
From: Matt eason
Sent: 23 April 2018 14:50
To: Licensing;
Subject: Glamorous Show Bar
Attachments: Final Plans.pdf; Incident Reports.docx; Operational Action Plan 2018.doc; Rebranding plan.docx; Security Arrangements.docx

Hi Satty,

Further to your email earlier here are the documents we want to refer to in tomorrows hearing. Apologies for the delay in getting these to you i have only just had a response from Ben Reader.

I will bring hard copies of the attached files tomorrow morning.

Matt Eason

From: Matt eason
Sent: 19 April 2018 23:57
To: b.reader@west-midlands.pnn.police.uk; bw_licensing@west-midlands.pnn.police.uk
Subject: Glamorous

Hi Ben, Licensing

Please find attached documents relevant to new operating action plan and further supporting documents. Please disregard the previous operating plan proposal as that document is now out of date.

Please have a look through and let me know your thoughts.

Matt Eason
Glamorous

PLAN TO CHANGE IDENTITY OF PREMISES

Myself and co-owner Sam plan to change our operating style to reflect the identity of Glamorous Show Bar bringing it back to a venue for the LGBT community. This document will explain how the management are going to achieve this.

WHOLESALE CHANGES

Firstly we recognise as the venues co-owner that we need to make some big changes to Glamorous to bring back its original identity of a late night bar for the Gay community. Glamorous was known for being the place to go if you wanted a camp, fun, enjoyable and safe environment to visit with all the camp and cheese that goes with it.

***DPS** – I am currently the DPS of the venue and I have identified that as the venues co-owner I cannot be there at all times and I acknowledge that if we are to succeed in bringing back the old Glamorous charm I need to appoint someone who is going to be there more often. We will identify a suitable candidate for this position.

***Management** – We have identified issues arising with the current manager. Immediate changes will be made to the management structure. We have been disappointed with the current manager who we employed in April 2017. We will be making wholesale changes to personnel to enable us to go forward and to have confidence in our management team.

***Security Company** – The security company More Secure will remain for the near future, we believe a stronger DPS and management team at the venue will ensure that the Security team will work to the best of its ability. More regular liaison will be made with the owner of the Security Company.

REBRAND

As Glamorous is currently closed and has been for nearly a month we are going to take the opportunity to re-open under a new brand. This rebrand will take effect under the following guises...

- **New Name** – Glamorous is currently known as ‘Glamorous Birmingham’ since April 2017, when we opened the venue in November 2015 we called it Glamorous Cabaret Bar. We want to change this back to its old name of ‘Glamorous Show Bar’ which is still shown on the premises license.

- **New Logo** – The current logo **GLAMOROUS** was created in 2017. It is very bold and steers too far away from the original theme of Glamorous which was supposed to be stylish and camp. Therefore we will recreate a version of the old logo using the same font which was

in this font previously used until 2009:

Glamorous

- **A Different entrance look** – The entrance to the venue will have the logo updated and pride flag banners will be installed on the left and right side of the entrance. We will also install more colourful lighting and brighten the entrance up. We will have resident drag queens on signage so the presence of a drag queen is always seen.
- **The Bar** – The bar itself inside is very plain. It will be updated with a more flamboyant back bar design.
- **Inside the venue** – The stage will have the curtains put back up and the stage be made fit for purpose. It is our intention to host various cabaret shows.
- **New Entertainment** – There will now be regular advertised entertainment using social media. Entertainment will include drag shows and karaoke nights.

MUSIC POLICY

We have mentioned in previous documents that we want to reflect the clientele using a music policy to our advantage. Banning genres such as Bashment, Reggae & Heavy Metal and having a policy of playing camp, cheese, 90's and 80's music. This we believe will attract the clientele we are after.

ENTRANCE POLICIES / CONDITIONS OF ADMISSION

We have put forward in the operating plan a change to the last admission time to 3am. Mon to sun

An admission fee will be charged on entrance to Glamorous on all nights previously not done before.

An updated door policy is in place.

SECURITY & OPERATIONAL ACTION PLAN

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SECURITY COMPANY

SECURITY COMPANY PROVIDER	MORE SECURE
CONTACT NAME	CLINT DUNKLEY (BEVA)
POSTAL ADDRESS	
REGISTERED ADDRESS	
SECURITY COMPANY DOCUMENTS	

PREMISES

PREMISES NAME	GLAMOUROUS SHOW BAR
CONTACT NAME	MATTHEW EASON
ADDRESS	ALBANY HOUSE 27-35 HURST STREET CHINA TOWN BIRMINGHAM B5 4BD
NATURE OF PREMISES	THE PREMISES OPERATE AS A LATE NIGHT BAR
OPERATORS OF PREMISES	MATTHEW EASON & SAM HIBBERT
DESIGNATED PREMISES SUPERVISOR	PROPOSED: SAM HIBBERT AS A TEMP (CURRENTLY MATTHEW EASON) WITH THE VIEW TO TRAIN UP JAMIE LANGDEN
DATE OF INITIAL ACTION PLAN	

LOCATION, DESCRIPTION & USAGE OF PREMISES

POSITION OF PREMISES	THE OPERATIONAL ACTION PLAN APPERTAINS TO THE PREMISES KNOWN AS THE GLAMOUROUS SHOW BAR WHICH IS LOCATED IN THE BASEMENT OF A LARGE OFFICE BLOCK WITH RETAIL/LEISURE UNITS ON THE GROUND FLOOR.
DESCRIPTION OF PREMISES AND USAGE	- THE PREMISES ARE ACCESSED VIA A MAIN GROUND FLOOR ENTRANCE AND LOBBY AREA, WITH A MAIN STAIRCASE LEADING DOWN TO THE BASEMENT. - THE PREMISES OPERATE AS A LATE NIGHT BAR WITH THE OCCASIONAL LIVE ENTERTAINMENT. - THE PREMISE CONSISTS OF A MAIN ROOM, EQUIPPED WITH A LARGE BAR SERVERY, TOILETS AND A STAGE AREA. THE SMOKING AREA IS AT THE FRONT OF THE PREMISES.
HOURS OF TRADING for THE GLAMOUROUS SHOW BAR	10.00hrs to 06.00hrs - MONDAY TO SUNDAY THE ABOVE HOURS ARE SHOWN ON THE CURRENT PREMISES LICENSE 00.00hrs to 04.00hrs – SUNDAY, TUESDAY & WEDNESDAY <i>WITH A LAST ADDMISSION TIME OF 03.00hrs.</i> 00.00hrs to 06.00hrs – THURSDAY TO SATURDAY & MONDAY <i>WITH A LAST ADDMISSION TIME OF 03.00hrs.</i> THE ABOVE HOURS ARE PROBABLE OPERATING TIMES. - OPENING TIMES MAY VARY DUE TO POPULARITY.

