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**From:** Suzanne Oatley > on behalf of Andrew Potts  
**Sent:** 11 May 2018 10:38  
**To:** Licensing  
**Cc:**  
**Subject:** Domus, 28-30 Bristol Street, Birmingham  
**Attachments:** AppBundle.PDF; Statement.PDF

Dear Sirs

We refer to the hearing at 1 p.m. on Monday 14<sup>th</sup> May and now enclose:

1. Signed statement of Petros Liatis
2. Signed statement of Carl Moore
3. Signed statement of Paul Burrows
4. Bundle of 8 documents

As indicated previously Mr Carl Moore cannot attend and no doubt the Committee will give the appropriate weight to what he says in his signed statement.

We will also have present at the Committee room the documents that Mr Moore has prepared for the premises but he specifically does not want them to be in the public domain but I would hope there would be a way of dealing with that.

We also formally confirm that the Applicant wishes to reduce the hours of licensable activities to 04:00 each day with the premises ceasing to be open to the public at 04.30 hrs.

We will also be letting you have some further conditions in the next hour or so which we hope will be reasonably uncontroversial.

Yours faithfully

**Andrew Potts**  
Consultant  
Licensing Department

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## **APPLICANT'S BUNDLE OF DOCUMENTS**

1. Evidence for Licensing Review of Prisma Nightclub, 28-30 Bristol Street, Birmingham B5 7AA
2. Licencing Sub Committee A Decision dated 23<sup>rd</sup> February 2018
3. Paul Burrows CV
4. Article from Lifestyle dated 12<sup>th</sup> March 2018
5. Email Andrew Potts to Ben Reader dated 21<sup>st</sup> March 2018
6. Email Loizos Sava to Petros Liatis
7. Xclusive Party West Midlands to Petros Liatis
8. Email dated 3<sup>rd</sup> April 2018 Markus & Co to Andrew Potts

①



Evidence for  
Licensing review of  
Prisma Nightclub  
28-30 Bristol Street  
Birmingham  
B5 7AA

RESTRICTED DOCUMENT



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OFFICIAL – (when complete)

MG11

## WITNESS STATEMENT

Criminal Procedure Rules, r 27.2; Criminal Justice Act 1967, s. 9; Magistrates' Courts Act 1980, s.5B

Crime No.

URN

Statement of Ben Reader

Age if under 18 Over 18 (if over 18 insert "over 18")

Occupation Police Officer

This statement (consisting of 4 page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false, or do not believe to be true.

Signature: (witness)

Date 19<sup>th</sup> February 2018

Tick if witness evidence is visually recorded ☐ (supply witness details on rear)

I am Police Constable 2413 Reader of the West Midlands Police.

I am a specialist licensing officer, based at our force headquarters, Lloyd House in Birmingham. I have geographical responsibility for the licensed premises within the Southside BID area of Birmingham which includes Prisma nightclub.

Gary Douglas (joint licence holder) is my main contact at Prisma and sends me regular notification forms for the events he is hosting.

I regularly attend the pubwatch within that BID and have given a number of licensing inputs to assist licence holders in promoting the licensing objectives. As well as myself, the pubwatch has heard from WMFS and Birmingham city council enforcement team around best practice and promoting the licensing objectives.

The pubwatch and the workshop events are open to all venues within the BID. I know that Gary Douglas has been present at such events. The pub watch chair has also circulated best practice documentation, which Gary Douglas has had access to.

Prisma itself sits on the periphery of the night time economy zone and as such does not receive regular patrols. This means that the venue need to be comfortable in managing any events that it is holding, and I would expect them to proactively use the 999 system to call for police assistance if crimes were occurring.

On 4th November 2017, I was sent an email by Detective Sprigg from the force initial investigation team (exhibit BR/1 ) This e mail suggested that the manager Gary was trying to steer a victim of crime away from contacting the police to not highlight the venue. This email alone was not enough for me to challenge the venue or Gary, but it made me conscious of the fact that the venue may be keeping incidents from being reported in order to not bring police attention to the venue.

The last visit I made to the venue was several weeks ago on 26th December 2017. The venue was not

Signature: .....

03/2016

Signature witnessed by .....

OFFICIAL – (when complete)

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OFFICIAL – (when complete)

MG11

Crime No.

