

## Introduction

The Licensing Act 2003 focuses on the promotion of four statutory licensing objectives which must be addressed when licensing functions are undertaken. The four licensing objectives consist:

1. The prevention of crime and disorder
2. Public safety
3. The prevention of public nuisance
4. The protection of children from harm

## Aim of the code

The aim of this code is to provide applicants and licensees with guidance on good practice for the promotion of the four licensing objectives. It outlines what the Licensing Authority (Cheltenham Borough Council) and its responsible authority partners expect in practical terms from applicants when completing their operating schedules and from licensees when operating their premises under the terms of a premises licence.

Applicants and licensees are expected to make a proactive commitment to preventing problems occurring at licensed premises through the adoption of this code.

## Risks associated with licensed premises

Risks associated with licensed premises can vary dependent on the type and characteristics of the premises, the design, layout and general environment, the location, the policies in place and the events being held there.

This code identifies many of the possible risks associated with the sale of alcohol and the provision of entertainment or late night refreshment and sets out good practice measures to mitigate those risks.

It is recognised that not every risk will be relevant to every premises and it is unlikely that any one premises will need to address all of the measures.

The code cannot anticipate every possible risk, problem or circumstance that may arise from licensed premises. Neither does the code restrict an applicant or licence holder from promoting the licensing objectives through alternative means.



## **How will the code be used?**

### **Applicants and licensees**

A proactive and preventative approach is a key aspect of good management at licensed premises and Cheltenham Borough Council as licensing authority therefore expects applicants to have regard to this code when completing their operating schedule.

If problems occur at licensed premises after a licence has been granted and a reactive approach is needed, licensees should put additional operational measures in place to prevent those problems from recurring. Cheltenham Borough Council expects licensees to have regard to this code when considering additional operational measures.

### **The licensing authority and responsible authorities**

The code is not a statutory document but it will be taken into consideration and used by the licensing authority and responsible authorities as follows:

- When offering advice to applicants either at the design and planning stage or during pre-application discussions
- When responding to licence applications where the licensing objectives have not been adequately addressed in the operating schedule
- As a first point of dealing with licensed premises encountering problems, to raise standards to promote the licensing objectives in those premises and avoid further problems
- For the review of licences where there is evidence that licensees have not promoted the licensing objectives.

### **Dealing with problem premises**

The routine monitoring of licensed premises will be undertaken by the licensing authority and responsible authorities and findings under the four licensing objectives will be brought together.

Problems or concerns with licensed premises will be identified and flagged up at an early stage and advice will be offered to licensees with a view to improving standards at their premises and to prevent or minimise subsequent problems.

Where problems have been identified, the licensing authority and responsible authorities will agree appropriate measures from the code with the licence holder to be implemented at the premises. The aim of the code is to avoid the need for enforcement action such as prosecution or review but will not replace enforcement action where it is deemed necessary.

## **Acknowledgement of well managed premises**

The code will also be used by the licensing authority and its licensing partners to acknowledge and support well run premises through the Best Bar None scheme.



## Pubs, bars and nightclubs

Licensing objective	Risk, good practice measure and relevant section
<b>Prevention of crime &amp; disorder</b>	<b>Security in and around the premises -</b> <ul style="list-style-type: none"> <li>• An alarm or other security measure – CD1</li> <li>• A CCTV system – CD2</li> <li>• External lighting – CD3</li> <li>• Integration of security systems – CD4</li> <li>• Door staff/stewards – CD5</li> <li>• Security policy – CD6</li> <li>• Security reviews - CD7</li> <li>• Staff briefing/debriefing – CD8</li> </ul>
	<b>Crime, conflict, violence or aggression in and around the premises –</b> <ul style="list-style-type: none"> <li>• Special events and promotions – CD9</li> <li>• Door management – CD10</li> <li>• Door admissions policy – CD11</li> <li>• Ejecting or refusing entry – CD12</li> <li>• Capacity management – CD13</li> <li>• Alternatives to glass drinking vessels – CD14</li> <li>• Preservation of crime scenes – CD15</li> <li>• Staff training – CD16</li> <li>• Membership of pubwatch scheme - CD17</li> </ul>
	<b>Drugs and weapons being brought into the premises –</b> <ul style="list-style-type: none"> <li>• Zero tolerance policy – CD18</li> <li>• Search policies – CD19</li> <li>• Calling the police – CD20</li> <li>• Seizure, retention and documentation – CD21</li> <li>• Supervision of toilet areas – CD22</li> <li>• Drug awareness training – CD23</li> </ul>
	<b>Theft from premises and lost property –</b> <ul style="list-style-type: none"> <li>• Clear signage – CD24</li> <li>• Property patrols &amp; managed cloakrooms – CD25</li> <li>• Premises layout &amp; lighting – CD26</li> <li>• Mirrors – CD27</li> <li>• Lost and found policy – CD28</li> </ul>
	<b>Disorder from customers entering or leaving the premises –</b>

	<ul style="list-style-type: none"> <li>• Reduce the potential for excessive queueing – CD31</li> <li>• Customer dispersal policy – CD32</li> <li>• Staff training – CD33</li> </ul>
	<p><b>Preventing drunkenness / dealing with drunken customers –</b></p> <ul style="list-style-type: none"> <li>• Drinks promotions – CD34</li> <li>• Staff training – CD35</li> <li>• Duty of care policy – CD36</li> <li>• Drink aware posters – CD37</li> <li>• Free drinking water – CD38</li> </ul>
	<p><b>Sexual entertainment –</b></p> <ul style="list-style-type: none"> <li>• Code of practice – CD40</li> </ul>
<b>Public safety</b>	<p><b>General safety of staff &amp; customers –</b></p> <ul style="list-style-type: none"> <li>• Full risk assessment – PS1</li> <li>• First aid boxes – PS2</li> <li>• Trained first aider – PS3</li> <li>• First aid room – PS4</li> <li>• Temperature levels – PS5</li> </ul>
	<p><b>Overcrowding –</b></p> <ul style="list-style-type: none"> <li>• Documented capacity – PS6</li> <li>• Capacity management policy – PS7</li> </ul>
	<p><b>Accumulation and disposal of glasses and bottles –</b></p> <ul style="list-style-type: none"> <li>• Glass collection policy – PS8</li> <li>• Spillages &amp; broken glass – PS9</li> <li>• Bottle bins – PS10</li> </ul>
	<p><b>Accidents or other emergency incidents –</b></p> <ul style="list-style-type: none"> <li>• Accident/emergency policy – PS11</li> <li>• Fire detection system – PS12</li> <li>• Means of escape – PS13</li> <li>• Equipment – PS14</li> <li>• Staff training in fire safety – PS15</li> <li>• Accident book – PS16</li> </ul>
	<p><b>Drug use or drink spiking –</b></p> <ul style="list-style-type: none"> <li>• Zero tolerance policy – PS17</li> <li>• Refusing entry – PS18</li> <li>• Duty of care policy – PS19</li> </ul>

	<ul style="list-style-type: none"> <li>• Prevention of drink spiking – PS20</li> <li>• Chill out area – PS21</li> </ul>
	<b>Smoking on the premises –</b> <ul style="list-style-type: none"> <li>• Staff responsibilities – PS22</li> </ul>
	<b>Safety of customers leaving the premises –</b> <ul style="list-style-type: none"> <li>• Discourage drink driving – PS23</li> <li>• Display information on transport options - PS24</li> <li>• Chill out area – PS25</li> <li>• Increased lighting levels – PS26</li> </ul>
<b>Prevention of public nuisance</b>	<b>Music, singing and noise breakout from premises –</b> <ul style="list-style-type: none"> <li>• Noise management policy – PN1</li> <li>• Windows and doors – PN2</li> <li>• Sound limiting devices PN3</li> <li>• Location of entertainment facilities – PN4</li> <li>• Noise monitoring - PN5</li> <li>• Log book – PN6</li> <li>• Contact telephone number – PN7</li> </ul>
	<b>Noise and nuisance from customers arriving and leaving –</b> <ul style="list-style-type: none"> <li>• Reducing queue lines – PN8</li> <li>• Customer dispersal policy – PN9</li> <li>• Notices to customers – PN10</li> <li>• Taxi/private hire service – PN11</li> </ul>
	<b>Noise and nuisance from customers using external areas –</b> <ul style="list-style-type: none"> <li>• Signage – PN12</li> <li>• Restriction of use of external areas – PN13</li> <li>• Monitoring of external areas – PN14</li> </ul>
	<b>Noise from staff and entertainers leaving premises –</b> <ul style="list-style-type: none"> <li>• Keeping noise to a minimum – PN15</li> </ul>
	<b>Noise and disturbance from deliveries and collections –</b> <ul style="list-style-type: none"> <li>• Minimising disturbance – PN16</li> </ul>
	<b>Litter and waste around the premises –</b> <ul style="list-style-type: none"> <li>• Policy of use of flyers – PN17</li> <li>• Collection of street litter – PN18</li> </ul>
	<b>Disturbance from external lighting –</b> <ul style="list-style-type: none"> <li>• Minimising nuisance – PN19</li> </ul>
	<b>Noise or odours from plant and machinery –</b>