1. CCTV EQUIPMENT

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
CCTV EQUIPMENT	THERE ARE 21 CAMERAS SITUATED THROUGHOUT THE PREMISES	- A CCTV SYSTEM IS INSTALLED AT THE PREMISES AND IS SUBJECT TO REGULAR MAINTENANCE. - THE CCTV SYSTEM HAS BEEN INSTALLED AT THE PREMISES TO THE SPECIFICATION AGREED WITH THE LICENSING DEPARTMENT AT WEST MIDLANDS POLICE.	SYSTEM TO CONTINUE TO BE SUBJECT OF REGULAR MAINTENANCE
	ALL CAMERA'S ARE MONITORED/CONTROLLED FROM THE CCTV HARDWARE & MONITOR SITUATED IN THE OFFICE IN THE BASEMENT OF THE PREMISES	ENSURE THAT THE USAGE OF THE CCTV SYSTEM AND DATA OBTAINED IS IN ACCORDANCE WITH THE DATA PROTECTION ACT 2000	
	A CCTV MONITOR IS LOCATED AT THE FRONT ENTRANCE ON THE GROUND FLOOR FOR THE USE OF DOOR SECURITY	ENSURE THAT THE MONITOR IS WORKING DURING OPENING TIMES	
	CCTV IS IN OPERATION WHILST THE PREMISES ARE OPEN AND RECORDING CONTINUALLY.	- CCTV RECORDINGS WILL BE KEPT FOR A MINIMUM OF 31 DAYS. - CCTV IMAGES WILL BE MADE AVAILABLE TO ANY RESPONSIBLE AUTHORITY IMMEDIATELY ON REQUEST - CCTV TO BE CHECKED DAILY. - ANY MALFUNCTION/MAINTENANCE TO BE RECORDED	

2. CAPACITY LEVELS

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
CAPACITY LEVELS	THE MAXIMUM CAPACITY FOR THE PREMISES WILL BE AGREED WITH THE WEST MIDLANDS FIRE SERVICE.	- THE CAPACITY LEVELS MAY BE VARIED FROM TIME TO TIME SUBJECT TO AGREEMENT WITH WEST MIDLANDS FIRE SERVICE AND WEST MIDLANDS POLICE. - THE CAPACITY FIGURE WILL BE DISPLAYED AT THE FRONT OF THE PREMISES	
	THE CAPACITY MUST BE MANAGED/CONTROLLED AT ALL TIMES	- THE DPS OR MANAGER WILL ENSURE THAT CAPACITY LEVELS ARE ADHERED TO AS PER THE FIRE RISK ASSESSMENT. THEY WILL ENSURE THE FOLLOWING PRACTICES: - ENSURE CUSTOMERS DO NOT QUEUE FOR PROLONGED PERIODS AT THE BAR WHICH MAY CAUSE THEM TO BECOME AGITATED - TO ENSURE THE TEMPERATURE DOES NOT RISE TO THE POINT WHERE THE VENUE BECOMES HOT AND CUSTOMERS' AGITATION LEVELS RISE. - TO MAKE SURE THAT THE DPS /MANAGER CAN RETAIN CONTROL OF ALL CUSTOMERS AND ALL ASPECTS OF THE GENERAL MANAGEMENT OF THEIR PREMISES - TO PREVENT OPPORTUNIST THIEVES TAKING ADVANTAGE OF ANY DENSE CROWDS WHICH MAY MAKE PICK POCKETING EASIER - TO ENSURE THAT ALL ROUTES TO THE BAR, EXITS, TOILETS AND OTHER FACILITIES ARE CLEAR ENOUGH TO ALLOW EASY ACCESS BY CUSTOMERS, WHICH MAY PREVENT OUTBREAKS OF DISORDER AS CUSTOMERS BUMP INTO EACH OTHER AS THEY PASS TO GET TO THESE AREAS	

3. RISK EVENTS

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
RISK EVENTS	THE PREMISES ARE NOT REQUIRED TO GIVE NOTICE FOR EVENTS, IN WRITING TO LICENSING DEPARTMENT AT WEST MIDLANDS POLICE LICENSING UNIT UNLESS THE PREMISE OPERATES BEYOND 04.00HRS	- THE MANAGEMENT WILL PUT INTO PRACTISE THE NEED TO PRODUCE AN EVENTS RISK ASSESSMENT FOR ALL EVENTS, TOGETHER WITH A MONTHLY PLANNER TO BE SENT TO WEST MIDLANDS POLICE LICENSING AUTHORITY A MONTH IN ADVANCE. - RISK ASSESSMENT WILL CONTAIN THE SECURITY DEPLOYMENT	

4. COMMUNICATION

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
COMMUNICATION	PERSONAL RADIOS ARE PROVIDED BY THE PREMISES MANAGEMENT.	• COMMUNICATION VIA PERSONAL RADIOS HELD BY DOOR STAFF, • SUPERVISORS AND VENUE MANAGEMENT TO ENSURE THERE IS A RAPID RESPONSE BY POLICE TO INCIDENTS OF DISORDER OR OTHER CRIMINALITY WHICH IS ENDANGERING PATRONS AND STAFF. • MANAGEMENT TO ENSURE THAT DOOR STAFF AND MANAGEMENT ARE ABLE TO COMMUNICATE IN RESPECT OF POTENTIAL PROBLEMS • RADIO CHECKS ARE UNDERTAKEN BEFORE THE COMMENCEMENT OF EACH SHIFT.	
	LOCAL PUBWATCH PARTICIPATION.	• THE PREMISES ARE MEMBERS OF THE SOUTHSIDE PUBWATCH SCHEME WHICH HAS A RADIO LINK, LINKING OTHER PREMISES. • THE PREMISES SUBSCRIBE TO THE RADIO LINK., THIS WILL ALLOW DOOR STAFF AND MANAGEMENT AT THE PREMISES TO COMMUNICATE WITH NEIGHBOURING VENUES IN RESPECT OF POTENTIAL PROBLEMS	

5. SEARCH POLICY

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	THE IMPLEMENTING OF A SEARCH POLICY AT THE PREMISES.	• THE PREMISES HAS IN PLACE A SEARCH POLICY AT ALL TIMES. • THE SEARCH POLICY CONSISTS OF THE FOLLOWING: 1. THE MANAGEMENT RESERVES THE RIGHT TO REFUSE ENTRY TO ANY PERSON WHO REFUSES TO BE SEARCHED DURING THE OPERATING TIMES OF A PARTICULAR SEARCH POLICY (I.E SEARCH AS A CONDITION OF ENTRY). 2. IF A FULL SEARCH OF ALL CUSTOMERS' OUTER CLOTHING AND BAGS IS CARRIED OUT AS A CONDITION OF ENTRY THEN SAME SEX STAFF SHOULD BE EMPLOYED. 3. A RANDOM SEARCH OF CUSTOMERS' BAGS IS CARRIED OUT PRIOR TO ENTRY. 4. ONCE INSIDE A VOLUNTARY SEARCH OF PERSONS BELIEVED TO BE IN POSSESSION OF DRUGS OR STOLEN ITEMS MAY BE IN FORCE. THIS MAY BE THE SUBJECT OF A PERMANENT COMPANY POLICY.	