URN

Statement of Ben Reader

particularly professional looking at the front of the venue. There were some barriers outside but they were not staffed properly. It is difficult to distinguish who is door staff and who is not. Door staff did not appear to be a uniform team. The venue use a mix of external security and in house staff which I think adds to the unprofessional appearance. This is in contrast to other venues where generally staff will be in a uniform with a high visibility outer garment and the name of the security company on display.

I was speaking with a member of door staff and said that I could smell cannabis at the front door and I asked to speak to Gary about this. Gary met me outside and told me he would look into this.

As a licensing officer, I am very confident in conducting licensing visits without other police officers. I would do the visit in company with venue representatives and members of door staff, many of which I know well due to working with them in my role for such a long time. The atmosphere at Prisma felt tense and I decided that I would not conduct a single crewed walk through of the venue as I may be vulnerable. This is very unusual for me, as I usually feel safe within city centre licensed premises, even when they are busy. I went back to the Arcadian and liaised with the Sgt at the location to suggest that a walkthrough of Prisma would be beneficial but would need increased numbers for officer safety. Due to demand and incidents around the Arcadian centre, we did not return to Prisma that night.

At 11:23 hours on Wednesday 10th January, Gary Douglas emailed a number of event notification forms and risk assessments for events planned to take place in January and February. Gary Douglas had sent through two risk assessments for two separate events both taking place on the night of Saturday 27th January (17 days notice for the event) Hosting two events on the same night is not unusual for Prisma, as they have an upstairs and a downstairs to the venue which can operate independently of each other.

I have attached the event notification forms for both events and have redacted certain personal details. Exhibit reference BR/2 is the event notification and RA for Soca Junkie. Exhibit reference BR/3 is the event notification and RA for birthday party called We Pray.

Event one, Soca Junkie, is a recurring event and the event notification covered 6 dates. Between 200 and 300 people were expected and it was assessed as being low/medium risk. The timings for this event were 23:00 – 05:00 (05:30 is the terminal hour for licensable activity at this location)

Event two was a birthday party called We Pray. Between 250 and 300 people were expected and it was assessed as being medium risk. The timings for this event were 23:00 – 05:00.

We now know that a serious disorder took place at the venue in the early hours of Sunday 28th January.

The first I knew of this incident was when I attended work on Monday 29th January. I checked my emails and had been sent a number of emails from colleagues highlighting log numbers relating to Prisma. I had

Signature

Signature witnessed by

03/2016

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Crime No.

URN

Statement of Ben Reader

not received anything at all from Gary or anyone else from the venue.

At 09:02 hours on Monday 29th January, I sent an email to Gary Douglas asking for the incident reports for the incident on the weekend. I was very disappointed that I had not been sent an incident report for what was clearly a very serious incident.

Later that morning I was contacted by a female who had hosted the party. She was very distressed about what had happened and clearly blamed the venue for not doing more to prevent it. The female agreed to attend the police station on the same day and to provide a statement about her dealings with the venue.

She attended Lloyd House and spoke at length with licensing officers about what had happened.

I was very surprised by what she was telling me about the booking process and procedures and about how the event was managed. She explained that the event due to be held upstairs was cancelled and therefore anyone who attended expecting to go to the upstairs event would be allowed entry to her private birthday party. She also explained that Gary wanted to charge on the door for anyone else who wanted to get into the venue. This effectively meant that the two crowds were mixed together, which is not what the risk assessment to the police had explained. This decision appears to be financially driven, with the venue wanting to maximise customer numbers whilst only having to provide staff for the downstairs part of the venue thereby reducing staffing costs.

It was also explained that the venue hire fee meant that the event organiser could supply certain types of alcohol herself operating a split bar. This was arranged with Gary in advance and meant that certain types of alcohol would be sold in the venue at a price set by the event organiser. The cash from these sales would then be returned to the event organiser. My colleagues and myself were totally astonished by this practice. How can the licence holder be confident that what they are selling is a safe and legitimate product? Furthermore, there must be an impact on the revenue and tax implications for the venue if they are doing cash sales and giving the money directly to the event organiser. This seemed to be a very risky and dishonest practice. It suggested to me that the venue was driven by profit over public safety.

By Tuesday morning I still had not heard from the venue, so at 09:06 I sent a further request for information to Gary as well as Ilias Diasakos (joint licence holder)

At 09:25 that morning, I received an email reply from Gary (exhibit BR/4) with a photograph of a very basic incident report attached to it (exhibit BR/5)

The footage from the venue, including the male brandishing a firearm have been widely circulated on social media.