	<ul style="list-style-type: none"> <li>• Minimising nuisance - PN20</li> </ul>
<b>Protection of children from harm</b>	<b>Children visiting licensed premises –</b> <ul style="list-style-type: none"> <li>• Documented policy – CH1</li> <li>• Restricting access to children – CH2</li> </ul>
	<b>Underage sales of alcohol –</b> <ul style="list-style-type: none"> <li>• Strict 'no ID – no sale' policy – CH3</li> <li>• Challenge 25 – CH4</li> <li>• Refusals book – CH5</li> </ul>
	<b>Access to age restricted gaming machines –</b> <ul style="list-style-type: none"> <li>• Restricting access – CH6</li> </ul>
	<b>Access to age restricted films –</b> <ul style="list-style-type: none"> <li>• Restricting access – CH7</li> </ul>
	<b>Access to adult entertainment -</b> <ul style="list-style-type: none"> <li>• Preventing access – CH8</li> </ul>

## Off licences, supermarkets and convenience stores

Licensing objective	Risk, good practice measure and relevant section
<b>Prevention of crime &amp; disorder</b>	<b>Security in and around the premises -</b> <ul style="list-style-type: none"> <li>• An alarm or other security measure – CD1</li> <li>• A CCTV system – CD2</li> <li>• External lighting – CD3</li> <li>• Integration of security systems – CD4</li> <li>• Door staff/stewards – CD5</li> <li>• Security policy – CD6</li> <li>• Security reviews - CD7</li> <li>• Staff briefing/debriefing – CD8</li> </ul>
	<b>Crime, conflict, violence or aggression in and around the premises –</b> <ul style="list-style-type: none"> <li>• Special events and promotions – CD9</li> <li>• Ejecting or refusing entry – CD12</li> <li>• Staff training – CD16</li> <li>• Membership of pubwatch /shopwatch scheme - CD17</li> </ul>
	<b>Drugs and weapons being brought into the premises –</b> <ul style="list-style-type: none"> <li>• Zero tolerance policy – CD18</li> <li>• Search policies – CD19</li> <li>• Calling the police – CD20</li> <li>• Seizure, retention and documentation – CD21</li> <li>• Supervision of toilet areas – CD22</li> <li>• Drug awareness training – CD23</li> </ul>
	<b>Theft from premises and lost property –</b> <ul style="list-style-type: none"> <li>• Clear signage – CD24</li> <li>• Property patrols – CD25</li> <li>• Premises layout &amp; lighting – CD26</li> <li>• Mirrors – CD27</li> <li>• Lost and found policy – CD28</li> <li>• Security tagging – CD29</li> <li>• Positioning of alcohol displays CD30</li> </ul>
	<b>Preventing drunkenness / dealing with drunken customers –</b> <ul style="list-style-type: none"> <li>• Drinks promotions – CD34</li> <li>• Staff training – CD35</li> <li>• Duty of care policy – CD36</li> </ul>



	<ul style="list-style-type: none"> <li>• Drink aware posters – CD37</li> </ul>
<b>Public safety</b>	<b>General safety of staff &amp; customers –</b> <ul style="list-style-type: none"> <li>• Full risk assessment – PS1</li> <li>• First aid boxes – PS2</li> <li>• Trained first aider – PS3</li> <li>• First aid room – PS4</li> </ul>
	<b>Accumulation and disposal of glasses and bottles –</b> <ul style="list-style-type: none"> <li>• Glass collection policy – PS8</li> <li>• Spillages &amp; broken glass – PS9</li> <li>• Bottle bins – PS10</li> </ul>
	<b>Accidents or other emergency incidents –</b> <ul style="list-style-type: none"> <li>• Accident/emergency policy – PS11</li> <li>• Fire detection system – PS12</li> <li>• Means of escape – PS13</li> <li>• Equipment – PS14</li> <li>• Staff training in fire safety – PS15</li> <li>• Accident book – PS16</li> </ul>
	<b>Drug use or drink spiking –</b> <ul style="list-style-type: none"> <li>• Zero tolerance policy – PS17</li> <li>• Refusing entry – PS18</li> <li>• Duty of care policy – PS19</li> </ul>
	<b>Smoking on the premises –</b> <ul style="list-style-type: none"> <li>• Staff responsibilities – PS22</li> </ul>
	<b>Safety of customers leaving the premises –</b> <ul style="list-style-type: none"> <li>• Discourage drink driving – PS23</li> </ul>
<b>Prevention of public nuisance</b>	<b>Noise and disturbance from deliveries and collections –</b> <ul style="list-style-type: none"> <li>• Minimising disturbance – PN16</li> </ul>
	<b>Litter and waste around the premises –</b> <ul style="list-style-type: none"> <li>• Policy of use of flyers – PN17</li> <li>• Collection of street litter – PN18</li> </ul>
	<b>Disturbance from external lighting –</b> <ul style="list-style-type: none"> <li>• Minimising nuisance – PN19</li> </ul>
	<b>Noise or odours from plant and machinery –</b> <ul style="list-style-type: none"> <li>• Minimising nuisance - PN20</li> </ul>

<b>Protection of children from harm</b>	<b>Underage sales of alcohol –</b> <ul style="list-style-type: none"> <li>• Strict 'no ID – no sale' policy – CH3</li> <li>• Challenge 25 – CH4</li> <li>• Refusals book – CH5</li> </ul>
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## Takeaways and fast food outlets

<b>Licensing objective</b>	<b>Risk, good practice measure and relevant section</b>
<b>Prevention of crime &amp; disorder</b>	<b>Security in and around the premises -</b> <ul style="list-style-type: none"> <li>• An alarm or other security measure – CD1</li> <li>• A CCTV system – CD2</li> <li>• External lighting – CD3</li> <li>• Integration of security systems – CD4</li> <li>• Door staff/stewards – CD5</li> <li>• Security policy – CD6</li> <li>• Security reviews - CD7</li> <li>• Staff briefing/debriefing – CD8</li> </ul>
	<b>Crime, conflict, violence or aggression in and around the premises –</b> <ul style="list-style-type: none"> <li>• Door management – CD10</li> <li>• Door admissions policy – CD11</li> <li>• Ejecting or refusing entry – CD12</li> <li>• Alternatives to glass drinking vessels – CD14</li> <li>• Preservation of crime scenes – CD15</li> <li>• Staff training – CD16</li> <li>• Membership of pubwatch scheme - CD17</li> </ul>
	<b>Drugs and weapons being brought into the premises –</b> <ul style="list-style-type: none"> <li>• Zero tolerance policy – CD18</li> <li>• Calling the police – CD20</li> <li>• Seizure, retention and documentation – CD21</li> <li>• Supervision of toilet areas – CD22</li> <li>• Drug awareness training – CD23</li> </ul>
	<b>Theft from premises and lost property –</b> <ul style="list-style-type: none"> <li>• Clear signage – CD24</li> <li>• Property patrols &amp; managed cloakrooms – CD25</li> </ul>