5. SEARCH POLICY CONTINUED.....

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	IN THE EVENTUALITY OF FINDING AN OFFENSIVE WEAPON WITHIN THE PREMISES, THERE IS A POLICY IN PLACE SO THAT THE MEMBER OF STAFF FINDING IT, IMMEDIATELY KNOWS WHAT TO DO.	- THE MECHANISMS EMPLOYED IN DISCOVERING AN OFFENSIVE WEAPON SHOULD BE SIMILAR TO DRUG RECOVERIES. - A MEMBER OF STAFF WHO RECOVERS THE ITEM WILL MAKE A RECORD OF THE RECOVERY. - THE ITEM WILL BE PLACED INTO A SEALED ENVELOPE WITH THE DESCRIPTION OF THE ITEM AND DETAILS OF THE DATE AND TIME AND PERSON FINDING IT WRITTEN ON THE ENVELOPE OR BAG. - THE ABOVE PROCEDURE WILL BE WITNESSED. - THE ITEM WILL BE PUT INTO A SAFE PLACE. - THE POLICE OR ANY OTHER AGENCY WHO ARE AUTHORISED BY LAW TO COLLECT AND DISPOSE OF WEAPONS, WILL THEN BE CONTACTED AND A RECORD MADE OF THE REMOVAL OF THE ITEM FROM THE PREMISES - IF THE WEAPON FOUND IS A FIREARM, IT WILL NOT BE TOUCHED. THE AREA SHOULD BE SEALED OFF AND THE POLICE CALLED IMMEDIATELY.	

6. SECURITY STAFF DUTIES

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
SECURITY STAFF	EACH INDIVIDUAL ASSIGNED TO CARRYING OUT A SECURITY ACTIVITY MUST BE LICENSED BY THE SECURITY INDUSTRY AGENCY	• ALL DOOR STAFF TO BE SIA TRAINED AND REGISTERED. • SECURITY PROVIDER IS AWARE THAT ONLY FULLY TRAINED AND SIA REGISTERED STAFF TO BE USED AT VENUE. • ALL SECURITY STAFF, ALTHOUGH EMPLOYED BY MORE SECURE, WILL ONLY BE PERMITTED TO PERFORM DUTY AT THE PREMISES WITH THE APPROVAL OF THE MANAGEMENT AT THE PREMISES • THE PREMISES LICENCE HOLDER SHALL ENSURE THEY MAINTAIN DOOR STAFF PROFILES FOR ALL DOOR STAFF WORKING AT THE PREMISES AND ANY DOOR STAFF THAT HAVE WORKED ON THE PREMISES IN THE LAST 3 MONTHS. THE DOOR STAFF PROFILE WILL CONSIST OF IDENTIFICATION FOR THE MEMBER OF STAFF: 1) A COPY OF HIS/HER SIA BADGE. 2) PASSPORT OR DRIVING LICENCE. • IF THE PROOF OF IDENTIFICATION IS ANYTHING OTHER THAN THE PHOTO DRIVING LICENCE, THEN THE MEMBER OF STAFF WILL NEED PROOF OF ADDRESS, WHICH MUST BE A COPY OF A UTILITY BILL AND BE DATED WITHIN THE LAST 6 MONTHS.	
	SECURITY STAFF NEED TO BE IDENTIFIABLE TO PATRONS.	• DOOR STAFF WILL WEAR THEIR SIA BADGES AND ADVISE CLUB MANAGEMENT OF THEIR SIA REGISTRATION NUMBER IF SO REQUESTED • ANY SECURITY STAFF NOT WEARING THEIR SIA BADGE AND/OR DECLINING TO GIVE REGISTRATION NUMBER WILL NOT BE PERMITTED TO PERFORM DUTY AT THE CLUB • THE BAR WILL SUPPLY APPROPRIATE HIGH VISIBILITY ARM BANDS TO BE WORN BY WHEN AT OR NEAR ENTRANCE TO PREMISES.	

6. SECURITY STAFF DUTIES CONTINUED.....

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	WHILST NOT DIRECTLY EMPLOYED BY THE BAR, DOOR STAFF HAVE PIVOTAL ROLE IN PROMOTING LICENSING OBJECTIVES, FOR WHICH THE BAR BEARS THE RESPONSIBILITY	• ALL SECURITY STAFF WILL ADHERE TO CONDITIONS ON THE PREMISES LICENCE MANAGEMENT REQUIREMENT IS FOR DOOR STAFF TO WEAR BLACK SHIRTS, JACKETS, TROUSERS AND SHOES. • THEY SHOULD BE SMART AND WELL PRESENTED, THEIR APPEARANCE AND HYGIENE REFLECTING PROPERLY UPON THE CLUB • DOOR STAFF WILL BE PROPERLY DRESSED AND CLEARLY IDENTIFIABLE BOTH AT DOORS AND WITHIN PREMISES • PREVENT INDIVIDUALS ENTERING PREMISES WHO ARE DRUNK, DISORDERLY OR BOTH, • ALSO PATRONS WHO DO NOT MEET THE DRESS CODE CRITERIA • ENSURE INDIVIDUALS OR GROUPS PREVIOUSLY EXCLUDED FROM VENUES ARE NOT PERMITTED TO RE ENTER • DOOR SUPERVISORS WILL BE STATIONED OUTSIDE THE FRONT OF THE PREMISES AND WEAR HI-VISIBILITY JACKETS/COATS AND WILL HAVE THEIR SIA BADGE HELD IN A CLEAR ARM SLEEVE. • DOOR SUPERVISORS INSIDE THE PREMISES WILL WEAR HI-VISIBILITY ARM BANDS AGAIN WITH THEIR SIA BADGES HELD IN A CLEAR ARM SLEEVE • SIA REGISTERED SECURITY STAFF WILL OVERSEE PATRONS ARRIVING OR DEPARTING THE PREMISES AND NOT ALLOW ANTI-SOCIAL BEHAVIOUR BY INDIVIDUALS/GROUPS. WHEN NECESSARY ADVICE WILL BE GIVEN TO SUCH PATRONS NOT TO DO ANYTHING WHICH MAY CAUSE ANNOYANCE OR DISTURBANCE TO THE LOCAL COMMUNITY	IMMEDIATE

6. SECURITY STAFF DUTIES CONTINUED.....

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	DOOR SECURITY WILL PERFORM A NUMBER OF FUNCTIONS WHILST ON DUTY AT THE PREMISES	- HERE IS A LIST OF FUNCTIONS WHICH ARE PERFORMED BY DOORSTAFF: - CHECK AGE OF CUSTOMERS ENTERING THE VENUE - CHECK AGE OF CUSTOMERS CONSUMING/BUYING ALCOHOL - TOILET CHECKS - EJECTING CUSTOMERS - DEALING WITH INJURED PERSONS - DEALING WITH VULNERABLE CUSTOMERS - MONITORING INTOXICATION LEVELS OF CUSTOMERS - DEALING WITH LOST AND FOUND PROPERTY - RECORDING DETAILS OF INCIDENTS AT THE VENUE - CARRYING OUT ANY SEARCH POLICY - EMERGENCY EVACUATION PROCEDURES - DETAINING PERSONS BELIEVED TO HAVE COMMITTED OFFENCES	

6. SECURITY STAFF DUTIES CONTINUED.....

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	FIRE RISKS & EVACUATION PROCEDURE OF PREMISES	• IT IS IMPERATIVE THAT ALL FIRE EXITS ARE FREE FROM OBSTRUCTION AT ALL TIMES AND WELL LIT. • ALL STAFF MUST BE TRAINED IN FIRE EVACUATION PROCEDURES. • ALL DAILY/WEEKLY FIRE SAFETY CHECKS WILL BE DOCUMENTED AS PROOF THAT THESE HAVE BEEN COMPLETED.	
	EJECTIONS FROM THE PREMISES	• ALL EJECTIONS FROM THE PREMISES ARE TO BE DONE VIA THE FRONT ENTRANCE. • IF THE SAFETY OF THE CUSTOMERS ARE A CONCERN AND THE PERSON BEING EJECTED IS BECOMING VIOLENT THEN THE REAR EXIT CAN BE USED. • ENSURE THAT IF A PERSON IS EJECTED OUT THROUGH THE REAR THAT THIS PERSON IS REMOVED AWAY FROM THE PREMISES. • ENSURE CCTV IS WORKING IN THIS AREA	