Signature 

Signature witnessed by .....

03/2016

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Crime No.

URN

Statement of Ben Reader

Having watched the clip multiple times, I believe that in the brief clip, males can be seen being stamped on, punches are thrown, a firearm is produced and appears to be used to strike a male on the floor. Another male can be seen holding a knife and a further male uses a champagne bottle as a weapon to strike another male whilst he is on the floor. This is an extremely violent incident and it is amazing that significant injury was not reported.

This short clip shows a total loss of control of the venue.

Further CCTV has been seized by the venue, this CCTV is with the investigation teams, Due to the sheer volume of footage downloaded, the licensing team have not been able to get copies and review this within the tight timescales of the licensing hearing.

The ambulance service has informed me that they conveyed a female with wounds to her feet, following her treading on broken glass. There was also another injured party who did not travel by ambulance, but got into a taxi. This person has not been traced.

From looking at CCTV stills from the event, Gary Douglas is present at the venue. The licence holders have failed to proactively inform the police of a firearm being produced in their venue. This disappoints me that Gary has not been more transparent and open with his incident reports and reporting matters to the police. Putting this together with the email from 4th November, it gives me no confidence in Gary Douglas or Ilias Diasakos as venue operators. I have no confidence at all that a future incident would be accurately recorded, or the police would be informed. This is putting the public at risk, and may give criminals the confidence to carry out acts at this venue as they know it will not be reported by the licence holders.

The venue have supplied CCTV and produced further documentation since the initial incident report, but this appears to be purely reactive, after the serious disorder became public knowledge.

Signature .....

Signature witnessed by .....

03/2016

OFFICIAL – (when complete)

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Exhibit BR/1

**Ben Reader**

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**From:** Geraldine Sprigg  
**Sent:** 04 November 2017 12:04  
**To:** Ben Reader  
**Cc:** Abdool Rohomon  
**Subject:** PRISMA bristol st

Hi ben , abs .

Just for info ,

dealt with log  
31/10/2017 18:19

I have recorded an assault , the victim has called us due to frustration with the manager , named gary as it appears that he told her that he didn't want police involved or club highlighted when she has asked him re cctv .

She was happy for licensing to be made aware

I have recorded as assault .

Kind regards Gerry

Exhibit BR/2

# ***Prisma Night Club***

*With a little Charisma*



## **EVENTS RISK ASSESSMENT FOR**

**NAME:** [REDACTED]

**PHONE:** [REDACTED]

@

***Prisma Night-Club  
28 – 30 Bristol Road  
Birmingham  
B5 7AA***

### **DATEs TO BE HELD:**

**27/01/2018, 10/02/18, 10/03/18, 14/04/18, 12/05/18, 9/06/18, (6-mths)**

brc/2

## DETAILS OF EVENT

NAME OF PROMOTION	Soca Junkie
NAME & ADDRESS OF PROMOTER	[REDACTED]
ARTIST	[REDACTED]
DJ PERFORMING NAME/D.O.B	[REDACTED]
TYPE OF MUSIC	Soca, Reggae, Tropical House
DRESS CODE	Smart Casual
CAPACITY OF VENUE	UP 330 DOWN 270
ANTICIPATED NUMBERS	200-300
OPENING TIME	23:00
LAST ENTRY	02:00
CLOSING	05:00
ADMISSION TYPE	Tickets in advance via allthetickets.net & shoobs.com
RISK CATEGORY A= HIGH B= MEDIUM C= LOW	B
WILL YOU BE USING EXTERNAL SECURITY DETAILS	Internal Security also Central Security Support, 8 Westbourne Rd, Birmingham B21 8AD
CONTACT NAME & NUMBER	Contact: [REDACTED]
NUMBER OF SECURITY REQUIRED	4

