footage to Police Officers or authorised officer in accordance with the principles of the Data Protection Act or any subsequent or alternative legislation

A check of the CCTV at Park Hall Plaza showed that 9 CCTV cameras (around half of the system) were off line. The system was only recording for 14 days and that two of the working cameras were effectively useless in low light / night conditions. Mr. EASO was unable to operate the CCTV system and was unable to tell the officers the details of anybody who knew how to operate the CCTV system.

Incident / Refusals Register

. The premises licence holder shall require the designated premises supervisor, or in his/her absence other responsible person, to keep an Incident/Refusals Register in which full details of all incidents are recorded. This shall include details of any refused sales and shall give details of the persons involved, incident description, time and date, actions taken and final outcome of the situation. This shall be completed as soon as possible and in any case no later than the close of business on the day of the incident. The time and date when the report was completed, and by whom, is to form part of the entry. The register is to be kept on the premises at all times and shall be produced to a Police Officer or authorised officer upon request.

Mr. EASO was unable to provide the officers with any incident or refusals register. The only similar record that he could present was an accidents book recording injuries to hotel guests.

Drug Safe

A drug safe must be installed at the entrance to the premises and arrangements made with Lancashire Police to remove any seized/surrendered items on a regular basis. A record will be kept of all seized items.

The drug safe was examined and emptied by the officers but Mr. EASO was unable to provide any record of seized items and confirmed that no such record was kept.

Safety Checks

Regular safety checks shall be carried out by staff.

Mr. EASO was unable to present any records or standard procedure / briefing documents to show that any safety checks had taken place. (Appendix 3)

Dispersal Policy

A documented Dispersal Policy will be implemented and adhered to

Mr. EASO was unable to present any documented dispersal policy

SIA Licensing

'The Premises licence holder shall ensure that each individual present on the premises to carry out a security activity [as defined by paragraph 2(1) (a) of the Schedule 2 to the Private Security Industry Act 2001] must be licensed by the Security Industry Authority.'

There was no evidence that Mr EASO had carried out his duties in relation to ensuring that door staff were SIA Licensed

Other Matters

There was no evidence shown to us that Mr EASO was exercising day to day management of the premises. In particular we noted an absence of search policy, drugs policy, or staff training records in respect of Challenge 25.

Please tick ✓ yes

Have you made an application for review relating to the premises before

If yes please state the date of that application

Day		Month		Year			
┆	┆	┆	┆	┆	┆	┆	┆

If you have made representations before relating to the premises please state what they were and when you made them

Please tick ✓

yes

- I have sent copies of this form and enclosures to the responsible authorities and the premises licence holder or club holding the club premises certificate, as appropriate
- I understand that if I do not comply with the above requirements my application will be rejected

IT IS AN OFFENCE, LIABLE ON CONVICTION TO A FINE UP TO LEVEL 5 ON THE STANDARD SCALE, UNDER SECTION 158 OF THE LICENSING ACT 2003 TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION

Part 3 – Signatures (please read guidance note 4)

Signature of applicant or applicant’s solicitor or other duly authorised agent (please read guidance note 5). **If signing on behalf of the applicant please state in what capacity.**

Signature 

Date 21/01/2019

Capacity LICENSING SERGEANT - SOUTH DIVISION

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 6)	
Post town	Post Code
Telephone number (if any)	
If you would prefer us to correspond with you using an e-mail address your e-mail address (optional)	

Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant’s agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.