7. DRESSCODE

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
DRESS CODE	TO MAINTAIN HIGH STANDARDS OPERATORS OF ENTERTAINMENT VENUES HAVE A DRESS CODE POLICY TO WHICH SECURITY STAFF CAN ENFORCE.	• DRESS CODE TO BE ADOPTED WITH THE APPROPRIATE SIGNAGE IN PLACE AT THE FRONT ENTRANCE AND CLEARLY VISIBLE TO ALL PATRONS ENTERING PREMISES. • DRESS CODE CAN ALTER, DEPENDANT ON TYPE OF EVENT AT THE PREMISES. • RISK ASSESSMENT CAN SHOW THIS.	CONSTANTLY MONITORED BY MANAGEMENT

8. DRUGS POLICY

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
DRUGS POLICY	THE PREMISES WILL IMPLEMENT A DRUGS POLICY AND SUPPLY STEELHOUSE LANE WITH A COPY	• A DRUGS POLICY IS IN PLACE FOR THE PREMISES. • COMPLY WITH WEST MIDLANDS POLICE DRUGS POLICY IN RESPECT OF DRUGS CONFISCATION AT PREMISES • RECOVERED DRUGS ARE TO BE DEALT WITH AS PER WEST MIDLANDS POLICE DRUGS POLICY. IN ABSENCE OF THIS, THERE IS LITTLE PROTECTION TO STAFF/MANAGEMENT/OWNER AS TO THE MANNER IN WHICH THEY DEAL WITH ANY RECOVERED DRUGS. • ANY SEIZED DRUGS TO BE HANDED TO A LOCAL POLICE OFFICER • IF LARGE AMOUNTS OF DRUGS ARE FOUND OR SUSPECTED, POLICE WILL BE IMMEDIATELY ADVISED	SEE DRUGS POLICY
	ACTION TO BE TAKEN IN RESPECT OF CUSTOMERS SUSPECTED OF BEING DRUG DEALERS OR DRUG DEALING	• PERSONS SUSPECTED OF BEING DRUG DEALERS ARE NOT PERMITTED ACCESS TO THE PREMISES.	
	ACTION TO BE TAKEN IN RESPECT OF CUSTOMERS SUSPECTED OF BEING DRUG DEALERS OR DRUG DEALING	• PERSONS SUSPECTED OF DRUG DEALING UPON THE PREMISES ARE EJECTED • THE PREMISES HAVE A ZERO TOLERANCE POLICY REGARDING THE USE OF DRUGS ON PREMISES	

8. DRUGS POLICY CONTINUED.....

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	WAYS OF KEEPING THE PREMISES CLEAN OF DRUGS	THIS WILL INCLUDE THE FOLLOWING: • A NOTICE OUTLINING THE VENUE'S 'ZERO TOLERANCE' POLICY DISPLAYED IN A PROMINENT PLACE. • FULL SEARCH POLICY FOR DRUGS ON ENTERING THE VENUE. • REGULAR CHECKS OF TOILETS FOR DRUG TAKING OR SUPPLYING. • REMOVAL OF SMOOTH SURFACES WITHIN THE TOILET AREAS TO MAKE TAKING OF CERTAIN DRUGS MORE DIFFICULT. • LUBRICANT, SUCH AS VASELINE, WIPED OVER SMOOTH SURFACES TO MAKE THE TAKING OF CERTAIN DRUGS DIFFICULT. • STAFF TRAINING WITH REGARDS TO DRUGS AWARENESS. • A POLICY EXPLAINING WHAT STAFF SHOULD DO IF THEY FIND ANY DUBIOUS SUBSTANCES, IE, CALL THE POLICE.	

8. DRUGS POLICY CONTINUED.....

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	TOILETS TO BE REGULARLY CHECKED TO DISCOURAGE DRUG TAKING	REGULAR CHECKS OF TOILETS FOR DRUG TAKING OR SUPPLYING	
	WHAT ACTION TO TAKE IN THE EVENT OF DRUGS CONFISCATION.	- THIS SHOULD BE IN THE DRUGS POLICY. - ANY PERSON STATING THEY "FLUSH" OR "BIN" ANY SUCH SUBSTANCES SHOULD BE ADVISED THAT THIS IS NOT THE APPROPRIATE WAY OF DEALING WITH THE ISSUE. DETAILS OF HOW PREMISES MANAGES DRUGS CONFISCATED WILL BE FOUND IN THE DRUGS POLICY.	

9. INCIDENT HANDLING

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	THE RECORDING OF ANY INCIDENT	INCIDENT REGISTER TO BE MAINTAINED	
	STAFF TO BE TRAINED IN DEALING WITH UNRULY CUSTOMERS.	- ALL STAFF MUST BE TRAINED WITH REGARD TO DRUNKENNESS. - STAFF NEED TO BE AWARE OF THEIR LEGAL OBLIGATIONS, KNOW WHAT THEY SHOULD DO IF SOMEONE APPEARS TO BE DRUNK AND ATTEMPTS TO BE SERVED. - WHAT STEPS THEY SHOULD TAKE IF A CUSTOMER IS FOUND TO BE EXCESSIVELY DRUNK WITHIN THEIR VENUE. - SOME PERSONS SUFFERING FROM THE EFFECTS OF ALCOHOL CAN CHANGE PERSONALITY. PERSONS WHO WOULD NORMALLY BEHAVE SENSIBLY CAN BECOME LOUD, VIOLENT AND ROWDY. - THE VENUE SHOULD RECOGNISE THIS AND PUT A POLICY IN PLACE TO DEAL WITH THIS. THIS CAN BE IN THE WAY OF STAFF TRAINING IN THE AWARENESS OF THE EFFECTS OF ALCOHOL AND CONFLICT MANAGEMENT. ALSO STAFF TRAINING REGARDING EARLY RECOGNITION OF ANY IMMINENT DISORDER. - WHILST A VENUE MAY HAVE POLICIES TO PREVENT ANY DISORDER FROM OCCURRING IN THE FIRST PLACE, DESPITE ALL THEIR EFFORTS AN INCIDENT MAY OCCUR. - THERE SHOULD BE A SYSTEM IN PLACE WHERE THE VENUE RECOGNISES THAT VICTIMS OF DISORDER IN THEIR VENUE NEED TO BE CARED FOR. THIS COULD RANGE FROM IMMEDIATE FIRST AID WHERE NECESSARY AND CALLING FOR AN AMBULANCE IF NEEDED. - THE VENUE COULD ALSO PROVIDE AN AREA THAT IS SAFE WHERE THEY COULD RECOVER.	SEE INCIDENT HANDLING POLICY