82/2

DPS	Ilias Diasakos
CAR PARKING	Various Public & Off Road Parking
ENTRANCE BEING USED	Front of the Premises
QUEUING ARRANGEMENTS	Queuing to be done in an orderly manner to the left of the venue
ENTRY FOR ARTISTS / GUEST / VIPS	Front of the Premises, Most Likely through separate gate for speed entry.
SECURITY POSTIONING	DOOR( ) SMOOKING( ) DJ( ) BAR( ) BACK EXIT ( )
SEARCH ARRANGEMENTS	CCTV cameras in operation. Hand held-wands & random body search and all handbags
DRUGS POLICY	The venue runs a strict NO DRUGS policy anyone caught will be asked to leave.
DRUG DEALING	Anyone caught dealing drugs will be detained and the police will be called
WEAPONS	Anyone caught with a weapon whilst been searched would be refused entry to the venue. If perpetrator refuses to leave then the police will be called
SMOKING AREA	A smoking area will be provided and security will direct people to this area if requested. Smoking is prohibited inside the premises.

COMMENTS:

CATEGORY	The management to the best of their knowledge would class this event as a Category ____ Event (____ Risk).
SEARCHING	NO SEARCH NO ENTEY Metal detector
SECURITY	
Additional Information	
Refund Policy	NO

Exhibit BR/3

# ***Prisma Night Club***

*With a little Charisma*



## **EVENTS RISK ASSESSMENT FOR**

**NAME:** [REDACTED]

**PHONE:** [REDACTED]

@

***Prisma Night-Club  
28 – 30 Bristol Road  
Birmingham  
B5 7AA***

**DATE TO BE HELD:**

**27<sup>th</sup> January 2018**

BR/3

**DETAILS OF EVENT**

NAME OF PROMOTION	We Pray
NAME & ADDRESS OF PROMOTER	[REDACTED]
ARTIST	N/A
DJ PERFORMING NAME/D.O.B	[REDACTED]
TYPE OF MUSIC	Reggae, Bashment, RNB, Soca
DRESS CODE	Smart
CAPACITY OF VENUE	UP 330 DOWN 270
ANTICIPATED NUMBERS	200 - 250
OPENING TIME	23:00hrs
LAST ENTRY	02:30hrs
CLOSING	05:00hrs
ADMISSION TYPE	Tickets
RISK CATEGORY A= HIGH B= MEDIUM C= LOW	B
WILL YOU BE USING EXTERNAL SECURITY DETAILS	Internal Security also FR Security Services Ltd 2nd Floor, Quayside Tower, Broad St. Birmingham, West Midlands, B1 2HF
CONTACT NAME & NUMBER	Contact: [REDACTED]
NUMBER OF SECURITY REQUIRED	5

BR/3

DPS	Ilias Diasakos
CAR PARKING ENTRANCE BEING USED	Various Public & Off Road Parking Front of the Premises
QUEUING ARRANGEMENTS	Queuing to be done in an orderly manner to the left of the venue
ENTRY FOR ARTISTS / GUEST / VIPS	Front of the Premises, Most Likely through separate gate for speed entry.
SECURITY POSTIONING	DOOR(     ) SMOOKING(     ) DJ(     ) BAR(     ) BACK EXIT (     )
SEARCH ARRANGEMENTS	CCTV cameras in operation. Hand held-wands & random body search and all handbags
DRUGS POLICY	The venue runs a strict NO DRUGS policy anyone caught will be asked to leave.
DRUG DEALING	Anyone caught dealing drugs will be detained and the police will be called
WEAPONS	Anyone caught with a weapon whilst been searched would be refused entry to the venue. If perpetrator refuses to leave then the police will be called
SMOKING AREA	A smoking area will be provided and security will direct people to this area if requested. Smoking is prohibited inside the premises.

## COMMENTS:

CATEGORY	The management to the best of their knowledge would class this event as a Category ____ Event ( _____ Risk).
SEARCHING	NO SEARCH NO ENTEY Metal detector
SECURITY	
Additional Information	
Refund Policy	NO



Exhibit Bc/4


**Ben Reader**

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**From:** Gary Douglas  
**Sent:** 30 January 2018 09:25  
**To:** Ben Reader  
**Subject:** Incident report  
**Attachments:** fac6efb9-183a-406d-a6f3-c4636e60d5ff.JPG



Prisma Night Club  
28 – 30 Bristol Street  
Birmingham  
B5 7AA

  
[www.prisma-nightclub.co.uk](http://www.prisma-nightclub.co.uk)

Dear Ben

Sorry for the delay in responding to your previous email  
Please find attached incident report as requested.