APPENDIX ONE

ADVERTS FOR EVENT AT PARK HALL PLAZA

19/01/2018 Advert #2792125

27/11/2018 DJ Nitra m > BTID Park Hall Boxing Day 2018





Event Tickets From: £20.00

Lancashire

Time Left: 0d, 0h

Event Details

Advert Ref: #2792125

Posted: 19 Nov '18, Expires: 26 Dec '18

Visits: 911

Share

Print

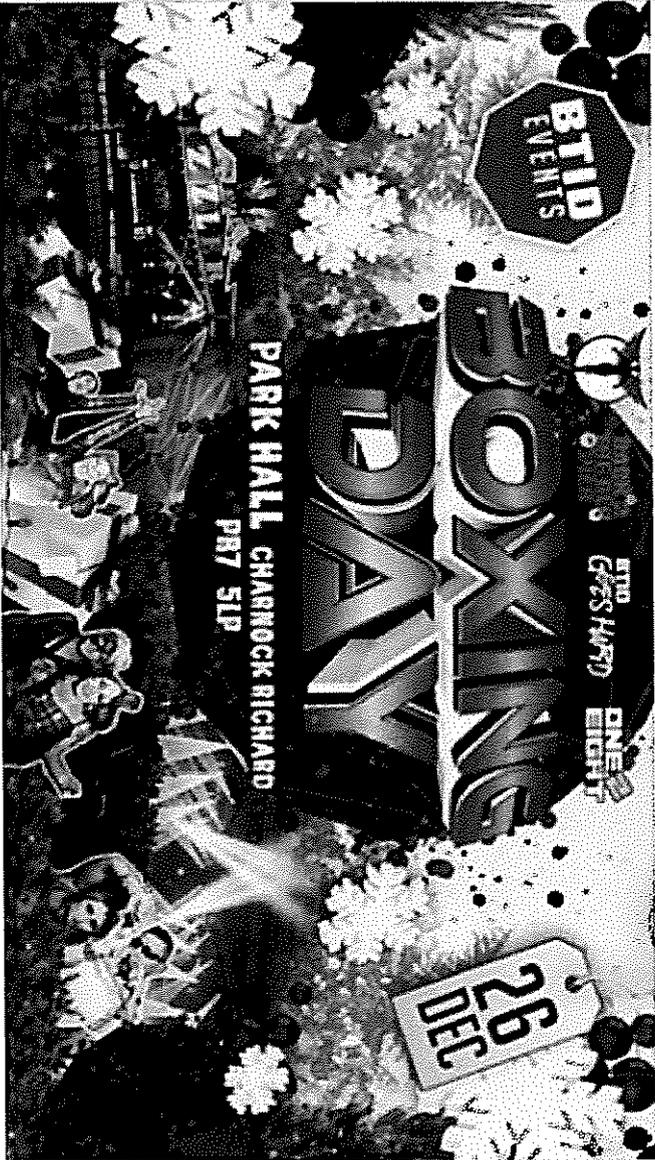
Watch

Reply to Advert

Report This Advert



DJ Nitra m ▶ BTID Park Hall Boxing Day 2018
27 November 2018 · 🌐



9 Likes 2 Shares

Like

English (UK) · Polski · Español ·
Português (Brasil) · Français (France)



Privacy · Terms · Advertising · AdChoices ·
Cookies · More ·
Facebook © 2019

APPENDIX TWO

Premises Risk Assessment



Danny Sheehan
Director

Please don't print this e-mail unless you really need to

424-456 Haydock Lane
Haydock Industrial Estate
Haydock, St. Helens, WALL 9UY
T :- 01942 277 279
M :- 07402 267 950
E :- DANNY.S@NORTHWESTSECURITYSERVICES.CO.UK

VENUE RISK ASSESSMENT

Date:	Assessed by:	Checked / Validated* by:	Location: (4)	Assessment ref no (5)	Review date: (6)
Nov/18	Danny Sheehan	Damian Hall/Mark Hussey	Park Plaza		Nov/19

Task / premises: - Park Plaza

Foreword: -

I have been requested to conduct a full independent risk assessment of Bar Lush (Appendix 1) located in Bolton town Centre and associated activities within the premises.

This was carried out on Nov/18

The Document should be read in conjunction with the published Risk Assessments that have been carried out in relation to their day-to-day duties within Park Plaza

Result: - T = trivial, A = adequately controlled, N = not adequately controlled, action required, U = unknown risk

- Comment [M31]: Park Plaza
- Comment [M32]:
- Comment [M33]:

Activity	Hazard/Reference	Who might be harmed and how	Existing measures to control risk	Risk rating (12)	Result (13)
A full risk assessment of Park Plaza	Slips, trips & Falls Crime & Disorder Risk of being a victim of crime, i.e. assault	Staff, Visitors, Public Cleaners - could suffer injury e.g. sprains or fractures if they fall Unauthorised persons gaining entry to the site, Violence	Good standards of housekeeping maintained Trailing cables positioned neatly away from walkways Damage to floor coverings and other repairs and maintenance reported immediately for repair/replacement as necessary. Floors kept clear of items, e.g. Regularly monitored by all staff Floor cleaned regularly Adequate lighting provided on stairways and stairs painted accordingly demonstrating good practice All access doors to the premises are monitored by an HDR CCTV System utilising real time recording. This CCTV system, covers both internal and external areas of the venue. When the premises are open to the public, the venue has fully qualified and SIA licensed security personnel in situ monitoring external doors. All staff, are fully aware of incident reporting protocols and their relevant duties. Good use of signage upon entry and external doors	Low	A

Result: - T = trivial, A = adequately controlled, N = not adequately controlled, action required, U = unknown risk

Activity	Hazard/Reference	Who might be harmed and how	Existing measures to control risk	Risk rating (12)	Result (13)
	Manual Handling – carrying, lifting, pulling, and pushing heavy loads.	Staff - could suffer from back pain if heavy/bulky objects carried incorrectly	Staff trained in correct manner and appropriate manual handling techniques Staff given a clear documented induction in line with policies by qualified and competent instructors.	Low	A
	Noise	Staff might suffer permanent or temporary hearing damage from long-term exposure to loud music. All staff assumed to be at risk, particularly DJ and bar staff.	Regular check of sound systems to ensure balance/proper control. Staff rotation between quiet and noisy areas Staff trained in noise risks and the protective measures needed.	Low	A
Electrical		Staff and others - could suffer electrical shock or burns if equipment is faulty	All equipment used in accordance with the manufacturer's instructions and staff trained in its use Portable Appliance Testing (PAT) is carried out in accordance with relevant Code of Practice on the Maintenance of Electrical Equipment Defective plugs, cables equipment etc reported to for repair/replacement, however see recommendations and Sufficient power sockets provided to reduce need for extension cables Staff discouraged from bringing in own electrical equipment as maintenance cannot be assured Liquid spills mopped up immediately	Med	N

Result: - T = trivial, A = adequately controlled, N = not adequately controlled, action required, U = unknown risk