10. PRESERVATION OF CRIME SCENE

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	WHAT IS A CRIME SCENE AND HOW DO YOU DEAL WITH ONE	• A COMMON PROBLEM FOR POLICE CALLED TO INVESTIGATE A FIGHT OR ASSAULT OCCURRING IN LICENSED PREMISES IS THAT ANY EVIDENCE LEFT AT A SCENE HAS BEEN CLEARED UP BY STAFF PRIOR TO POLICE ARRIVAL. • MANAGEMENT CAN EVIDENCE THAT THEY HAVE A POLICY OF MOVING CUSTOMERS AWAY FROM THE SCENE OF AN INCIDENT AND LEAVING EVERYTHING UNTOUCHED UNTIL EXAMINED BY THE POLICE.	SEE CRIME SCENE PRESERVATION POLICY

11. PROPERTY

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	CLOAKROOMS	• THE PREMISE HAS A CLOAKROOM IN OPERATION. • A WELL USED CLOAKROOM HAS BEEN SHOWN TO HAVE A SIGNIFICANT IMPACT UPON THE NUMBER OF THEFTS RECORDED WITHIN A VENUE.	
	LOST PROPERTY	• THE PREMISE DO HAVE A LOST/FOUND PROPERTY POLICY IN PLACE. • ENQUIRIES WILL BE MADE TO IDENTIFY THE OWNERS OF THE PROPERTY. • REGULAR LIAISON WITH THE POLICE TO CROSS CHECK RECORDS SHOULD BE MAINTAINED	
	PROPERTY PATROLS	• THE USE OF GLASS COLLECTORS HAS SHOWN TO BE BENEFICIAL IN REDUCING THE NUMBER OF THEFTS, PARTICULARLY IN LARGER PREMISES. • WHILST GLASS COLLECTORS GO ABOUT THEIR BUSINESS, THEY BECOME VIGILANT IN LOOKING FOR SUSPICIOUS OR UNATTENDED PROPERTY. • THE GLASS COLLECTORS WILL SEEK TO IDENTIFY ANY PROPERTY WHICH HAS BEEN LEFT UNATTENDED AND TO LOCATE THE OWNER. • ADVICE SHOULD BE GIVEN TO THE OWNER OF ANY IDENTIFIED UNATTENDED PROPERTY OR IF THE OWNER CANNOT BE FOUND, THEN THE ITEM SHOULD BE BOOKED INTO THE FOUND PROPERTY SYSTEM.	

12. SIGNAGE

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	CUSTOMERS TO BE REMINDED AS TO THEIR CONDUCT ON LEAVING PREMISES. I.E. NO NUISANCE TOLERATED	SIGNAGE TO BE PLACED AT ENTRANCE TO VENUE	
	CUSTOMERS TO BE AWARE OF CLUB DRESS CODE	SIGNAGE TO BE PLACED AT ENTRANCE TO VENUE.	
	SIGNAGE TO BE PLACED AT ENTRANCE AND INSIDE PREMISES.	CUSTOMERS TO BE MADE AWARE OF CCTV MONITORING BEING IN SITU	
	CUSTOMERS LEAVING BY TAXI	NOTICES SHALL BE DISPLAYED WITHIN THE LICENSED PREMISES FOR CUSTOMERS TO VIEW GIVING DETAILS OF TAXI COMPANIES TO USE	
	SIGNAGE INFORMING CUSTOMERS OF REDUCING NOISE LEVELS ON LEAVING PREMISES.	- CLEAR LEGIBLE NOTICES SHALL BE DISPLAYED AT THE EXIT FROM THE PREMISES REQUESTING PATRONS TO RESPECT THE NEEDS OF LOCAL RESIDENTS AND TO LEAVE THE PREMISES AND AREA QUIETLY - NOTICES SHALL BE DISPLAYED NEAR THE ENTRANCES, EXITS AND REAR SMOKING AREA OF THE PREMISES ADVISING CUSTOMERS WHO WISH TO USE THE OUTSIDE SMOKING FACILITIES THAT THEY SHOULD DO SO WITH RESPECT FOR THE NEARBY RESIDENTS AND KEEP NOISE LEVELS TO A MINIMUM.	

12. SIGNAGE CONTINUED.....

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	SIGNAGE ON EACH BAR SHOWING PRICE/MEASURE AND STRENGTH OF EACH DRINK OFFERED FOR SALE.	WHERE ANY OF THE FOLLOWING ALCOHOLIC DRINKS IS SOLD OR SUPPLIED FOR SALE OR 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) THE RESPONSIBLE PERSON SHALL ENSURE THAT IT IS AVAILABLE TO CUSTOMERS IN THE FOLLOWING MEASURES:- 1. BEER OR CIDER - $\frac{1}{2}$ PINT; 2. GIN, RUM, VODKA OR WHISKY - 25ML OR 35ML; AND 3. STILL WINE IN A GLASS - 125ML; AND THE RESPONSIBLE PERSON MUST ALSO ENSURE THAT CUSTOMERS ARE MADE AWARE OF THE AVAILABILITY OF THE AFOREMENTIONED MEASURES	

13. FIRST AID

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	THE PREMISES MUST HAVE FIRST AID FACILITIES.	• THE PREMISES DO HAVE FIRST AID FACILITIES. • THE PREMISES HAVE AN ACCIDENT/INCIDENT BOOK WHICH WILL BE COMPLETED. • BASIC FIRST AID WILL BE ADMINISTERED BEFORE THE ARRIVAL OF ANY AMBULANCE.	

14. NOISE ISSUES

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	SMOKING AREA TO THE FRONT OF THE PREMISES	THE DESIGNATED PREMISES SUPERVISOR SHALL BE RESPONSIBLE FOR ENSURING THAT THE SMOKING AREA DOES NOT CREATE A NUISANCE TO MEMBERS OF THE PUBLIC AT THE PREMISES AND IF NECESSARY RESTRICT THE NUMBER OF PEOPLE UTILISING THE SMOKING AREA AT ANY ONE TIME	
	ARRIVING OR DEPARTING TO & FROM PREMISES.	- SIA REGISTERED SECURITY STAFF WILL OVERSEE PATRONS ARRIVING OR DEPARTING THE PREMISES AND NOT ALLOW ANTI-SOCIAL BEHAVIOUR BY INDIVIDUALS/GROUPS. - WHEN NECESSARY ADVICE WILL BE GIVEN TO SUCH PATRONS NOT TO DO ANYTHING WHICH MAY CAUSE ANNOYANCE OR DISTURBANCE TO THE LOCAL COMMUNITY.	
		THE VENUE WILL HAVE A POLICY TO DEAL WITH NOISE INSIDE THE PREMISES WITH INSTRUCTIONS TO ALL STAFF ABOUT THE WEARING OF EAR PLUGS IF WORKING IN AREAS IDENTIFIED AS RISK AREAS IN RELATION TO LOUD NOISE LEVELS.	

14. NOISE ISSUES CONTINUED.....

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	THERE ARE RESIDENTS IN NEARBY HOTELS.	THE PREMISES ARE IN AN AREA WITH HOTELS NEARBY. CONSIDERATION MUST BE GIVEN TO CUSTOMERS MAKING NOISE LEAVING THE PREMISES AT CLOSING TIME AND MUSIC EMANATING FROM THE PREMISES THROUGH OPEN DOORS DURING OPERATING HOURS.	