	<ul style="list-style-type: none"> <li>• Premises layout &amp; lighting – CD26</li> <li>• Lost and found policy – CD28</li> </ul>
	<p><b>Disorder from customers entering or leaving the premises –</b></p> <ul style="list-style-type: none"> <li>• Reduce the potential for excessive queueing – CD31</li> <li>• Customer dispersal policy – CD32</li> <li>• Staff training – CD33</li> </ul>
	<p><b>Preventing drunkenness / dealing with drunken customers –</b></p> <ul style="list-style-type: none"> <li>• Drinks promotions – CD34</li> <li>• Staff training – CD35</li> <li>• Duty of care policy – CD36</li> <li>• Drink aware posters – CD37</li> <li>• Free drinking water – CD38</li> </ul>
<b>Public safety</b>	<p><b>General safety of staff &amp; customers –</b></p> <ul style="list-style-type: none"> <li>• Full risk assessment – PS1</li> <li>• First aid boxes – PS2</li> <li>• Trained first aider – PS3</li> <li>• First aid room – PS4</li> </ul>
	<p><b>Overcrowding –</b></p> <ul style="list-style-type: none"> <li>• Documented capacity – PS6</li> <li>• Capacity management policy – PS7</li> </ul>
	<p><b>Accumulation and disposal of glasses and bottles –</b></p> <ul style="list-style-type: none"> <li>• Glass collection policy – PS8</li> <li>• Spillages &amp; broken glass – PS9</li> <li>• Bottle bins – PS10</li> </ul>
	<p><b>Accidents or other emergency incidents –</b></p> <ul style="list-style-type: none"> <li>• Accident/emergency policy – PS11</li> <li>• Fire detection system –PS12</li> <li>• Means of escape – PS13</li> <li>• Equipment – PS14</li> <li>• Staff training in fire safety – PS15</li> <li>• Accident book – PS16</li> </ul>
	<p><b>Drug use or drink spiking –</b></p> <ul style="list-style-type: none"> <li>• Zero tolerance policy – PS17</li> <li>• Refusing entry – PS18</li> </ul>

	<ul style="list-style-type: none"> <li>• Duty of care policy – PS19</li> </ul>
	<p><b>Smoking on the premises –</b></p> <ul style="list-style-type: none"> <li>• Staff responsibilities – PS22</li> </ul>
	<p><b>Safety of customers leaving the premises –</b></p> <ul style="list-style-type: none"> <li>• Discourage drink driving – PS23</li> <li>• Display information on transport options - PS24</li> </ul>
<b>Prevention of public nuisance</b>	<p><b>Music, singing and noise breakout from premises –</b></p> <ul style="list-style-type: none"> <li>• Noise management policy – PN1</li> <li>• Windows and doors – PN2</li> <li>• Sound limiting devices PN3</li> <li>• Location of entertainment facilities – PN4</li> <li>• Noise monitoring - PN5</li> <li>• Log book – PN6</li> <li>• Contact telephone number – PN7</li> </ul>
	<p><b>Noise and nuisance from customers arriving and leaving –</b></p> <ul style="list-style-type: none"> <li>• Reducing queue lines – PN8</li> <li>• Customer dispersal policy – PN9</li> <li>• Notices to customers – PN10</li> </ul>
	<p><b>Noise from staff and entertainers leaving premises –</b></p> <ul style="list-style-type: none"> <li>• Keeping noise to a minimum – PN15</li> </ul>
	<p><b>Noise and disturbance from deliveries and collections –</b></p> <ul style="list-style-type: none"> <li>• Minimising disturbance – PN16</li> </ul>
	<p><b>Litter and waste around the premises –</b></p> <ul style="list-style-type: none"> <li>• Policy of use of flyers – PN17</li> <li>• Collection of street litter – PN18</li> </ul>
	<p><b>Disturbance from external lighting –</b></p> <ul style="list-style-type: none"> <li>• Minimising nuisance – PN19</li> </ul>
	<p><b>Noise or odours from plant and machinery –</b></p> <ul style="list-style-type: none"> <li>• Minimising nuisance - PN20</li> </ul>
<b>Protection of children from harm</b>	<p><b>Children visiting licensed premises –</b></p> <ul style="list-style-type: none"> <li>• Documented policy – CH1</li> <li>• Restricting access to children – CH2</li> </ul>
	<p><b>Underage sales of alcohol –</b></p> <ul style="list-style-type: none"> <li>• Strict ‘no ID – no sale’ policy – CH3</li> <li>• Challenge 25 – CH4</li> </ul>

	<ul style="list-style-type: none"> <li>• Refusals book – CH5</li> </ul>
	<b>Access to age restricted gaming machines –</b> <ul style="list-style-type: none"> <li>• Restricting access – CH6</li> </ul>

## Restaurants

Licensing objective	Risk, good practice measure and relevant section
<b>Prevention of crime &amp; disorder</b>	<b>Security in and around the premises -</b> <ul style="list-style-type: none"> <li>• An alarm or other security measure – CD1</li> <li>• A CCTV system – CD2</li> <li>• External lighting – CD3</li> <li>• Integration of security systems – CD4</li> <li>• Door staff/stewards – CD5</li> <li>• Security policy – CD6</li> <li>• Security reviews - CD7</li> <li>• Staff briefing/debriefing – CD8</li> </ul>
	<b>Crime, conflict, violence or aggression in and around the premises –</b> <ul style="list-style-type: none"> <li>• Special events and promotions – CD9</li> <li>• Door management – CD10</li> <li>• Door admissions policy – CD11</li> <li>• Ejecting or refusing entry – CD12</li> <li>• Capacity management – CD13</li> <li>• Alternatives to glass drinking vessels – CD14</li> <li>• Preservation of crime scenes – CD15</li> <li>• Staff training – CD16</li> <li>• Membership of pubwatch scheme - CD17</li> </ul>
	<b>Drugs and weapons being brought into the premises –</b> <ul style="list-style-type: none"> <li>• Zero tolerance policy – CD18</li> <li>• Search policies – CD19</li> <li>• Calling the police – CD20</li> <li>• Seizure, retention and documentation – CD21</li> <li>• Supervision of toilet areas – CD22</li> <li>• Drug awareness training – CD23</li> </ul>
	<b>Theft from premises and lost property –</b>

	<ul style="list-style-type: none"> <li>• Clear signage – CD24</li> <li>• Premises layout &amp; lighting – CD26</li> <li>• Lost and found policy – CD28</li> </ul>
	<p><b>Disorder from customers entering or leaving the premises –</b></p> <ul style="list-style-type: none"> <li>• Customer dispersal policy – CD32</li> <li>• Staff training – CD33</li> </ul>
	<p><b>Preventing drunkenness / dealing with drunken customers –</b></p> <ul style="list-style-type: none"> <li>• Drinks promotions – CD34</li> <li>• Staff training – CD35</li> <li>• Duty of care policy – CD36</li> <li>• Drink aware posters – CD37</li> <li>• Free drinking water – CD38</li> </ul>
<b>Public safety</b>	<p><b>General safety of staff &amp; customers –</b></p> <ul style="list-style-type: none"> <li>• Full risk assessment – PS1</li> <li>• First aid boxes – PS2</li> <li>• Trained first aider – PS3</li> <li>• First aid room – PS4</li> </ul>
	<p><b>Overcrowding –</b></p> <ul style="list-style-type: none"> <li>• Documented capacity – PS6</li> <li>• Capacity management policy – PS7</li> </ul>
	<p><b>Accumulation and disposal of glasses and bottles –</b></p> <ul style="list-style-type: none"> <li>• Glass collection policy – PS8</li> <li>• Spillages &amp; broken glass – PS9</li> <li>• Bottle bins – PS10</li> </ul>
	<p><b>Accidents or other emergency incidents –</b></p> <ul style="list-style-type: none"> <li>• Accident/emergency policy – PS11</li> <li>• Fire detection system –PS12</li> <li>• Means of escape – PS13</li> <li>• Equipment – PS14</li> <li>• Staff training in fire safety – PS15</li> <li>• Accident book – PS16</li> </ul>
	<p><b>Drug use or drink spiking –</b></p> <ul style="list-style-type: none"> <li>• Zero tolerance policy – PS17</li> <li>• Refusing entry – PS18</li> <li>• Duty of care policy – PS19</li> </ul>