Activity	Hazard/Reference	Who might be harmed and how	Existing measures to control risk	Risk rating (12)	Result (13)
Fire		Staff and public may suffer serious, possibly fatal, injuries from smoke inhalation, burns, structural collapse	Staff inductions include fire evacuation procedures and means of raising the alarm already carried out. Annual fire evacuation practice carried out. Access to fire exits kept clear & visible signage. Regular removal of combustible waste	Med	A
Lone working		Staff - If presence not known in the event of an emergency or if there is a threat to personal security	N/a	N/a	N/a
Falls from height		Staff - retrieving items stored at height	N/a	N/a	N/a
Environmental hazards		Public/Staff – may feel too hot/cold or suffer other general discomfort	Building temperatures kept as reasonable as possible with supplementary heating/cooling available. Premises is adequately ventilated	Low	A
	a) thermal comfort b) space	Staff and others – contact with furniture if insufficient space to move around	Constant monitoring of areas of congestion e.g. dance floor, bar, toilets. Fully adhering to the 3 D's principles of crowd control: - <ul style="list-style-type: none"> • Density • Dynamics and • Distress Plus the conditions of the Premises License.	Low	A

Result: - T = trivial, A = adequately controlled, N = not adequately controlled, action required, U = unknown risk

Activity	Hazard/Reference	Who might be harmed and how	Existing measures to control risk	Risk rating (12)	Result (13)
c) lighting		Staff and others – may suffer eyestrain if lighting is insufficient or of the wrong type	Lighting levels sufficient for the room, tasks undertaken and glare is minimised Window blinds fitted where necessary to adjust lighting levels	Low	A
d) Hygiene & welfare		All staff & others could experience general discomfort	Light switches are easily accessible Toilets supplied with hot/cold water, soap and towels, any deficiencies are reported to staff. No smoking policy implemented, with external smoking area outside the premises.	Low	A
	Glazing and mirrors	Staff and the public may suffer serious injury from impact with windows/mirrors that are not evident.	All mirrors fixed securely, see recommendations	Low/Med	A

Action plan (14)					
Ref	Further action required	Action by whom	Action by when	Done	
Slips, trips and falls	Constant monitoring	All	On going		
Crime	Constant monitoring, work in partnership with associated authorities	All	On going		

Result: - T = trivial, A = adequately controlled, N = not adequately controlled, action required, U = unknown risk

Manual Handling	Arrange manual handling training for all staff when identified	Management	On going	
Noise	Staff considered be particularly at risk identifying and providing with ear plugs. Health surveillance, including hearing tests, for 'at risk' staff.	All	On going	
Electricity	Constant monitoring			
Fire	Constant monitoring	All	On going	
Environmental hazards	Constant monitoring	All	On going	
Glazing and mirrors	Constant monitoring	All	On going	

Additional Comments/Conclusion

In relation to this venue it applies a proactive approach to safety, adhering as far as is reasonably practicable with the Licensing Act of 2005 and the four main licensing objectives and relevant Health and Safety Legislation e.g. the Management of Health and Safety at Work Regulations 1999 etc...

In addition to the findings above the CCTV cameras need to be looked at.

Result: - T = trivial, A = adequately controlled, N = not adequately controlled, action required, U = unknown risk

The venue management needs to take on board these findings and the positive manner in which the advice is given.

The above is my initial/preliminary risk assessment based upon my observations plus my knowledge of the working procedures of licensed premises.

I would like to comment that it would have been impossible to produce this document only the full co-operation and assistance of all management and staff who granted me unprecedented access to all areas.

I would like to review this document again in Nov/19 in conjunction with any recommendations from the Local Licensing Authority and associated partners.

Should anyone wish to discuss this document and its findings, please do not hesitate to contact me.

Kind Regards

Danny Sheehan

Result: - T = trivial, A = adequately controlled, N = not adequately controlled, action required, U = unknown risk

8



APPENDIX THREE

Copy of Door Supervisor Book.



DOOR SUPERVISORS INCIDENT BOOK

Venue Name

Start Date Finish Date

Day CHP Saturday

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Date 24 11 18

Door Supervisors on Duty

Name	Badge No.	Expiry Date	Time on	Time off	Signature
Jean McDonough	5737	2021	20:00	2:00	S. McDon
M. EDWARDS	5917	2021	20:00	2:00	M.E.
P GREENSITT	7386	2021	20:00	2:00	P Green
P Guilfoyle	1256	28.00	20:00	2:00	P Guilfoyle
P GREENSITT	7386	4000	20:00	2:00	P Green
P Guilfoyle	1256	28 MAY	20:00	2:00	P Guilfoyle
P GREENSITT	7386				

Fire Exit Check

I confirm that all fire exits are clear and unobstructed by any obstacle

Time Checked	Initials	Time	Initials	Time	Initials
Start of Shift		22:30		01:30	
20:00		23:00		02:00	
20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Capacity Logo Check

Time Checked	Initials	Time	Initials	Time	Initials
19:30		22:30		01:30	
20:00		23:00		02:00	
20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Floor / Toilet Check Log

Floor & Toilet Areas check for spillages / glass every day at the following times, and any hazards reported to Duty Manager for action.