15. DRINKING POLICY

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	THE PREMISES WILL ADOPT A CHALLENGE 25 POLICY FOR UNDER AGE SALES AND ANYONE APPEARING UNDER THE AGE OF 21 WILL BE ASKED FOR IDENTIFICATION.	• ALL STAFF, NOT JUST DOOR STAFF TO BE AWARE OF UNDER-AGE DRINKING LEGISLATION • ALL STAFF TO ENSURE THAT PATRONS WHO APPEAR DRUNK SHOULD NOT BE SERVED • THE PREMISES WILL ADOPT A CHALLENGE 25 POLICY FOR UNDER AGE SALES AND ANYONE APPEARING UNDER THE AGE OF 21 WILL BE ASKED FOR IDENTIFICATION. • THE PREMISES LICENCE HOLDER OR CLUB PREMISES CERTIFICATE HOLDER SHALL ENSURE THAT AN AGE VERIFICATION POLICY APPLIES TO THE PREMISES IN RELATION TO THE SALE OR SUPPLY OF ALCOHOL • THE POLICY MUST REQUIRE INDIVIDUALS WHO APPEAR TO THE RESPONSIBLE PERSON TO BE UNDER 18 YEARS OF AGE (OR SUCH OLDER AGE AS MAY BE SPECIFIED IN THE POLICY) TO PRODUCE ON REQUEST, BEFORE BEING SERVED ALCOHOL, IDENTIFICATION BEARING THEIR PHOTOGRAPH, DATE OF BIRTH AND A HOLOGRAPHIC MARK. • A RIGOROUS POLICY OF CHECKING SOME ACCEPTED FORM OF ID FOR THOSE WHO APPEAR TO BE UNDER 25 (DRIVING LICENSE, PASSPORT OR ACCREDITED PASS CARD). • NOTICES TO CUSTOMERS SITUATED BEHIND THE BAR OR AT THE ENTRANCE TO THE VENUE ADVISING CUSTOMERS OF THE STRICT DRINKING POLICY. • STAFF TRAINING WITH REGARD TO UNDERAGE DRINKING • ALL STAFF MUST BE TRAINED WITH REGARD TO DRUNKENNESS. STAFF NEED TO BE AWARE OF THEIR LEGAL OBLIGATIONS, KNOW WHAT THEY SHOULD DO IF SOMEONE APPEARS TO BE DRUNK AND ATTEMPTS TO BE SERVED. ALSO, WHAT STEPS THEY SHOULD TAKE IF A CUSTOMER IS FOUND TO BE EXCESSIVELY DRUNK WITHIN THEIR VENUE	

15. DRINKING POLICY CONTINUED.....

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	PROTECTION OF CHILDREN FROM HARM	THE PREMISE HAVE A STRICT POLICY IN FORCE AT ALL TIMES WITH REGARD TO CUSTOMERS UNDER THE LEGAL AGE WHO MAY ENTER THE PREMISES AND EITHER TRY TO BUY OR CONSUME ALCOHOL.	
	IN ADDITION TO THE LEGAL REQUIREMENTS, A PERSON WHO IS UNDER 18 YEARS AND WHO IS DRUNK OR WHO HAS CONSUMED INTOXICANTS MAY BECOME VERY VULNERABLE AND IS MORE LIKELY TO BECOME A VICTIM OF CRIME THAN SOMEONE OLDER OR MORE SOBER.	- FOR THIS REASON CHILDREN UNDER THE AGE OF 18 ARE NOT ALLOWED ON THE PREMISES. - UNLESS THEY ARE ATTENDING A PRE-BOOKED EVENT/PRIVATE FUNCTION WHERE THE APPROPRIATE NOTICE HAS BEEN GIVEN TO THE RELEVANT AUTHORITIES.	
	DRUNKEN BEHAVIOUR	THERE WILL BE A ZERO TOLERANCE POLICY TOWARDS DRUNKEN OR ANTI-SOCIAL BEHAVIOUR TO BE IN OPERATION AT ALL TIMES.	
	DRINKING GLASSES	VENUE HAS AN EFFECTIVE GLASS COLLECTION POLICY. THE IMPORTANCE OF THIS CANNOT BE OVEREMPHASISED. EFFECTIVE GLASS COLLECTION SHOULD BE OF PARAMOUNT IMPORTANCE TO ANY VENUE THAT CONSIDERS ITSELF TO BE A GOOD OPERATOR. THE FOLLOWING IS A LIST OF SOME OF THE ITEMS WHICH COULD FORM PART OF AN EFFECTIVE GLASS MANAGEMENT POLICY:	

16. HEALTH & SAFETY

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	SLIPS TRIPS & HAZARD POLICY	• THE PREMISES HAS A POLICY IN RELATION TO SPILLAGES. • GLASS COLLECTORS RECEIVE TRAINING IN CLEARING SPILLAGE. • GLASS COLLECTORS WHO CLEAR SPIULLAGES TO WEAR APPROPRIATE IDENTIFIABLE CLOTHING. • THE CORRECT CLEANING UTENSILS AND CLEANING AGENT TO BE USED. • PREMISES CONDUCT REGULAR INSPECTIONS OF FLOORING, STAIRCASES AND DAMAGED FURNITURE TO ENSURE THESE ITEMS CANNOT BE A POSSIBLE RISK TO CUSTOMERS OR STAFF.	
	NOISE ISSUES WITHIN PREMISES EMPLOYERS ARE LEGALLY OBLIGED TO PREVENT DAMAGE TO THE HEARING OF EMPLOYEES CAUSED	• REGULAR EXPOSURE TO HIGH LEVELS OF NOISE CAN CAUSE PERMANENT HEARING DAMAGE • STAFF WHO ARE SUBJECT TO CONTINUAL HIGH NOISE LEVELS ARE TO BE PROVIDED WITH EAR DEFENDERS.	

17. TRAINING ISSUES

SUBJECT	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
THE FOUR LICENSING OBJECTIVES • PREVENTION OF CRIME & DISORDER • PUBLIC SAFETY • PREVENTION OF PUBLIC NUISANCE • PROTECTION OF CHILDREN FROM HARM	• PREMISES TRAIN ALL STAFF PRIOR TO COMMENCING EMPLOYMENT IN THE FOUR LICENSING OBJECTIVES. • REGULAR TRAINING IS GIVEN ON A THREE MONTHLY BASIS. • RECORDS ARE KEPT OF ALL STAFF TRAINING. • ALL STAFF SIGN TO SAY THEY HAVE RECEIVED TRAINING	
FIRE EVACUATION PROCEDURES	• ALL STAFF INCLUDING DOOR SUPERVISORS RECEIVE REGULAR TRAINING IN FIRE EVACUATION PROCEDURES • ALL STAFF TRAINING IS RECORDED	
FIRST AID	• NOMINATED STAFF ARE TRAINED IN BASIC FIRST AID. • ALL STAFF TRAINING IS RECORDED	