I would like to express my complete and utter disbelief at the events that transpired. In all my years' experience I have never seen such pandemonium escalate from what was a very enjoyable evening, with staff only having to remove one guest for highly intoxicated, during the evening.

Throughout the evening there were no signs of trouble whatsoever, everyone seemed to be having a very good time and it was not until after the lights were switched on did any argument start. From an argument between two female guests chaos erupted at such a level, that all staff could do was ensure the safety of those not involved.

We will of course be reviewing all procedures and policies at the club and taking whatever measures are necessary to address any issues that are highlighted due to the recent events. We will also be putting more stringent measures in place to ensure the welfare of all patrons to the club in the future.

Should you require a more in-depth report than that attached or any further assistance, please do not hesitate to contact me.

Ps

As I am back home in Manchester the report has been sent to me by a member of staff via what's app if you need a more in depth report I will be arranging a meeting with the door team that was working on the event, this week

Regards

Gary Douglas

Exhibit 6a/s

Where an investigation is further required, the member is notified in full and the full membership is notified by the Company. The member is notified in full and the full membership is notified by the Company.

the state and local level is not the only level where

5011

Stamp No.                                                               

After putting lights on  
to finish night a fight  
broke out between several  
females just outside  
the toilet area.

Security stopped the  
murder and attempted  
to break up the organization  
as more people became aware of the  
corruption, customers began trying  
to intervene. The situation quickly  
escalated out of control, travelling  
into toilet and across. Since then  
as people began riding around barrels  
got smashed are permeated cut her foot  
on broken glass.

Battle was fought as the situation was getting bad. Staff became aware of a male, layed out with head injury. Ambulance was called immediately.

Magdalena  
Cruz

### Disorderly Conduct

Other

### Group Violence?

Enforcement Visit Log	Time of Visit	Details of Visit/Action Taken	Manager Initials
Daily Sign off - I confirm that all incidents have been recorded and all information is correct		✓	Signature
Head Doorman			
Duty Manager			

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## BIRMINGHAM CITY COUNCIL

### LICENSING SUB-COMMITTEE - A

23 February 2018

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That having reviewed the premises licence held under the Licensing Act 2003 by Ilias Diasakos and Gary Douglas, in respect of Prisma, 28 – 30 Bristol Street, Birmingham B5 7AA, following an application for an expedited review made on behalf of the Chief Officer of West Midlands Police, this Sub-Committee hereby determines that the Licence be **REVOKED, with the interim step of suspension to remain in place until the determination of any Appeal**, in order to promote the prevention of crime and disorder, public safety, and prevention of public nuisance objectives in the Act.

The Sub-Committee's reasons for revoking the licence are due to concerns expressed by West Midlands Police in relation to the operation in general - both the management arrangements and the security arrangements. The events of the morning of Sunday 28<sup>th</sup> January 2018 had shown that management and security staff had inadequate control over the running of the premises, and as a result public safety was at risk. During the hearing, part of which was held in private, the Police gave a detailed account of what had happened at the event. There had been separate outbreaks of violence. The two most serious incidents had been a wounding in which a man had his face slashed, and an attack using weapons on another man; however, from viewing the CCTV, the Police had observed that there had also been at least one other instance of a fight in the premises.

The event itself had apparently been a private party, hosted by a member of the public who hired the venue for the night. However she sold tickets to attendees (rather than inviting friends), and also supplied the alcohol for sale by retail to the patrons. During the run-up to the event, at a late stage, it appeared that a decision was made, by one of the premises licence holders, to admit the general public to what had originally been intended to be a 'private party'. The Police observed that these types of arrangements were unlikely to ensure that the licensing objectives would be upheld at the event.

Moreover, despite the unusual arrangements, which completely changed the character of an event that was meant to be a private party, no updated Risk Assessment was forwarded to Police.

The only contact that the Police received from the Prisma management was some hours after the ambulance call-out at 9am; the purpose of the call was to ask for Police assistance in persuading the party host to leave the building.

The Sub-Committee were surprised at all aspects of the management arrangements for the event. Nor were they reassured by the statements submitted by those at Prisma in advance of the meeting. Examination of the statements during the meeting made clear that profit had taken priority over public safety; there was also a sense

that those at Prisma were attempting to downplay what had happened at the event, and that in general there had been a failure to grasp the seriousness of the violent incidents.