Time Checked	Initials	Time	Initials	Time	Initials
19:30		22:30		01:30	
20:00		23:00		02:00	
20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Enforcement Visit Log

Time of Visit	Details of Visit / Action Taken	AM informed

Day

000000

Date 1 / 12 / 18

Door Supervisors on Duty

Name	Badge No.	Expiry Date	Time on	Time off	Signature
P GREENSITT	7386	4,19	2000	0200	P Greensitt
P Guiltaylor	1256	28 20	20:00	02:00	P Guiltaylor
P Guiltaylor	1256	28 20	20:00	02:00	P Guiltaylor
P GREENSITT	7386	4,19	2000	0200	P Greensitt
G LEE	2221	29 21	2000	0200	G Lee

Fire Exit Check

I confirm that all fire exits are clear and unobstructed by any obstacle

Time Checked	Initials	Time	Initials	Time	Initials
Start of Shift		22:30		01:30	
20:00		23:00		02:00	
20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Capacity Logo Check

Time Checked	Initials	Time	Initials	Time	Initials
19:30		22:30		01:30	
20:00		23:00		02:00	
20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Floor / Toilet Check Log

Floor & Toilet Areas check for spillages / glass every day at the following times, and any hazards reported to Duty Manager for action.

Time Checked	Initials	Time	Initials	Time	Initials
19:30		22:30		01:30	
20:00		23:00		02:00	
20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Enforcement Visit Log	Time of Visit	Details of Visit / Action Taken	AM Informed

Day **FRIDAY**

000000

Date **7 / 12 / 18**

Door Supervisors on Duty

Name	Badge No.	Expiry Date	Time on	Time off	Signature
A GREENSITT	7386	4 - 19	20:00	02:00	P. Greensitt
A. FINE	7379	28.8.18	20:00	02:00	A. Fine
P. GUILFORD	1256	28/3/20	20:00	02:00	P. Guilford
S. McDONOUGH	5737	24/6/21	20:00	02:00	S. McDonough

Fire Exit Check *I confirm that all fire exits are clear and unobstructed by any obstacle*

Time Checked	Initials	Time	Initials	Time	Initials
Start of Shift		22:30		01:30	
20:00		23:00		02:00	
20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Capacity Logo Check

Time Checked	Initials	Time	Initials	Time	Initials
19:30		22:30		01:30	
20:00		23:00		02:00	
20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Floor / Toilet Check Log *Floor & Toilet Areas check for spillages / glass every day at the following times, and any hazards reported to Duty Manager for action.*

Time Checked	Initials	Time	Initials	Time	Initials
19:30		22:30		01:30	
20:00		23:00		02:00	
20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Enforcement Visit Log	Time of Visit	Details of Visit / Action Taken	AM Informed

Day **SATURDAY**

000000

Date **8 / 12 / 18**

Door Supervisors on Duty

Name	Badge No.	Expiry Date	Time on	Time off	Signature
P GREENSITT	7386	4-19	20:00	02:00	P.G.
A Riey	7379	8-19	20:00	02:00	A.R.
P Guilloyle	1250	28/5/20	20:00	02:00	P.G.
S. MCCOY	5737	24/6/21	20:00	02:00	S.M.
M. EDWARDS	5917	2021	20:00	02:00	M.E.
M. Ruffalo	4881	2020	20:00	02:00	M.R.

Fire Exit Check

I confirm that all fire exits are clear and unobstructed by any obstacle

Time Checked	Initials	Time	Initials	Time	Initials
Start of Shift		22:30		01:30	
20:00		23:00		02:00	
20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Capacity Logo Check

Time Checked	Initials	Time	Initials	Time	Initials
19:30		22:30		01:30	
20:00		23:00		02:00	
20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Floor / Toilet Check Log

Floor & Toilet Areas check for spillages / glass every day at the following times, and any hazards reported to Duty Manager for action.

Time Checked	Initials	Time	Initials	Time	Initials
19:30		22:30		01:30	
20:00		23:00		02:00	
20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Enforcement Visit Log

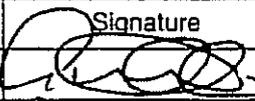
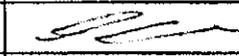
Enforcement Visit Log	Time of Visit	Details of Visit / Action Taken	AM informed

Day

000000

Date 14 / 12 / 18

Door Supervisors on Duty

Name	Badge No.	Expiry Date	Time on	Time off	Signature
GARY GANNON	0222	14/4/19	20:00	02:00	
PETER GREENSITT	7386	4-4-19	20:00	02:00	P Green
P Eulfoyle	1256	28 5 20	20:00	02:00	P Eulfoyle
Mark Smith	3499	27/12/19	20:00	03:30	
Sean McDonough	5737	24/6/21	20:00	03:30	S. McDonough
CAVIN LEE	2221	29/3/21	20:00	02:00	

Fire Exit Check I confirm that all fire exits are clear and unobstructed by any obstacle

Time Checked	Initials	Time	Initials	Time	Initials
Start of Shift		22:30		01:30	
20:00		23:00		02:00	
20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Capacity Logo Check

Time Checked	Initials	Time	Initials	Time	Initials
19:30		22:30		01:30	
20:00		23:00		02:00	
20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Floor / Toilet Check Log Floor & Toilet Areas check for spillages / glass every day at the following times, and any hazards reported to Duty Manager for action.