	<b>Smoking on the premises –</b> <ul style="list-style-type: none"> <li>• Staff responsibilities – PS22</li> </ul>
	<b>Safety of customers leaving the premises –</b> <ul style="list-style-type: none"> <li>• Discourage drink driving – PS23</li> </ul>
<b>Prevention of public nuisance</b>	<b>Music, singing and noise breakout from premises –</b> <ul style="list-style-type: none"> <li>• Noise management policy – PN1</li> <li>• Windows and doors – PN2</li> <li>• Sound limiting devices PN3</li> <li>• Location of entertainment facilities – PN4</li> <li>• Noise monitoring - PN5</li> <li>• Log book – PN6</li> <li>• Contact telephone number – PN7</li> </ul>
	<b>Noise and nuisance from customers arriving and leaving –</b> <ul style="list-style-type: none"> <li>• Customer dispersal policy – PN9</li> <li>• Notices to customers – PN10</li> <li>• Taxi/private hire service – PN11</li> </ul>
	<b>Noise and nuisance from customers using external areas –</b> <ul style="list-style-type: none"> <li>• Signage – PN12</li> <li>• Restriction of use of external areas – PN13</li> <li>• Monitoring of external areas – PN14</li> </ul>
	<b>Noise from staff and entertainers leaving premises –</b> <ul style="list-style-type: none"> <li>• Keeping noise to a minimum – PN15</li> <li>•</li> </ul>
	<b>Noise and disturbance from deliveries and collections –</b> <ul style="list-style-type: none"> <li>• Minimising disturbance – PN16</li> <li>•</li> </ul>
	<b>Litter and waste around the premises –</b> <ul style="list-style-type: none"> <li>• Collection of street litter – PN18</li> </ul>
	<b>Disturbance from external lighting –</b> <ul style="list-style-type: none"> <li>• Minimising nuisance – PN19</li> </ul>
	<b>Noise or odours from plant and machinery –</b> <ul style="list-style-type: none"> <li>• Minimising nuisance - PN20</li> </ul>
<b>Protection of children from harm</b>	<b>Children visiting licensed premises –</b>

	<ul style="list-style-type: none"> <li>• Documented policy – CH1</li> <li>• Restricting access to children – CH2</li> </ul>
	<p><b>Underage sales of alcohol –</b></p> <ul style="list-style-type: none"> <li>• Strict ‘no ID – no sale’ policy – CH3</li> <li>• Challenge 25 – CH4</li> <li>• Refusals book – CH5</li> </ul>

## Prevention of crime and disorder

This section provides guidance on good practice for the prevention of crime and disorder from licensed premises.

The main causes of crime and disorder on licensed premises arise from inadequate security provision, poor design/layout, the type of event being promoted, overcrowding and customers being drunk or under the influence of drugs. This can result in conflict, violence, anti-social behaviour, theft and sexual offences linked to vulnerability particularly through intoxication. It is therefore recommended that licensees take a proactive approach to preventing and managing crime and disorder from their premises. This is best achieved through a premises risk assessment. Good management and good practice along with adequate physical controls can make an important difference to the level of alcohol related crime at premises. Such measures should be reflected in the premises operating schedule.

Licence holders should have clear documented policies and procedures in place which identify all crime and disorder risks associated with their premises and the measures implemented to prevent, manage and respond to those risks.

Risk	Ref.	Good practice measure
<b>Security in and around the premises</b>		<p>Dedicated staff should be trained in the operation and maintenance of such a system with records kept of the date and name of persons trained. Records should be made available for inspection by the police or licensing authority.</p> <p>A trained member of staff should always be on duty to operate the system whenever the premises are open. Premises should maintain a ready supply of recording media such as CD's/DVD's to enable police to be supplied with recordings of incidents in a timely manner. This is particularly important where recordings contain evidence relating to incidents where persons have been arrested or detained.</p>



		<p>Operation and access to recorded CCTV footage – approved monitoring stations having remote 24/7 access to CCTV footage on behalf of premises staff would remove the need for this requirement where an appropriate contract is in place.</p> <p>Consider the use of live time images (visible to on duty staff) to aid management of areas that are more hidden from view.</p> <p><b>CD3 External lighting</b> can provide an obvious means of deterring crime and disorder however care should be taken to ensure that lighting does not negatively impact on neighbours. As well as creating a greater sense of security, external lighting reduces criminal opportunity by aiding natural surveillance. Lighting should be even, avoiding areas of deep shadow in contrast to brightly lit areas.</p> <p><b>CD4 Security systems should be integrated</b> so that alarms, CCTV and lighting work together in an effective manner.</p> <p>The alarm should be linked to a system that will notify the police if it is activated.</p> <p><b>CD5 Door staff and/or stewards</b> should be employed at the venue to supervise admissions and customers inside the venue in compliance with any licensing condition or at times of peak trading.</p> <p>Any person performing the role of a door supervisor must be licensed with the Security Industry Authority (SIA) and SIA badges must be clearly displayed whilst working.</p> <p>Door staff should be easily identifiable through the wearing of a uniform, high visibility jacket or arm band.</p> <p>Door staff should sign into a register detailing their full SIA licence number, their name, contact details and the time their duty commenced and concluded. Managers should as a matter of routine regularly check the registration status of door staff employed at the venue to ensure that the registration is current and has not been revoked. (This can be checked free of charge through the SIA website – <a href="http://www.the-sia.org.uk">www.the-sia.org.uk</a>).</p> <p>Stewards and other staff at the premises should also be readily identifiable. Stewards must not be used for supervision of the door.</p>
	<b>CD6</b>	<b>Effective security polices</b> based on risk assessments can protect your premises, staff and customers from threats, conflict or violence.

<p><b>Security in and around the premises</b></p>	<p><b>CD7</b></p> <p><b>CD8</b></p>	<p>Security policies should be formulated in consultation with a police crime reduction officer.</p> <p>All staff must be aware of a premises security policy with a record kept of the date and name of person trained. Records should be made available for inspection by the police or licensing authority.</p> <p>Premises should be checked inside and out for suspect packages or anything else untoward before and after opening hours. Staff should be trained to remain vigilant during opening hours and to report any suspicious activity to the police.</p> <p><b>Security reviews</b> should be held regularly and at least every three months with minutes kept.</p> <p><b>Daily staff briefing and debriefing</b> will enable licensees to improve working practices in their premises. Briefings can be informal but any problems identified and remedial action taken should be recorded.</p>
<p><b>Crime, conflict, violence or aggression in and around the premises</b></p>	<p><b>CD9</b></p> <p><b>CD10</b></p> <p><b>CD11</b></p>	<p><b>Promoted or special events</b> may attract larger than usual numbers of customers and particular promotions may have violent or aggressive followers or other crime and disorder associated with them. Such events must have a comprehensive risk assessment undertaken by the licence holder. As a matter of best practice a copy of the risk assessment should be submitted to the police and licensing authority at an early stage and not less than 14 days in advance of the proposed event.</p> <p><b>Proper management of the door</b> will depend on the size and type of venue. The number of door supervisors should be determined by a risk assessment taking into account the size of the venue and the type of customers the venue is likely to attract. Conditions on the premises licence may also stipulate minimum door staffing levels and should be complied with. Consideration should be given to a sufficient provision of male and female door supervisors, but at least one female door supervisor should be used.</p> <p><b>A door admissions policy</b> including any age restrictions, expected dress standards or the screening of handbags should be widely publicised on any promotional material or website and clearly displayed at the entrance to the premises.</p>
<p><b>Crime, conflict, violence or aggression in and around the premises</b></p>	<p><b>CD12</b></p>	<p><b>Ejecting or refusing entry to persons</b> from the premises if they do not meet your admissions standards, if they are known to be violent or aggressive or they are known to be on the Nightsafe list of excluded persons. In such cases an entry should be made in an incident or log book.</p>

	<p><b>CD13</b></p> <p><b>CD14</b></p> <p><b>CD15</b></p> <p><b>CD16</b></p>	<p>When ejecting persons or refusing entry consideration should be given to that individuals vulnerability. For example if one person in a group is refused entry due to intoxication, separating this individual from friends may increase vulnerability away from the licensed premises. Consider promoting an approach that's focus is wider that the licensed premises and extends guardianship beyond the premises.</p> <p><b>A policy to manage capacity</b> should be adopted to prevent overcrowding and patrons possibly becoming agitated or aggressive through accidental jostling.</p> <p>For promoted events and large venues, the use of clickers is essential to monitor the number of patrons inside the premises. For other events or smaller venues, ticket sales or head counts may be appropriate. Consideration should be given to deliberately running below capacity to afford a comfort factor to your patrons and avoid conflict, violence or aggression within the premises.</p> <p><b>Alternatives to glass drinking vessels</b> should be considered to prevent glassware being used as an assault weapon, particularly during promoted events. Any condition on the premises licence relating to the use of plastic/polycarbonate glasses should be complied with.</p> <p>Drinking vessels made from plastic, polycarbonate or other suitable materials would be preferential particularly in outside areas.</p> <p>Where alternatives are not used, there should be a robust glass collection policy in place. This should include regular collection of glassware and bottles by staff and prevention of glassware being removed from the premises.</p> <p><b>Measures to preserve a crime scene</b> until police arrival following an incident or crime should be clearly documented in a policy. Such a policy should be formulated in consultation with a police crime reduction officer. All staff must receive training on the policy with a record kept of the date and name of the person trained. Records should be made available for the police or licensing authority.</p> <p><b>Staff training</b> in conflict management should be provided to give them the knowledge and confidence to deal with difficult situations and reduce crime and disorder at the premises. Training should also cover dealing with, logging and reporting incidents if they occur. A record should be kept of the date and name of person trained. Records should be made available for inspection by the police or licensing authority.</p>