18. MANAGEMENT

SUBJECT	INFORMATION & SPECIFIC RISK HAZARD	ACTION DATE
STRUCTURE	• PREMISES LICENSE HOLDER – MATT EASON • DESIGNATED PREMISES SUPERVISOR – TO BE NOMINATED • MANAGER – TO BE NOMINATED • BAR SUPERVISOR • BAR STAFF & GLASS COLLECTOR	
ROLE OF THE DPS/GENERAL MANAGER	• RESPONSIBLE FOR THE RUNNING OF THE PREMISES ON BEHALF OF THE PREMISES LICENSE HOLDER & ENSURING THE FOUR LICENSING OBJECTIVES ARE MET. • RESPONSIBLE FOR ENSURING ALL POINTS ON THE OPERATIONAL PLAN ARE ADHERED TO. • TO LIAISE WITH THE SECURITY COMPANY ON A REGULAR BASIS	IT HAS BEEN IDENTIFIED THAT THE CURRENT DPS NEEDS TO BE REPLACED
ROLE OF THE MANAGER	• RESPONSIBLE FOR ASSISTING THE DPS IN THEIR DUTIES • TO REPORT TO THE DPS DAILY WITH ANY ISSUES RAISED BY BAR STAFF • TO ENSURE BAR STAFF AND SUPERVISORS FOLLOW THEIR DUTIES CORRECTLY AND FOLLOW THE LICENSING OBJECTIVES. • WILL BE THE HOLDER OF A PERSONAL LICENSE.	IT HAS BEEN IDENTIFIED THAT THE CURRENT MANAGER IS NOT UP TO HIS ROLE AND WILL THEREFORE BE REPLACED
ROLE OF THE BAR SUPERVISOR	• TO LEAD THE BAR TEAM • TO REPORT TO THE MANAGEMENT TEAM DAILY • TO SUPERVISE BAR STAFF AND ENSURE POLICIES AND PROCEDURES ARE ADHERED TO • TO DEAL WITH ANY WELFARE ISSUES	

INCIDENT REPORTS

COMMENT

As mentioned in the meeting on Tuesday here is the feedback the management team came up in a meeting held with the security company MORE SECURE.

In attendance from More Secure were Beva & Mike. From the venue were Suzie, Andy and myself.

The management went through each incident that we had recorded since February 2018 to examine if the management & security could have dealt with any of the incidents any differently to have possibly prevented the incident from happening.

To come out of the examination was the lack of door supervisors on a number of the incidents.

1.

TIME	DAY	DATE	INCIDENT RECORDED	SOLUTION
03:08hrs	Tuesday	27 th February 2018	Incident Report completed by Raph: • Males ejected from the venue with police assistance, they left, went to the casino. • They later returned at 05.30hrs & forced entry back inside. • Police were called again but refused to assist as the venue had allowed them back inside even though they forced entry. • Police were involved with this incident to assist in removing the same persons on two occasions.	• It is apparent that Andre one of the security staff who was on the front entrance, had allowed the males inside the venue as he did not want a confrontation at the door. • In doing this we came to the conclusion he made the wrong decision, he should have refused them entry at the door. • He had access to back-up but did not inform anyone at the time. • If the door staff who were deployed at the main entrance had been strong enough and prevented the males from entering the premises then it may have meant that the Police would not have been called. The incident in this case required Police presence as the males had forced their way back in. • The incident could also have been prevented if door deployment was increased from two to three. • It had also been identified that the door security was weak on this night.

2.

TIME	DAY	DATE	INCIDENT RECORDED	SOLUTION
	Wednesday	28 th February 2018	Incident Report completed by Ralph: • Police called to assist door staff males being aggressive on the door.	• This incident could have again been prevented if the door security on the front door were stronger. • It had been brought to the attention of the Management at More Secure that one of the door staff (Nisar) who was deployed on the front door was 45 minutes late for duty. Beva stated that being late was not acceptable. • Andre the other door staff, was on his own on the front door and let the males inside for the same reason as the night before and added that the fact he was on his own he did not want a confrontation therefore let the males inside, when Nisar eventually arrived, Andre was struggling to get the males out. • This incident would have been preventable if the venue had deployed more security staff. It did not help with the lateness of one of the door staff. • Management will ensure that the premises will not operate if the complement of door staff are not deployed for whatever reason. Safety of customers and staff is paramount. • After these two incidents Mike from More Secure was informed. The management insisted that either Andre or Nisar work at the premises again.

3.

TIME	DAY	DATE	INCIDENT RECORDED	SOLUTION
02.03hrs	Monday	12th March 2018	Incident Report completed by Head Door Supervisor Suzie: • Male member of staff from Marco Pierre White restaurant was let in along with colleagues. Was asked to leave and got violent police attended and arrested the male. • An email was sent to the restaurant informing them of this incident.	• This male was not challenged on the door. • It was noted that he was let in by Suzie & Wayne who were manning the front door when the male arrived with other staff colleagues from the restaurant he and the others worked at. Some of the other staff are regulars & part of the gay scene. • Suzie pointed out one of the males in the group was wearing one of the girls high heel shoes. • As the male was let in as part of a group of people from a similar trade those present said that he would have been let in solely on this point and that it was unlikely any other door staff would have denied him admission either. • What would have prevented the male from becoming disorderly when being asked to leave is the presence of more security staff as there were only two on duty that night. • The stairs were mentioned that it was hard to eject the male upstairs and that extra members of security would definitely have helped either calm the situation or at least be able to eject the male out of the premises safely.

4.

TIME	DAY	DATE	INCIDENT RECORDED	SOLUTION
	Monday	12th March 2018	No Incident Report • A female had smashed the mirror in the ladies toilet and damaged a light fitting. • She was detained and the Police informed via 101 • The female provided her ID of which we took a copy and then let her go. • A Police officer visited the female who agreed to pay £80 under a community order • The female was not arrested or charged.	• The female carried out the damage randomly. • Security did not identify her as a risk when she came in. • It turned out she had lost her phone and got angry at the fact and then went on a rampage. • Management noted that more frequent toilet checks may have prevented this from happening but may not have been completely avoidable as the premises do not have security staff in the toilets all the time but definitely more regular checks might have been a deterrent as customers notice these things. • The use of a toilet check sheet on the wall in the toilets to show customers the toilets are visited regularly by staff will be a deterrent to cause damage. • CCTV signage to be placed in the toilets to state they are being monitored.

5.

TIME	DAY	DATE	INCIDENT RECORDED	SOLUTION
	Friday	16th March	Not Recorded Ibrahim's girlfriend comes to work.	- This is the incident where the management believe that the doorman brought his girlfriend to work who also attended with friends. - The girlfriend was ejected for constantly going into the gents toilets. - The female wanted to get revenge on her boyfriend so is believed to have told a passing police officer she was only 17. - The management investigated this incident. Suzie stated that the ID shown by the girlfriend was valid in appearance (a driving license) the girl in the photo resembled her, which is why she was allowed inside. Management also confirmed with Suzie that she carried out the challenge 25 Procedure. - The resolution to stop this from occurring again was to remove Ibrahim from the door, this was done at the request More Secure. - Beva noted in the meeting that he was surprised to hear of this request, he had not been made aware, but assured management that Ibrahim would not be returning to the premises.

6.

TIME	DAY	DATE	INCIDENT RECORDED	SOLUTION
			• Id apparent theft	• This incident is where a Male was allowed entry using his ID. • After a short period of time the male went to the smoking area & passed his ID & bank card to his friend the other side of the smoking shelter through a gap. • The other male attempted to use his friends ID to get in. • Suzie states that it was clear it was not him in the ID so it was confiscated & shown to a passing by police officer who then took the ID and bank card away. • The grandfather of the owner of the ID then apparently contacted police about this & also e-mailed management. • Management identified this as having caught the attention of Police licensing, but believed management conducted themselves in the correct manner by taking the ID off the male as he was clearly not the owner. • The officer just happened to be passing by when it was confiscated.