Time Checked	Initials	Time	Initials	Time	Initials
19:30		22:30		01:30	
20:00		23:00		02:00	
20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Enforcement Visit Log	Time of Visit	Details of Visit / Action Taken	AM Informed

Day

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Date 15 / 12 / 2018

Door Supervisors on Duty

Name	Badge No.	Expiry Date	Time on	Time off	Signature
P. GUNFOYLE	1256	28/5/20	20:00	02:00	<i>P. Gunfoyle</i>
ALAN FULY	7379	23.8.19	20:00	02:00	<i>[Signature]</i>
SEAN MCCONNELL	5737	24/6/21	20:00	02:00	<i>[Signature]</i>
Mark Luffford	4581	10/1/20	20:00	02:00	<i>[Signature]</i>
G. Lee	2221	29/3/21	20:00		<i>[Signature]</i>
PETER GREENHILL	7386	4.4.19	20:00	02:00	<i>P. Greenhill</i>

Fire Exit Check *I confirm that all fire exits are clear and unobstructed by any obstacle*

Time Checked	Initials	Time	Initials	Time	Initials
Start of Shift		22:30		01:30	
20:00		23:00		02:00	
20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Capacity Logo Check

Time Checked	Initials	Time	Initials	Time	Initials
19:30		22:30		01:30	
20:00		23:00		02:00	
20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Floor / Toilet Check Log *Floor & Toilet Areas check for spillages / glass every day at the following times, and any hazards reported to Duty Manager for action.*

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20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Enforcement Visit Log	Time of Visit	Details of Visit / Action Taken	AM informed

Day

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Date 21 112 118

Door Supervisors on Duty

Name	Badge No.	Expiry Date	Time on	Time off	Signature
Marie Smith	3499	27/12/19	20:00	2:00	
Jean McDonough	5737	24/6/21	20:00	2:00	S.McDonough

Fire Exit Check *I confirm that all fire exits are clear and unobstructed by any obstacle*

Time Checked	Initials	Time	Initials	Time	Initials
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20:30		23:30		02:30	
21:00		00:00		03:00	
21:30		00:30		03:30	
22:00		01:00		04:00	

Capacity Logo Check

Time Checked	Initials	Time	Initials	Time	Initials
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20:30		23:30		02:30	
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21:30		00:30		03:30	
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21:30		00:30		03:30	
22:00		01:00		04:00	

Enforcement Visit Log	Time of Visit	Details of Visit / Action Taken	AM informed

Witness Statement

(CJ Act 1967. S.9, MC Act 1980, s. 5a (3a) and 5B MC Rules 1981, r 70)

Statement of: Paul Douglas

This statement (consisting of 5 pages each signed by) me is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated 8th February 2019

Signature Paul Douglas

- 1.0 I am Paul Douglas and I am a self-employed licensing consultant, investigator and trainer based in Wigan, Greater Manchester. I am an accredited British Institute of Inn Keeping trainer and train students to obtain the Award for Personal Licence Holders to enable them to apply for personal licences and train such licence holders to obtain the Award for Designated Premises Supervisors I also train the licensed trade in Drug Awareness and awareness of premises licence conditions. These training sessions are organised by CPL Training Ltd, the largest provider of such training in the UK.
- 1.1 I served as a police officer with Merseyside Police for thirty three years and retired in 2010. From 1995 I specialised in alcohol licensing enforcement and, as the sergeant in charge of the licensing unit I conducted numerous overt visits and covert operations in bars and night-clubs throughout Merseyside.

- 1.2 Between 2005 and 2010 on behalf of Merseyside Police I presented evidence at seventy review hearings of which twenty five were Summary Reviews. I represented the Force at ten hearings in the Magistrates Court following the issue of Closure Orders under section 161 of the Licensing Act 9 (now repealed) and made application to the Magistrates for five Closure Orders under section 160 of the Act. I conducted dozens of test purchase operations and during licensing enforcement visits to problematic premises my officers and I issued eighty Closure Notices under S19 of Criminal Justice and Police Act 2001.

- 1.3 My experience of licensing enforcement including evidence gathering and presentation of this evidence at review hearings was acknowledged as Best Practice by the Home Office and through the Institute of Licensing of which I am the North West Regional Training Officer, I commenced a programme of fifty five regional training sessions nationwide to members of the legal profession, local authority licensing officers, the police and to the trade. These training sessions were followed up by intensive support visits to areas with specific problems. I retired from the police in February 2010.

- 1.4 Since retiring I set up my own consultancy business. I have often provided advice to police forces and local authorities on licensing matters. I have been retained as an evidence gatherer and professional witness in many matters subject to legal proceedings. I have on many occasions been requested to review the evidence introduced by Responsible Authorities (including the police) and Other Persons at licensing hearings and appeal hearings.

- 1.5 On November 8th 2016 I was invited to the House of Lords to give evidence to the Select Committee on the Licensing Act 2003.

- 2.0 In January 2019 Kuits Solicitors who are acting on behalf of the Premises Licence Holder asked me to assist in this matter. I was given a copy of a licensing review application. The review was sought as a result of the premises failing to comply with the conditions on the licence which had been issued only months earlier. The subject of the review was an event which had taken place on Boxing Day 2018. It was apparent that the management of the premises had not fully updated themselves with the conditions imposed on the premises licence. Whilst this is not acceptable it is extremely common and in fact the majority of the training I provide to the trade is understanding exactly what these conditions are.

- 2.1 On Wednesday 6th February 2019 I attended the premises and met with Mr Jonathan Butterworth the Group Operations Director and Mr Joji Easo the Designated Premises Supervisor for the venue to discuss the issues raised in the review application with a view to me advising the premises and providing training to staff in all of the relevant matters.

- 2.2 I advised the meeting that even though this was a very new premises licence and the Boxing Day event was the first big event there was no excuse for failing to comply with the conditions especially failing to notify the police that the event was to take place. Both gentlemen present were very apologetic and regretted the fact that this had not been done. We then considered the other alleged breaches of conditions attached to the premises licence. We went through them one by one and I explained the reasoning behind the conditions and how they related to the licensing objectives.