<p><b>Crime, conflict, violence or aggression in and around the premises</b></p>	<p><b>CD17</b></p>	<p><b>Membership of a pubwatch scheme.</b> Venues should consider the benefits of membership of Cheltenham Nightsafe which through the use of a member’s database, radio network and regular meetings enables the sharing of information about trouble makers, common problems in the area and persons subject of exclusion. (<a href="http://www.cheltenham-safe.org">www.cheltenham-safe.org</a>).</p>
<p><b>Drugs and weapons being brought into the premises</b></p>	<p><b>CD18</b></p> <p><b>CD19</b></p> <p><b>CD20</b></p> <p><b>CD21</b></p>	<p><b>A zero tolerance policy</b> to the use of drugs and the carrying of weapons on the premises should be adopted with a clear ‘no search, no entry’ message.</p> <p>Posters can be displayed throughout the premises to remind customers of the zero tolerance policy.</p> <p><b>Effective search policies</b> will minimise the opportunity for drugs and weapons to be brought onto licensed premises and lead to drug and weapon seizure if attempts are made.</p> <p>The use of search arches and wands may be appropriate in some cases.</p> <p>Search policies must be advertised widely on tickets, promotional material and websites and prominently in the premises entrance and queueing area.</p> <p>Searches should always be carried out in public areas and covered by CCTV.</p> <p>All staff must be trained on search policies with a record kept of the date and name of person trained. Records should be made available for inspection by police or licensing authority.</p> <p><b>Calling the police</b> if customers are suspected of being in possession of drugs or weapons. All staff must be made aware of this requirement.</p> <p><b>Seizing, retaining and documenting</b> any drugs or weapons found with a clear audit trail and a process for surrendering them to police.</p> <p>A search policy should clearly set out procedures that must be followed by staff should they find drugs or weapons during a search including circumstances when the police should be called; the use of tamper proof bags and safe storage of seized items in a lockable box; details that need to be recorded and how/when seized items should be surrendered to the police.</p>

<p><b>Drugs and weapons being brought into the premises</b></p>	<p><b>CD22</b></p>	<p><b>Supervising toilet areas</b> can be effective in discouraging drug selling or use.</p> <p>A toilet attendant may be appropriate for promoted events or on busy nights.</p> <p>Regular toilet checks such as swabbing should be considered and where conducted, these should be documented with date, time and finding recorded.</p> <p>Removal of flat surfaces in toilet areas can reduce the likelihood of drug misuse.</p>
<p><b>Theft from premises or lost property</b></p>	<p><b>CD23</b></p>	<p><b>Drug awareness training</b> should be provided for all staff. A record should be kept of the date and name of person trained. Records should be made available for inspection by the police or licensing authority.</p>
	<p><b>CD24</b></p>	<p><b>Clear signage</b> should be displayed throughout the premises about crime prevention and to warn customers of the potential for pickpockets and bag thefts. The style of signage could increase the fear of crime. A consistent partnership approach to signage should be considered.</p>
	<p><b>CD25</b></p>	<p><b>Property patrols, managed cloakrooms</b> and toilet attendants can be employed to prevent thefts from patrons or the premises.</p>
	<p><b>CD26</b></p>	<p><b>Premises layout and lighting</b> should be considered. Secluded or dimly lit parts of the premises should be avoided as they can encourage crime.</p>
	<p><b>CD27</b></p>	<p><b>Mirrors</b> used throughout the premises can aid supervision and act as deterrents to thieves.</p>
	<p><b>CD28</b></p>	<p><b>A lost and found policy</b> should be in place in relation to lost/found property at the premises. The policy should include procedures regarding the logging and disposal of property and in particular valuables or identity documents. Passports and any other ID found should be handed in to police within 7 days of finding.</p>
	<p><b>CD29</b></p>	<p><b>Security tagging</b> any items considered a specific target for theft, particularly expensive wines and spirits will deter theft.</p>
	<p><b>CD30</b></p>	<p><b>Carefully positioning alcohol</b> in retail premises can reduce thefts from the premises. Alcohol is a key target for theft so it is best not to display alcoholic drinks near entrances and exits to prevent thieves grabbing stock and running out of the premises. It may be helpful for alcohol display areas to be covered by CCTV.</p>

<p><b>Disorder from customers queuing to enter the premises or when leaving the premises.</b></p>	<p><b>CD31</b></p> <p><b>CD32</b></p> <p><b>CD33</b></p>	<p><b>Reduce the potential for excessive queue lines</b> with a well-managed and efficient door policy. Long queuing times can lead to disorder. Searches should therefore be conducted as quickly and effectively as possible.</p> <p><b>A customer dispersal policy</b> can minimise the potential for disorder from customers leaving the premises. A policy should clearly set out measures to avoid a mass exit at the end of the evening. This could include a gradual change in the style or tempo of music and increasing lighting levels. Sufficient staff should be available at the end of the evening to manage a controlled shut down of the premises and maintain good order as customers leave.</p> <p><b>Staff training</b> in preventing disorder should be provided to give them the knowledge and confidence to deal with difficult situations. A record should be kept of the date and name of person trained with the records made available for inspection by the police or licensing authority.</p>
<p><b>Preventing drunkenness and dealing with drunken customers</b></p>	<p><b>CD34</b></p> <p><b>CD35</b></p>	<p><b>Drinks promotions</b> should be socially responsible and not encourage excessive drinking.</p> <p>A documented policy on responsible drinks promotions should be in place at the premises and should adhere to industry codes such as those recommended by the British Beer and Pub Association (BBPA) and the Portman Group. This is in addition to adherence with national and local mandatory licensing conditions regarding irresponsible promotions.</p> <p>Any drinks promotion should also market the availability of soft drinks and non-alcoholic alternatives.</p> <p><b>Staff training</b> on the effects of Alcohol and how to spot early signs of customers becoming drunk should be provided to give them the knowledge and confidence to deal with drunken customers.</p> <p>Staff should be aware of their responsibilities under the Licensing Act and be able to recognise appropriate 'cut off' points for serving drunken customers so as to reduce the likelihood of fights or aggressive behaviour.</p> <p>When staff are collecting glasses they can interact with customers and assess the levels of drunkenness reporting back any concerns to a manager.</p> <p>A record should be kept of the date and name of person trained with records made available for inspection by the police or licensing authority.</p>

<p><b>Preventing drunkenness and dealing with drunken customers</b></p>	<p><b>CD36</b></p> <p><b>CD37</b></p> <p><b>CD38</b></p>	<p><b>A duty of care policy</b> regarding persons suffering adversely from the effects of drink should be in place at the premises. The policy should clearly express that every effort will be made by staff to prevent patrons from deteriorating to an uncontrolled intoxicated state. All staff must be briefed on the policy. Staff should also consider the wider response to vulnerability highlighted in Section CD12.</p> <p><b>Drink aware posters</b> can be displayed on the premises to remind customers of the unit content in alcoholic drinks and the safe consumption limits.</p> <p><b>Free drinking water</b> should be available on request in line with mandatory licensing conditions.</p>
<p><b>Sale of alcohol outside permitted hours</b></p>	<p><b>CD39</b></p>	<p><b>Lockable shutters</b> can be fitted on display units for alcohol in retail premises, which can be closed and locked at the end of permitted hours.</p>
<p><b>Sexual entertainment Code of Practice</b></p>	<p><b>CD40</b></p>	<ol style="list-style-type: none"> <li>1. Operators/licenses will notify the licensing authority and the police of events where sexual entertainment is due to take place.</li> <li>2. All sexual entertainment will only take place in one designated area inside the premises and this shall not be visible from outside the premises.</li> <li>3. Private performances will only take place inside screened off private booths. However the front of these booths must not be covered or obstructed, so that managers and SIA door-supervisors are able to monitor activity inside the booths.</li> <li>4. A clear notice shall be displayed inside the entrance to the designated area stating "Sexual entertainment takes place on these premises. No persons under 18 shall be admitted".</li> <li>5. Scantily clad individuals performing in the premises must not exhibit themselves in the entrance to or in the vicinity of the premises and individuals not performing shall not remain in any area in a state of undress.</li> </ol>