7.

TIME	DAY	DATE	INCIDENT RECORDED	SOLUTION
	Tuesday	27th March 2018	Incident involving the glass bottle.	• Management discussed this incident at length as it was the one that caused the venue to have the premises license reviewed and temporary suspended. • Management looked at CCTV of the male who carried out the attack & after seeing that he spent some time with Andy from security at the front door, Andy had let him in as he had had plenty of time to judge his character. They spoke for some time, he posed no risk at all. • The male was sober enough to enter, his dress code was camp in appearance. He wore a Burberry/tartan type scarf & was sporting a mop type hairstyle. He could easily be identified as someone who could be from the gay community. • We were satisfied that Andy being on his own made a fine judgment of the male's character. • Management did then take note that Wayne a security officer had not turned up for duty. A replacement was on the way. • Management also noted a couple of ways this incident could have been prevented which would have been to: • Include more security provision as a deterrent to someone thinking they could get away with attacking someone. • Management could have taken the decision to close the premises until the correct level of door supervisors were on site. • Management also identified if the venue had used Polycarbonate vessels would this minimise these type of incidents. • Management found that the best way forward was for more door security to be deployed.

SECURITY ARRANGMENTS FOR GLAMOUROUS SHOW BAR

1. SECURITY DEPLOYMENT

4 SIA TRAINED DOOR SUPERVISORS FOR GLAMOUROUS	
DEPLOYMENT AREAS	SECURITY DEPLOYMENT
Search Team & Security at Main Entrance: (Door supervisor will wear Hi-Vis Security Jackets)	Door Supervisors to be assigned to this area • 2 Door supervisors (1 & 2) to control flow of queue will also meet & greet patrons whilst conducting ID, suitability checks and searches on all persons entering the premises. • A search wand will be used on all searches. • They will also maintain a sterile area immediately outside the main doors. Metal barriers will be used for this, and to control queuing. • Will monitor smoking area. • All persons leaving premises to smoke will be searched again on re-entry. • Under no circumstances will door supervisors on front entrance leave this area unless a replacement is in place.
Main room – Main Bar area (Door supervisor will wear Hi-Vis Security armbands)	1 Door Supervisors to be assigned to this area. • 1 Door supervisor (3) to monitor both the bar area & toilets. • To identify any potential hotspots. • To monitor and keep clear escape routes • To assist Door supervisor 4 in the event of any incident.
Main room Dance floor & Stage area: (Door supervisors will wear Hi-Vis security armbands)	1 Door Supervisor to be assigned to this area • 1 Door supervisor (4) to monitor both the dance floor & stage area in the main room of the premises. • To identify any potential hotspots. • To monitor and keep clear escape routes. • To assist Door supervisor 3 in the event of any incident.

2. SECURITY ISSUES

SECURITY DUTIES	• All Door Supervisors will be briefed by their respective Designated Premises Supervisor, as to their duties during their tour of duty at the venue. • No door supervisor will be engaged to work at the premises if he/she is not in possession of a current SIA licence. • No door supervisor will be engaged to work at the premises if the management at GLAMOUROUS SHOW BAR are not supplied with a current profile of the Door supervisors.
SEARCHING	• GLAMOUROUS SHOW BAR will operate searches for all those entering the premises, which will include the use of a hand held search device. • To include those persons re-entering after using the smoking area.
EJECTIONS FROM THE PREMISES	• All ejections will be conducted via the front entrance of GLAMOUROUS SHOW BAR. • No other exit will be used, as they are deemed impractical and unsafe for various reasons.
IDENTIFICATION	• 'Challenge 25' will be adopted, and only the following ID documents will be accepted as proof of age. PASSPORT/DRIVING LICENCE
CAMERAS	• The venue is equipped with CCTV, as per licence conditions.
TOILETS	• Toilet will be periodically checked by door staff. • All toilet checks to be recorded.
RADIO COMMUNICATION	• Radio's will be issued to all door & bar supervisors who in turn will be able to contact any door /bar supervisor or management in the premises
SMOKING AREA	• A smoking area is situated at the front of Glamorous Show Barr. • This area will be monitored by door staff at the front entrance.
FIRST AID	• There will be a trained first aider on duty on the premises at all times.
INCIDENT REGISTER	• All incidents will be recorded in the premises Incident register

2. SECURITY ISSUES

DRUGS POLICY	GLAMOUROUS SHOW BAR have an absolute “Zero Tolerance” in relation to misuse of Drugs. a). Persons suspected of being in possession of unlawful drugs will be asked to submit to a search prior to entering the premises. If they decline the search, they will not be permitted access. b). Any person within the premises suspected of being in possession of unlawful drugs will be asked to submit to a search. If they decline they will be removed from the premises. Any “minor” possession (as per guidelines i.e. non dealing quantity) discovered under these circumstances will lead to the suspect drugs being seized and the person in possession and anyone accompanying him/her being refused entry.
DPS AREA OF RESPONSIBILITY	• The DPS is ultimately responsible for his premises and ensuring all conditions are adhered to. • He is fully aware of his responsibilities. • The DPS for GLAMOUROUS SHOW BAR will make periodic visits to the front entrance ensuring correct supervision of the door supervisors.

3. POTENTIAL RISK FACTORS

VIOLENCE towards floor & Bar Staff, Security & members of Public	• All staff will have received training in the four licensing objectives. • All members of staff will be briefed prior to opening on possible dangers. • The bar will have a supervisor on it that will have radio communication with security and management. • Staff will be trained to spot potential trouble makers & to defuse potential tense situations if safe to do so. • CCTV will be in working order, and have a recording facility of 31 days. • All incidents will be entered into an incident register/book. • Overcrowding will not be permitted in any area of the venue. Door supervisors & Management will ensure this is the case. • Drink will not be sold to any person who appears to show signs of drunkenness. • Glass collectors will be used to keep the venue clear of empty glasses, and to keep the venue clean & safe from spillages.
DRUNKENNESS issues	• All staff will have received training on how to spot a member of the public who appears to be drunk and how to deal with them. • If members of the public appear to be drunk then refusal of any further drinks will be made. • If improper behaviour is being displayed, ejection from the venue will be made.
QUEUING arrangements	• Customers arriving at the venue will be ushered into a single queue.
UNSUITABLE CLIENTILE	• Customers who turn up at the venue but are not suitably dressed for GLAMOUROUS SHOW BAR will be politely refused entry.
SLIPS/TRIPS HAZARDS inside premises	• All stairs are fitted with handrails. • All flooring is in good condition. • There is adequate lighting on all stairs/steps. • Staff have been identified to clean any spillages as soon as they have occurred. • Staff will have been instructed how to clean the spillage up as per Health & Safety instructions.

GROUND LEVEL

Hurst Street

SECURITY STAFF

New Pedestrianised area

BARRIERS

Pavement....

SMOKING AREA

ENTRANCE

PADDY POWER

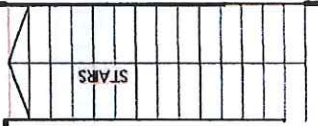
HAIR
DRESSERS

GLAMOROUS

ALBANY HOUSE

CHINESE BAKERY

STAIRS





grossed: **366.100**