- 2.3 The CCTV system was not up to scratch but is to be updated to ensure full compliance with the licence condition prior to the venue hosting any more licensable activities. I have provided Mr Butterworth with templates of policies which will be adapted for the venue to cover the issues raised by the police. The venue now has a drugs policy which incorporates the condition relating to seized or surrendered drugs and contains proper recording instructions. A door supervisor policy has been provided which enables the management to ensure that all supervisors are properly registered. A documented dispersal policy is now in place. Finally a detailed search policy has also been provided. These policies will be fine-tuned for Park Hall Plaza.
- 2.4 I have also advised Mr Easo about keeping effective incident and refusals registers and how to compile them and how to produce effective risk assessments. I explained how staff training records should be compiled, what they should contain including enforcement of the Challenge 25 requirement. Mr Butterworth has requested that I conduct training sessions for all management and staff who are employed within the Company.
- 3.0 Undoubtedly mistakes have been made but I am confident that all of the matters have been addressed or will be addressed before any more licensable activities take place at the venue. Despite the breaches of the conditions the actual event on Boxing Day took place without incident and no licensing objectives were undermined which is actually a good reflection on the management. I feel that a condition requiring staff refresher training once a year will ensure that there will be no repetition.

Paul Douglas

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Lakeside Collection Ltd T/As Lavender Hotels

Park Hall Hotel

Park Plaza

Dispersal Policy

This policy details the actions which need to be taken with regard to compliance with the licensing act 2003. It is also designed to improve the wider management of the late night economy by detailing the steps which need to be taken to reduce the potential for disorder and disturbance.

It is considered by the company that the majority of disturbance and disorder is likely to occur as a result of a poorly thought out approach to managing the end of night period. The following policy sets out the steps which should be taken at the end of the trading session to minimise the potential for disorder and disturbance as customers leave the premises. This includes measures to disperse customers over an extended period and also to ensure customer leave the venue in an orderly fashion and without bottles or glasses.

It is recognised that the company has no direct jurisdiction outside of the boundaries of company premises although we will continue to use our best endeavours to encourage customers to leave the immediate area in an appropriate fashion.

Key control measures for all sites

1. Progressive winding down

In all instances the premises should ensure that the playing of music, which includes recorded music, live music and DJ music (where provided) is progressively wound down over the last half hour of the trading session, or immediately after the service of alcohol ceases. During this period it is the responsibility of the general or duty manager to ensure music is played which is of a quieter nature and a lower BPM.

Lighting levels throughout the premises should be gradually increased over the same period and not raised in a single step just prior to closure.

2. Announcements and signage

Towards the end of the night announcements should be made, if possible, which include the following: -

- a) All customers are reminded that they must not take alcohol off the premises and this should be enforced by the provision signage at the exit points of the venue and also all door supervisors must ensure that bottles and glasses are removed from any customers who are attempting to leave the premises with them.
- b) Customers should be asked to leave the premises in an orderly manner. Again, signage should be erected at appropriate exit points thanking them for their custom and requesting in addition that customers are considerate when they leave the premises.
- c) Details of local public transport and/ or a taxi services should be easily available to customers to enable them to disperse easily. This can be achieved by means of signage or by the availability of business cards for local taxi companies.

3. Door supervisors role

Where utilised, it is the responsibility of the door team, in conjunction with the site management team, to use their best endeavours to ensure:

- a) Customers who are leaving the premises do so in a quiet and orderly manner.

- b) If groups of customers are found to be loitering outside the premises after leaving they should be politely asked to move on.
- c) No bottles or glasses are permitted to be taken outside the site.
- d) Customers should be encouraged to leave gradually over the permitted period of “drinking up time”.
- e) The practise of “herding out” customers as soon as service of alcohol has ceased should be discouraged and customers should be encourages to leave gradually over the course of “drinking up” time.
- f) Members of the door team should be visible outside the unit for a period of time after closing until all groups of customers have left the vicinity.

4. General / duty mangers role

It is the ultimate responsibility of the general or duty manager to ensure that: -

- a) The door team are acting effectively and responsibility in line with their responsibilities detailed above.
- b) Customers are not causing any disturbance or nuisance within the vicinity of the unit. If any disturbances is occurring then customers should be asked politely to move on, if safe to do so, or authorities should be called to assist if situation becomes hostile.
- c) a member of the management team should be visible with the door team until all groups of the customers have dispersed.

Lakeside Collection Ltd T/As Lavender Hotels

Park Hall Hotel

Park Plaza

Drug Action Awareness Plan

This action plan has been devised in addition to the Drug policy located in the Licensing Manual and should be read in conjunction with it.

It details the actions to be taken to detect and prevent consumption of illegal drugs on Lakeside Collection Ltd's venues. Not every action will be relevant for every site, however consideration should be given to the measures below where applicable and each premise should maintain their own robust management and procedures.

The plan also covers the use of New Psychoactive Substances (NPS), commonly called 'Legal Highs'. Lakeside Collection Ltd makes no distinction between the use of NPS and illegal drugs, and therefore both should be managed in the same manner.