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|  |  | <ol style="list-style-type: none"><li>6. Customers must at all times remain fully clothed.</li><li>7. During any performance there must be no physical contact between the performer and any member of the viewing public/private customer.</li><li>8. No performance shall include any sexual act with other performers, customers or viewing public.</li><li>9. An appropriate room shall be set aside to provide changing and rest area for performers. Access to this room shall be restricted to performers only.</li><li>10. A minimum of one SIA registered door supervisor shall be employed in the designated area where sexual entertainment is taking place and they shall intervene promptly to ensure compliance with these rules.</li><li>11. The area in which sexual entertainment is to take place shall be covered by CCTV from which footage shall be stored for a minimum of 14 days and produced to police or council officers on request.</li><li>12. A list of all performers shall be available on the premises for immediate production if requested by police or council officers. This list shall contain the names, dates of birth and contact details (address or telephone number).</li><li>13. Rules 2,3,5,7,8,9 and 10 shall be drawn to the attention of all performers and promoters prior to activity commencing.</li><li>14. Rules prohibiting physical contact with performers and the requirement for customers to remain fully clothed shall be prominently displayed to customers.</li></ol> |
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## Public safety



This section provides guidance on good practice for the promotion of public safety at licensed premises.

The carrying on of licensable activities, in particular the provision of alcohol and some types of entertainment can increase risks to the safety of the public, staff and performers. It is therefore expected that licensees take a proactive approach to protecting and managing public safety at their premises.

Licence holders should have clear documented policies and procedures in place which identify all public safety risks associated with their premises and measures implemented to prevent, manage and respond to those risks.

Risk	Ref.	Good practice measure
<b>General safety of staff and customers</b>	<b>PS1</b>	<p><b>A full risk assessment</b> (including a fire risk assessment) taking into account public safety should be carried out at the premises to identify potential hazards posed to staff and customers and setting out precautions to manage those hazards. Risk assessments should be regularly reviewed (at least every 12 months) and should specify the safe capacity of the venue. In addition, the risk assessment should be reviewed following or as part of work to change the design and layout of the licensed premises.</p> <p>All staff should be aware of the risk assessment and the measures it contains.</p> <p>A copy of the risk assessment should be kept at the premises and be readily available for inspection.</p>
	<b>PS2</b>	<p><b>First aid boxes</b> should be available at the premises and maintained with sufficient in date stock.</p>
	<b>PS3</b>	<p><b>A recognised qualification in first aid</b> should be held by at least one member of staff on duty at all times the premises are open for business.</p> <p>Other staff should be trained to a basic first aid standard with records kept of the date and the name of the person trained.</p> <p>Staff trained in first aid should familiarise themselves with the local availability of defibrillators.</p>
	<b>PS4</b>	<p><b>A first aid room</b> or suitable quiet room should be available if required to anyone requiring medical attention.</p>

<p><b>General safety of staff and customers</b></p>	<p><b>PS5</b></p>	<p><b>Temperature levels</b> and humidity in venues should be monitored and controlled for the comfort and safety of customers. An environment that is too hot or humid can make customers irritable increasing the potential for disorder. Premises should be adequately heated and ventilated to avoid this. This can be achieved through the use of air conditioning systems or natural ventilation in non-residential areas.</p>
<p><b>Overcrowding</b></p>	<p><b>PS6</b></p> <p><b>PS7</b></p>	<p><b>A documented capacity</b> should be set for the premises overall and for individual rooms within the premises. Capacity can be determined by a risk assessment in consultation with the fire service.</p> <p>The risk assessment should consider factors such as floor space, number of toilets, potential queuing time and available fire exits.</p> <p><b>A capacity management policy</b> should be adopted to prevent general and localised overcrowding</p> <p>The use of electronic clocking systems, clickers, ticket sales or head counts may be appropriate.</p> <p>Consideration should be given to deliberately running below capacity to afford a comfort factor to customers.</p>
<p><b>Accumulation and disposal of glasses and drinking vessels</b></p>	<p><b>PS8</b></p> <p><b>PS9</b></p> <p><b>PS10</b></p>	<p><b>A glass collection policy</b> should include provisions for the regular collection of glassware by staff and the prevention of glassware from being taken into external areas. Glassware should not be allowed to accumulate.</p> <p>Perimeter checks should be made outside the premises for any glasses or bottles.</p> <p>All staff should be made aware of the glass collection policy and their responsibilities for the task.</p> <p><b>Spillages and broken glass</b> should be cleaned up immediately to prevent floors from being slippery and unsafe.</p> <p><b>Bottle bins</b> should be kept secure at all times and sited away from public areas.</p>

<p><b>Accidents or other emergency incidents on the premises</b></p>	<p><b>PS11</b></p>	<p><b>A written policy</b> to deal with all types of accidents and emergencies should be in place at the premises.</p> <p>The policy should be based on risk assessments and include matters such as emergency management, contingency planning and evacuation procedures in the vent of fire, bomb threats or suspect packages.</p> <p>Evacuation responsibilities and roles should be clearly communicated to staff, routes and exits should be well defined and evacuation procedures exercised regularly.</p> <p>A copy of the fire risk assessment should be kept at the premises and made available for inspection by the fire and licensing authorities.</p>
	<p><b>PS12</b></p>	<p><b>A fire detection system</b> should be in place at the premises and should be fully functional at all times. The system should be tested regularly with records kept and made available for inspection.</p>
	<p><b>PS13</b></p>	<p><b>Means of escape</b> in case of emergency must be clearly visible, unobstructed and well maintained including areas outside exits leading to a place of safety such as the street. Checks should be carried out before opening each day to ensure that exits are unlocked and unobstructed.</p>
	<p><b>PS14</b></p>	<p><b>Equipment should be checked and maintained</b> regularly with a record kept of the date and findings of the checks.</p>
	<p><b>PS15</b></p>	<p><b>Staff training in fire safety</b> and any premises safety policy should be provided for all staff to give them the knowledge and confidence to deal with emergency situations, including location of equipment, utilities, services and layout of premises. Training should include the use of fire extinguishers. Records should be kept of the date and name of the person trained and made available for inspection.</p>
	<p><b>PS16</b></p>	<p><b>An accident book</b> should be kept in order to record all accidents or incidents and made available for inspection.</p>
<p><b>Drug use or drink spiking</b></p>	<p><b>PS17</b></p>	<p><b>A zero tolerance</b> policy to the use of drugs in the premises should be adopted.</p> <p>Posters can be displayed throughout the premises to remind customers of the zero tolerance policy. The style of signage could increase the fear of crime. A consistent partnership approach to signage should be considered.</p>
	<p><b>PS18</b></p>	

<p><b>Drug use or drink spiking</b></p>	<p><b>PS19</b></p> <p><b>PS20</b></p> <p><b>PS21</b></p>	<p><b>Refusing entry</b> to anyone who appears to be showing signs of drug use and contacting the emergency services in appropriate circumstances. In such cases an entry should be made in an incident log book.</p> <p>When ejecting persons or refusing entry consideration should be given to that individuals vulnerability. For example if one person in a group is refused entry due to intoxication, separating this individual from friends may increase vulnerability away from the licensed premises. Consider promoting an approach that's focus is wider than the licensed premises and extends guardianship beyond the premises.</p> <p><b>A duty of care policy</b> regarding persons adversely suffering from the effects of drugs should be in place at the premises. The policy should include drug awareness training for all staff so that they can recognise the effects of controlled drugs and provide medical attention where necessary.</p> <p>All staff should be briefed on the policy. A record should be kept of the date and name of person trained.</p> <p><b>Prevent the possibility of drink spiking</b> by offering anti-spiking products to customers.</p> <p>If a customer suspects that their drink has been spiked, you should report this to the police immediately. A process for this should be clearly set out in your duty of care policy.</p> <p><b>A 'chill out' area</b> should be provided for customers. This should be cooler and quieter than the rest of the venue.</p>
<p><b>Smoking on the premises</b></p>	<p><b>PS22</b></p>	<p><b>Staff should be aware</b> of their responsibilities regarding smoke-free legislation and for monitoring compliance.</p>
<p><b>Safety of customers when leaving the premises</b></p>	<p><b>PS23</b></p> <p><b>PS24</b></p>	<p><b>Discourage drink driving</b> by promoting schemes such as Designated Driver or offering low or none alcoholic drinks.</p> <p><b>Display information</b> to customers with regards to safe options for travelling home. Information should include access to licensed taxi cabs or licensed private hire vehicles, the location of taxi ranks and public transport facilities such as the night bus service.</p> <p>Provide facilities for calling taxi/private hire services and a safe waiting area for customers inside the premises.</p>