All in all, the Sub-Committee lacked confidence that the premises was able to uphold the licensing objectives. This was a view formed by the Sub-Committee after hearing directly from West Midlands Police, who confirmed that they had concerns about the premises downplaying the seriousness of problems and 'underreporting' instances of crime, disorder or nuisance. The Police found the business arrangements for booking the venue very odd, and Members agreed with this view; certainly it was surprising that any premises should allow a patron who had hired the venue to hold a party to supply alcohol of unknown provenance and sell it within the venue. Police also felt that had news of the disorder at the event not been shared across social media, and featured in the general media, the venue might not have reported it to the Police; certainly they did not alert the Police immediately on the night, as it was the Ambulance Service who alerted the Police. When Police attended, they found a large amount of blood in the premises, and declared it a crime scene at once. Yet the premises licence holders had not seen fit to prioritise public safety by calling the Police themselves.

A badly-managed event had resulted in outbreaks of violence among patrons, followed by the attendance of the Ambulance Service. The Sub-Committee agreed with the opinion of the Police that the Premises Licence Holders were not operating the premises in a manner which was capable of promoting the licensing objectives. The loss of control leading to outbreaks of violence was significant in terms of the risk to the public. Accordingly the Sub-Committee had no confidence in the ability of those at Prisma to ensure public safety. Members also noted that neither of the Premises Licence Holders attended the meeting to make submissions in person.

Although the Sub-Committee gave careful consideration to the written submissions made and the proposed conditions offered by the premises licence holders, Members were not persuaded that the issues identified around crime, disorder and public safety could be addressed satisfactorily. The Sub-Committee noted in particular that West Midlands Police had not accepted the proposed conditions. The proposed conditions were of a kind that the Police would expect any responsible operator to adopt automatically; in any event the issue was the capability of the management to uphold them. The Police's concern was that the licence holders were not capable of operating the premises responsibly. There was a clear risk of further crime and disorder, and a risk to public safety - particularly in relation to violence - which meant that revocation of the licence, and maintenance of the interim step of suspension, was the correct course.

The Sub-Committee gave consideration as to whether it could modify the conditions of the licence (either as suggested by the premises, or in other ways), remove the Designated Premises Supervisor, or suspend the licence for a specified period of not more than 3 months, but was not satisfied, given the evidence submitted, that the licensing objectives would be properly promoted following any such determination. The documents submitted by the premises, and their handling of all aspects of the 'private party' event, did not inspire confidence that the venue would manage any future event properly.

In reaching this decision, the Sub-Committee has given due consideration to the City Council's Statement of Licensing Policy, the Guidance issued under Section 182 of

the Licensing Act 2003 by the Secretary of State, the Guidance issued by the Home Office in relation to expedited and summary licence reviews, the application and certificate issued by West Midlands Police under Section 53A of the Licensing Act 2003, the written representations, and the submissions made at the hearing by the Police.

All parties are reminded that under the provisions contained within Schedule 5 to the Licensing Act 2003, there is the right of appeal against the decision of the Licensing Authority to the Magistrates' Court, such an appeal to be made within twenty-one days of the date of notification of the decision. The determination of the Sub-Committee, save for the maintenance of the interim step of suspension, does not have effect until the end of the twenty-one day period for appealing against the decision or, if the decision is appealed against, until the appeal is determined.

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## **Paul Burrows**

**Supervisor for Showsec - Showsec International Ltd**

[REDACTED]  
[REDACTED]

### **WORK EXPERIENCE**

#### **Operational Supervisor for Showsec**

Showsec International Ltd - London - 2010-02 - Present

based in the London and South/East area

- Run events at the O2 Academy Oxford with upto 20 staff
- Supervise at out door events such as Download, Hyde Park and other events in London
- Part of the Showsec Academy training programme

#### **Manager/licensee**

The Station Public House - 2009-06 - 2009-11

I reopened and managed The Station in King Heath for Punch Taverns on a temporary assignment lease, overseeing a refurbishment and the general day to day running of the venue

- Reopened a local landmark pub
- Promoted local bands, artists, a comedy night and many other events

#### **Assistant General Manager**

Barfly - 2007-03 - 2009-04

at The Barfly in Digbeth, Barfly is part of the MAMA group which is one of the largest music based companies in the country they run 15 music venues, management, publishing, marketing and own several festivals including Global Gathering.