- Ensure all staff and management have taken the Drugs Awareness ELearning Module. Refresh this regularly, and in light of any serious incidents that may occur.
- Ensure all staff and management take responsibility for keeping a watchful eye for signs of Drug/ NPS dealing and use. Any suspicions by staff must be reported to the Duty Manager immediately and discretely. (E. g. Frequent trips to the toilet, erratic movement, aggressive behaviour, excessive consumption of soft drinks, in the company of many different persons, all of which stay with the individual for a short period of time).
- Signs of NPS use may be similar to that of the use of illegal drugs. As NPS cannot illegally be sold for human consumption they are often sold as incense, salts or plant food. Product names have started to emerge such as Clockwork Orange, Bliss and Mary Jane.
- A common type of NPS is the inhalation of Nitrous Oxide, more commonly known as "laughing gas". Users often buy it in small gas canisters, or "whippets", which are finger length steel cartridges. A small gadget, known as "the cracker" is used to release the gas from the canister into a balloon. Littering of canisters or balloons inside/outside the premises is a sign of the use of this particular NPS.
- Whilst serving the customer and making eye contacts look at their nostrils for signs of white powder. Also check for the payment with notes that have been tightly rolled.
- Ensure checks are carried out around the premises for tell-tale signs e.g. torn up beer mats, drinking straws or spoons left in toilets, small packets made of folded paper, card or foil.
- Frequent glass collecting, emptying outside ash trays and wiping down of tables can all be used as a "cover for surveillance".
- Encourage staff to "get to know" customers and make sure "they know you".
- Regular checks car park and garden areas should made.
- Hourly (at least) checks of the toilets by staff to include checking of cisterns for discarded bags. Ensure checks are logged.
- Ultraviolet lights on the outside of toilets and on the bar.
- Door staff checks 1 in 10 people for a drug/ NPS search.
- If venue has multiple floors then lock toilets on upper floors unless they are open for business.

- Grease down flat surfaces in the toilets with vegetable oil (NOT WD40). Or if this is not possible then eradicate any flat surfaces in your toilets by blocking cisterns, creating a 45 degree angle on top of the cisterns, removing toilet lids etc.
- Consider putting a lock and key on the disabled toilets, with a sign asking a customer to ask at the bar for the key if required.
- Where practicable replace full length toilet cubicle doors with doors that allow inspection of cubicles when occupied.
- Invite local licensing police to come and run a drugs/ NPS awareness session with the staff.
- Make sure the lighting above the toilet cubicles is bright as this dissuades drug use.
- Place toilet roll dispensers on upside down.
- Consider toilet attendants on busy nights as these dissuade drug/ NPS activity. Consider adding extra cameras if required. Make sure CCTV is recording good quality images and is regularly maintained.
- Any drugs/NPS found on a customer in venue, then they will be detained and police will be called and customer arrested, and permanent ban for the venue.
- Any drugs/ NPS found in the venue will be put into an evidence bag and logged with Police.
- Consider the use of a drugs/ NPS amnesty box if appropriate for the premises.

Lakeside Collection Ltd T/As Lavender Hotels

Park Hall Hotel

Park Plaza

Drugs Policy

This policy details the actions and processes which must be followed by Lakeside Collection Ltd employees with regard to the prevention of drug taking in areas under the control of the Lakeside Collection Ltd

The policy also covers the use of NPS (legal highs). Lakeside Collection Ltd makes no distinction between the use of NPS and illegal drugs and therefore both should be managed in the same manner.

Lakeside Collection Ltd operates a zero tolerance policy towards the consumption or use of all illegal drugs/NPS across all company sites. We will use our best endeavours to ensure that we take reasonable steps to prevent this taking place in any Lakeside Collection Ltd site. In any case where customers or employees are found to be in possession of illegal drugs/NPS the involvement of the police will be sought.

All employees must be familiar with and adhere to the drug/NPS awareness action plan.

Key Control Measures

All staff will receive relevant training on how to recognise the signs and effects of intoxication due to drug/NPS use. This will be carried out on a regular basis and will form part of the induction training for all new employees.

Signage will be displayed in public areas warning customers of Lakeside Collection Ltd operating a zero tolerance approach towards this activity, and that anyone found to be engaging in this will be ejected from the premises and reported to the police.

Where a customer or employee is suspected of being in possession of illegal substances/NPS the Company reserve the right to ask to search the person concerned. Any search will be carried out in line with the Company's customer search policy.

In the event that any person appears to have been adversely affected by consumption of illegal drugs/NPS the GM/DM/DPS will be responsible for ensuring that they receive attention from the relevant emergency services. In the event that the customer refuses this assistance this must be recorded in the incident log.

In accordance with best practice the GM/DM/DPS must ensure that in any case where the substance appearing to be either of an illegal or NPS nature is found on site it is retained in a secure place for possible analysis by the relevant authority.

Lakeside Collection Ltd T/As Lavender Hotels

Park Hall Hotel

Park Plaza

Crime Scene Preservation Policy

It is the policy of Lakeside Collection to ensure that where crimes occur on our premises, robust measures are out in place to ensure effective management and reporting of the incident.

Initial Action

Following a criminal offense the General / Duty Manager must be made aware and the Police should be called.

Minor Offenses – call 101

Serious Offenses – call 999

Irrespective of the victim's wishes the Police must be called whenever a criminal offense has been committed.

Where a suspect is detained, the Police must be informed and the call should be graded as an immediate response.

Details of the incident should be recorded in the Incident Due Diligence.

When contacting the Police a name and reference number must be requested and recorded down.