	<b>PS25</b>	<p><b>A 'chill out' period at the end of the evening</b> can allow a slow dispersal from the premises allowing door staff to gain a handle on problem individuals, preventing arguing over taxis or congregation at takeaways and clashes with groups from other venues.</p> <p>Provision of food and non-alcoholic drinks during a chill out period can be effective in allowing customers to sober up before leaving the premises however this should not be limited to the chill out period but promoted more widely within a less alcohol centric approach.</p>
<b>Safety of customers when leaving the premises</b>	<b>PS26</b>	<p><b>Increased lighting levels</b> inside the premises should be considered towards the end of an evening to affect the alertness of customers before they leave the premises.</p> <p><b>Increased external lighting</b> particularly in car parks under the direct the direct control of the licence holder will provide added safety for customers as they leave the premises. Care should be taken so that lighting does not negatively impact on neighbours, particularly in and close to established residential areas.</p>

## Prevention of public nuisance

This section provides guidance on good practice for the prevention and management of public nuisance from licensed premises.

Excessive noise and nuisance from licensed premises is a major concern for persons living or working in the area. It is therefore expected that licensees take a proactive approach to preventing and managing public nuisance from their premises. Licence holders should also engage with local residents and businesses on a regular basis to ensure that they are being good neighbours and dealing with problems as they arise.

Risk	Ref.	Good practice measure
<b>Music, singing and noise breakout from the premises</b>	<b>PN1</b>          <b>PN2</b>	<p><b>A noise management policy</b> should be in place that sets out sound attenuation measures to prevent or control music, singing and speech noise breakout from the premises. The policy should be based on the findings of an acoustic consultant's assessment.</p> <p>All staff should be trained on the content of the policy to ensure a commitment to good noise management. A record should be kept of the date and name of person trained and made available for inspection by the licensing authority or environmental health responsible authority.</p> <p>DJ's, event promoters or other entertainment providers should be made aware of the policy in advance of any performance.</p> <p>Use an approved list of DJ's, event promoters or other entertainment providers who have signed up to the policy.</p> <p>Individual premises licences may have specific conditions relating to noise control measures which should be complied with at all times.</p> <p><b>Window and doors should be kept closed</b> whilst the premises licence is in use to prevent noise breakout.</p> <p>Ventilation should be provided by mechanical means.</p> <p>Windows should be sound insulated.</p> <p>Emergency exits should be sealed acoustic doors.</p> <p>A lobbied area should be provided at the entrance and exit to the premises.</p> <p>Doors should be fitted with self-closing devices.</p>

Risk	Ref.	Good practice measure
<b>Music, singing and noise breakout from the premises</b>	<b>PN3</b>	<p><b>A sound limiting device</b> should be installed, set and sealed at a level approved by an acoustic consultant.</p> <p>The sound limiting device should be used at all times that relevant regulated entertainment is taking place, including all externally promoted events. Only the premises licence holder or a nominated deputy and the designated premises supervisor should have access to the sound limiting device.</p>
	<b>PN4</b>	<p><b>Locate entertainment facilities</b> such as DJ booths, stage and loudspeakers away from doors and windows.</p> <p>Rubber speaker mounts can be used to minimise structure borne noise.</p>
	<b>PN5</b>	<p><b>Methods for monitoring noise</b> should be included in a noise policy. Methods could range from simple perimeter checks and listening tests by the licence holder/staff to a detailed measurement taken by a qualified consultant using sound measuring equipment.</p> <p>Noise monitoring should actively be carried out on a regular basis and in particular when a new form of entertainment is introduced at the premises, when alterations are made to the premises or when a complaint is made directly to the venue.</p>
	<b>PN6</b>	<p><b>A log book</b> should be kept of any noise monitoring carried out, the findings and any remedial action taken. The log should indicate whether it was routine noise monitoring or the result of a complaint.</p> <p>The log book should be made available for inspection by the licensing authority or environmental health responsible authority.</p>
	<b>PN7</b>	<p><b>A contact telephone number</b> should be made available to local residents and businesses which they can use to report noise disturbances to a responsible person at the venue as and when they occur. The number should be available at all times the premises licence is in use.</p>
<b>Noise and nuisance from customers arriving and</b>	<b>PN8</b>	<p><b>Reduce the potential for excessive queue lines</b> with a well-managed and efficient door policy.</p> <p>Long queues should be avoided and any queues should be directed away from residential properties.</p>

<p><b>leaving the premises Risk</b></p>	<p><b>Ref.</b></p>	<p>Queues should be actively managed by door staff, especially later in the evening, to keep noise to a minimum.  <b>Good practice measure</b></p>
<p><b>Noise and nuisance from customers arriving and leaving the premises</b></p>	<p><b>PN9</b></p> <p><b>PN10</b></p> <p><b>PN11</b></p>	<p>Rowdy behaviour from people queuing to get in should not be tolerated. Door staff should refuse to anyone behaving in an anti-social way.</p> <p>Restrict admittance or re-admittance to the premises after 11pm.</p> <p><b>A customer dispersal policy</b> can minimise noise disturbance to local residents from customers leaving the premises. A policy should clearly set out measures to avoid a mass exit at the end of the evening.</p> <p>A gradual change in music style and reduction in volume towards the end of the evening and increasing lighting levels can help reduce the potential for rowdy behaviour.</p> <p>Sufficient staff should be available at the end of the evening to manage a controlled shutdown of the premises and maintain good order as customers leave.</p> <p><b>Display prominent notices</b> close to the exit doors, requesting patrons to leave the premises quickly and quietly.</p> <p>Display notices in car parks reminding patrons that they are in a residential area and to leave quickly and quietly and not to slam doors, rev engines, sound horns or play loud music.</p> <p>Make announcements at the end of the evening requesting patrons to leave the premises and area quickly and quietly.</p> <p><b>Provide a free taxi phone service</b> and an internal waiting area for customers to prevent noise disturbance to neighbours.</p> <p>Steps should be taken to ensure that any taxi operators used and all their drivers are aware that they should arrive and depart as quietly as possible and should not sound their horns or leave engines idling unnecessarily.</p>



Risk	Ref.	Good practice measure
<b>Noise and nuisance from customers using external areas</b>	<p><b>PN12</b></p> <p><b>PN13</b></p> <p><b>PN14</b></p>	<p><b>Display prominent signs</b> in external areas such as beer gardens and forecourts asking customers to keep noise to a minimum.</p> <p><b>Restrict the use of external areas</b> after 10.00pm if premises are in a residential area.</p> <p><b>Door supervisors or staff</b> should regularly monitor and manage external areas to ensure that customers are not causing a disturbance to local residents.</p> <p>For private forecourts, a physical barrier such as a rope should be used to mark the boundary of the area outside the premises where customers are allowed.</p> <p>Limit the number of smokers permitted outside at any one time after a certain time.</p> <p>Discourage smokers from loitering outside by not permitting them to take their drinks with them and removing external furniture after a certain time.</p> <p>Locate smoking areas away from residential premises.</p> <p>Do not permit customers to congregate on and block the public highway to passers-by.</p>
<b>Noise from staff and entertainment providers leaving the premises</b>	<b>PN15</b>	<b>Staff and performers</b> who depart late at night or in the early hours of the morning when the business has closed should conduct themselves in such a manner as to avoid causing a disturbance to nearby residents. This includes the loading and unloading of artists' equipment.
<b>Noise and disturbance caused by</b>	<b>PN16</b>	<b>Commercial deliveries, collections and storage/disposal of waste</b> , including beer deliveries, refuse collections and storage/disposal of waste and recyclables in external areas should be restricted to normal working hours.