Crime Scene Preservation

In serious offenses such as victims injuries require medical attention or a weapon has been used the scene must be preserved for forensic examination. The scene should be cordoned off with tape and the access strictly prohibited, by placing a member of staff at the scene to prevent any one tampering with it.

Attempt must also be made to secure the victim / suspect for the Police.

CCTV should be made available, as well any contact details for witnesses.

Look for articles and the suspect may have used / picked up prior to the offense being committed, including what they touched / drank from.

If items need to be picked up such as weapons / glassware for safety reasons, staff must wear two pairs of disposal gloves to prevent cross contamination. Items should be placed in a box, in a safe place.

Do not tidy up until the Police have given consent.

If the incident is a sexual offense, do not allow the victim to have a drink if possible. Take them to a quiet room and have a member of the same sex sit with them until the Police arrive.

If the offense is life threatening or worse, the venue must be closed and customers escorted from the venue. Police will order this if not conducted by management.

The Duty Manager is responsible for the management of the crime scene and any evacuation of the customers.

Lakeside Collection Ltd T/As Lavender Hotels

Park Hall Hotel

Park Plaza

Door Staff Policy

It is of critical importance that Lakeside Collection Ltd complies with all aspects of the Licensing Act 2003. Our door teams provide a front line of defence in ensuring that we meet those licensing objectives in preventing under age/drunk customers from entering our premises, thereby ensuring that we meet our legal obligations.

Key Control Measures

Lakeside Collection Ltd is committed to operating the Challenge 25 initiative. This means that any customer seeking to enter the premises who appears to be under 25 years of age must be challenged to provide suitable ID to show that they are over 18. There are to be no exceptions to this rule. Forms of ID accepted are:

10 year passport

PASS approved ID card

UK photo driving license

Her majesty's forces warrant card

It is possible from time to time that you may be presented with some form of overseas identification. In these cases you should use your judgement as to the validity of the ID. If you are in any doubt refuse entry.

As well as seeking to exclude under age customers it is also the policy of the customer to ensure the safety and wellbeing of our customers by refusing to access those who have already consumed too much alcohol. It is kept to the discretion of the door supervisors in conjunction with the site management to define what constitutes "too much" although any customer who appears drunk shall be refused access.

The company operates a zero tolerance policy towards drugs/NPS. Any person who in the opinion of the door team is under the influence of illegal substances/NPS should be refused entry. Where there is a suspicion that an individual is in possession of drugs/NPS the door team may ask them to submit to a search before being allowed access. Any search carried out must be done in accordance with the Company Search Policy.

In order to be able to demonstrate that we operate due diligence in our admission policy it is vital that the number of people refused entry are recorded in a register with the reason for their refusal.

It is also vital that our due diligence records are maintained. All Lakeside Collection Ltd's are issued with an incident and due diligence log. During times when door teams are on duty it is their responsibility to ensure that these are completed in full detail.

Door supervisors are asked to take notes of any observations that they make about any incidents within the vicinity of the site and these are to be recorded in the security book. They are not necessarily required to be involved in these incidents but a record of the observations made can be submitted to the police in the event of a request.

Door Supervisors should be aware of what is happening inside the premises as well as on the door and patrols around the premises may be necessary. Consideration must be given to site specific conditions relating to the site:

Park Plaza

Minimum of 2 from opening for the first 100 customers and 1 additional for every 100 customers

Lakeside Collection Ltd T/As Lavender Hotels

Park Hall Hotel

Park Plaza

Search Policy

The searching of any person or their property is an extremely sensitive issue. It is therefore essential that this procedure be carried out with integrity, impartiality and fairness.

It is vital that there is protection for all parties involved in order to prevent any allegations that items found (especially drugs/NPS/legal highs) went missing, or that the quantity involved was increased, decreased or switched.

Lakeside Collections Ltd operates a zero tolerance policy with regard to any form of illegal substances/NPS and weapons and reserves the right to search any customer in order to ensure that no items of this nature are carried into or remain within company premises.

Key Control Measures

Should the need occur to search a customer whether this be prior to entry or whilst on the premises this should be conducted with the full cooperation of the customer concerned, must be conducted with at least two persons present and should ideally be done under the direct supervision of the GM/DM and DPS

The individual should be advised of the reasons for the search and these should be noted in the log. The consequences of non compliance should be pointed out which is no entry to the Club.

Should the customer refuse then its advisable to ask the customer to leave however if your suspicions are of a serious nature, for example that the customer is breaking the law by being in possession of drugs/NPS or weapons then Police assistance/attendance should be requested and wherever possible the person be detained in the presence of the GM/DM and DPS.

The search must only ever be carried out by a person of the same sex as the customer being searched.

Wherever possible the search must be carried out in a well lit area that is also covered by the CCTV system. This area should be identified prior to the search being carried out.

Ask the individual to empty their pockets/bag on to a clean surface and verbally confirm all objects present as far as possible.

In the event of any suspicious items being found the local police should be informed and the items secured. Items should be kept in view of all parties at all times until sealed in a tamper proof evidence bag and placed in the safe/drugs box. All information (date/time) should be recorded on the bag or on the seals of hard containers.

If an individual remains on the premises and is proven to have possession of the item, stay with them at all times without compromising your own or another individuals safety.

If an individual is proven to, or suspected to have possession of any item has moved away from the premises and is aggressive or acts in threatening manner do not try to restrain or contain. Note any direction, mode of transport and report to the police.

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