<b>deliveries, collections and waste disposal</b>		
<b>Risk</b>	<b>Ref.</b>	<b>Good practice measure</b>
<b>Litter and waste around the premises</b>	<b>PN17</b>	<p><b>Code of practice for the distribution of printed matter such as promotional flyers:</b></p> <p>Printed matter includes any materials produced for distribution which have been subject to a printing process and includes flyers, self-adhesive stickers, leaflets, cards, papers and any similar items.</p> <p>The free printed matter must bear the name, address and contact details such as telephone number or email address of the venue that is being promoted.</p> <p>All free printed matter must meet the standards of the Advertising Standards Authority. The matter should contain nothing that is likely to cause serious or widespread offence. Particular care should be taken to avoid causing offence on the grounds of race, religion, sex, sexual orientation, age or disability.</p> <p>No free printed matter that encourages the irresponsible consumption of alcohol can be issued.</p> <p>Distributors must not distribute free printed matter in such a way as to cause nuisance or annoyance to members of the public.</p> <p>Distributors must not distribute free printed matter promoting a particular venue directly outside or in close proximity to a competitor's venue nor should they approach members of the public who are queueing for entry to a competitor's venue.</p> <p>No more than two distributors promoting the same venue will be allowed to distribute printed matter at any location other than the venue that they are promoting.</p> <p>Distributors must not attach stickers to members of the public either with or without their consent.</p> <p>No free printed matter shall be placed on or attached to parked vehicles or bicycles nor should it be left unattended by staff for the general public to take at their discretion.</p>

<b>Risk</b>	<b>Ref.</b>	Distributors will take responsibility to ensure that their leafleting does not cause littering and should proactively ensure that any lettering caused by their printed material is cleaned up.  <b>Good practice measure</b>
<b>Litter and waste around the premises</b>	<b>PN18</b>	<b>Procedures should be in place</b> for the prompt collection of street litter generated by the premises, for example flyers, cigarette butts or food wrappers.  Regular patrols of the area outside the premises should be undertaken by staff to clear any litter attributable to the premises.  Use wall or floor mounted cigarette bins in designated smoking areas for customers.
<b>Disturbance from external lighting</b>	<b>PN19</b>	<b>External lighting</b> for the premises should be turned off after the premises are closed to the public.
<b>Noise or odours from plant and machinery</b>	<b>PN20</b>	<b>Plant equipment and machinery</b> should not cause a nuisance to local residents by way of noise, odour or vibration. Acoustic measures such as screening, anti-vibration mounts, silencers or timing switches should be used if necessary.

## Protection of children from harm

This section provides guidance on good practice for the prevention of children from harm at licensed premises.

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The carrying on of licensable activities, particularly the sale of alcohol and some types of entertainment, can increase risks of harm to children whilst they are visiting licensed premises. It is important that licensees take a proactive approach to protecting and managing the wellbeing of children at their premises. Licence holders should have clear documented policies and procedures in place to identify all age restricted risks at their premises and measures in place to prevent, manage and respond to those risks. This is best achieved through a premises risk assessment.

Risk	Ref.	Good practice measure
<b>Children visiting licensed premises</b>	<b>CH1</b>	<p><b>A documented policy</b> setting out measures to protect children from harm should be in place for the premises. This policy should consider all activities associated with the premises including the sale of alcohol and the provision of regulated entertainment.</p> <p>All staff (including door and bar staff) should receive training on the policy and be aware of their responsibilities under the Licensing Act. A record should be kept of any training.</p>
	<b>CH2</b>	<p><b>Restricting access to children</b> may be relevant depending on the nature of the business and/or the nature of the activities taking place on the premises.</p> <p>The admission of children could be restricted up until a specified time or there could be a requirement for children to be accompanied by a responsible adult.</p>
<b>Underage sales of alcohol</b>	<b>CH3</b>	<p><b>The operation of a strict 'No ID – no sale' policy.</b> The premises licence holder or club premises certificate holder must ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol. This must as a minimum require individuals who appear to the person serving alcohol to be under the age of 18 years of age to produce on request (before being served alcohol) appropriate identification.</p> <p>The premises licence holder or club premises certificate holder will ensure that staff are made aware of the existence and content of the policy.</p>
<b>Risk</b>	<b>Ref.</b>	<b>Good practice measure</b>

<p><b>Underage sales of alcohol</b></p>	<p><b>CH4</b></p> <p><b>CH5</b></p>	<p>Where there is a designated premises supervisor, they have responsibility for ensuring that the sale of alcohol is carried on in accordance with the age verification policy in place.</p> <p>This condition does not exclude best practice schemes such as Challenge 21 or Challenge 25 which require individuals who appear to be under an age which is greater than 18 to provide ID.</p> <p>Staff serving alcohol on the premises must require any individual who appears to the responsible person to be under the age of 18 years to produce on request, before being served alcohol, identification bearing their photograph, date of birth and a holographic mark.</p> <p>Examples of appropriate identification include:</p> <ol style="list-style-type: none"> <li>1. A passport</li> <li>2. A photo card driving licence</li> <li>3. A proof of age card bearing the PASS hologram</li> <li>4. A military identification card</li> </ol> <p><b>The adoption of the 'Challenge 25' scheme</b> gives staff additional support and encouragement to ask for ID from any person appearing to be under 25 years of age in order to assess whether or not the sale is lawful.</p> <p>Prominently advertise the scheme in your premises, particularly at the points of sale in order that customers are fully aware.</p> <p>The use of till prompts to remind staff to ask for proof of age.</p> <p>Display posters at the premises advising that it is an offence to purchase alcohol on behalf of an underage person (proxy sales).</p> <p><b>Keep a refusals book</b> (or use refusal button on electronic point of sale) on the premises and ensure it is completed whenever a sale is refused to a person who cannot prove they are over the age of 18. The record should contain the date and time of the incident, a description of the customer, the name of the staff member who refused the sale and the reason for refusal.</p> <p>The record should be made available to Police and authorised Council officers on request.</p> <p><b>Good practice measure</b></p>
<p><b>Risk</b></p>	<p><b>Ref.</b></p>	

<b>Access to age restricted gaming machines</b>	<b>CH6</b>	<b>Age restricted gaming or vending machines</b> should have suitable signage setting out the age restrictions.  Machines should be positioned where staff are easily able to monitor them.
<b>Access to age restricted films</b>	<b>CH7</b>	<b>Adequate provisions for restricting children</b> from viewing age restricted films should be in place at the premises.  Staff should be trained to check ages at point of sale and prior to entry to a screening area to ensure that the admission of children is in accordance with the recommendations of the British Board of Film Classifications (BBFC).
<b>Access to entertainment of an adult nature</b>	<b>CH8</b>	<b>Children under the age of 18 should be excluded</b> from the premises or part of the premises when activities such as adult entertainment are taking place.  Promotional material for such entertainment should not be displayed externally on the premises or internally in any part of the premises where it could be seen by young persons.

## Useful Contacts

**Cheltenham Borough Council Licensing Team**

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**Gloucestershire Constabulary Licensing**

Municipal Offices  
Promenade  
Cheltenham  
GL50 9SA

Telephone: 01242 775004

Email: [licensing@cheltenham.gov.uk](mailto:licensing@cheltenham.gov.uk)  
[www.cheltenham.gov.uk/licensing](http://www.cheltenham.gov.uk/licensing)

**Cheltenham Borough Council Environmental Health**

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Promenade  
Cheltenham  
GL50 9SA

Telephone: 01242 264135

Email: [ehbusinesssupport@cheltenham.gov.uk](mailto:ehbusinesssupport@cheltenham.gov.uk)  
[www.cheltenham.gov.uk/](http://www.cheltenham.gov.uk/)

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Telephone: 01242 252323

Email: [info@cheltenham-safe.org](mailto:info@cheltenham-safe.org)  
[www.disc-net.org/cheltenham](http://www.disc-net.org/cheltenham)

Police Headquarters  
No 1 Waterwells  
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Gloucester  
GL2 2AN

Telephone: 01452 752816

Email: [licensing@gloucestershire.police.uk](mailto:licensing@gloucestershire.police.uk)  
[www.gloucestershire.police.uk](http://www.gloucestershire.police.uk)

**Cheltenham Borough Council Planning Department**

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Cheltenham  
GL50 9SA

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[www.cheltenham.gov.uk/planning](http://www.cheltenham.gov.uk/planning)

**Gambling Commission**

[www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)

**Health and Safety Executive**

[www.hse.gov.uk](http://www.hse.gov.uk)

**Institute of Acoustics**

[www.ioa.org.uk](http://www.ioa.org.uk)

**Secured by Design**

[www.securedbydesign.com](http://www.securedbydesign.com)