- Manage a team of up to 30 staff
- Responsible for all rotas ( bar, security, technical and cleaning)
- Maintaining all daily paperwork, banking and other reports
- P and L reports, both forecast and Actuals
- Overseeing promotions for club nights
- Co-ordinating the planning of the closed down and refurbishment of the building

#### **Door/Event supervisor**

Showsec International Ltd - 2004-11 - 2007-03

for Showsec who are the largest provider of security and event personnel in the country, their clients include AMG, Creamfields, NIA, NEC, Download, Reading and Leeds Festivals etc

- Head Door Supervisor at Birmingham Carling Academy
- Helped run outdoor events supervising up to 25 staff
- Supervise both backstage and pit teams at large concerts
- Helped to recruit, train and induct new members of staff

#### **Assistant Food & Beverage Manager**

Stanley Casinos - Star - 2003-11 - 2004-11

Star City

Stanley Casinos new casino at Star City, which is the largest casino in England, opened in November 2003 where I was employed as an Assistant Food & Beverage Manager.

- Recruited and Trained 50 new members of bar and waiting staff
- Set up and implemented MICROS till system - mapping screens, entering data, checking systems, updating information.
- Helped set and draw up rotas including staff levels, shift patterns, staff costs
- Duty Manager looking after all departments in GMs absence
- Cross trained at Front Desk/Front of house

### **Buckinghamshire Chilterns Student Union**

B.C.S.U - Union, B.C., CA - 2002-06 - 2003-11

is a medium sized university, which has 2 campuses. I had the role of Venue Manager at the Chalfont campus.

- Recruited and Trained the new Bar, Ents and Security teams
- Devised a new training program for the Security Team
- Improved customer satisfaction rating in all areas
- Helped install new till system
- Reduced stock loss from 11% per term to 3%
- Increased GP from 54% to 64%
- Took part in designing and coordinating the refurbishment of the High Wycombe campus bar/club

### **Touchwood shopping development**

A 140 cover Chinese themed restaurant - 2001-06 - 2002-06

In Solihull, my role was Bar Manager.

- Devised and designed the bar menu and price structure.
- Scored highest on mystery shopper visit of all branches
- Maintained good stock levels and stock results

### **Assistant Manager and Co- Promoter**

The Steering Wheel Club - 1996-09 - 2001-05

(Now Hidden)

A 2 roomed 800 capacity club in Birmingham City centre where I was the Assistant Manager and Co- Promoter.

- Increased attendances from an average of 100 to over 600 on both Friday and Saturday in the first 6 months.
- Established and developed 2 very strong individual nights Ultimate Freedom and Candy.
- Designed and oversaw a complete refurbishment of both floors
- Increased door revenue by 150% and bar take by 60%
- Never had a stock deficit above 2%
- Built an excellent reputation for the venue with the customers, other local business, police, council departments and local media
- We were one of the first members of the Pub Watch scheme.
- Improved usage of the venue to an average of 10 hires per year
- Also contributed in setting up new Legs Eleven club and ran duty managers shifts.

Home / West Midlands / Lifestyle / Restaurateurs seek to turn up the heat on the Chancellor

# Restaurateurs seek to turn up the heat on the Chancellor



All Bar One in Birmingham's Brindleyplace, which is owned by Mitchells and Butlers

Lifestyle | March 12 2018 | Alex Turner

Mitchells & Butler chairman Bob Ivell is among the signatories of a letter to Chancellor Philip Hammond that calls for "root and branch" reform of business rates.

The casual dining sector has come under huge pressure, with casualties occurring almost weekly. Prezzo, Byron, Jamie's Italian and Strada are among the big names in the industry which have been forced to restructure or close sites since Christmas.

Ivell is a senior industry figure and has been non-executive chairman of Birmingham-based M&B since 2011, while he is also the president of the Association of Licensed Multiple Retailers. M&B operates 1,700 restaurants and pubs under 18 different brands, including Harvester, All Bar One, Miller & Carter and Nicholson's.

The letter is timed to put pressure on the Chancellor ahead of tomorrow's spring statement.

"We need government action now to reduce the unnecessary costs of doing business if we are to avoid damaging closures and job losses," it said.

"The sector is at a tipping point and needs focused attention now."

The industry faces a "perfect storm" of problems, with "soaring business rates, rising employment costs and Brexit-fuelled inflation" highlighted as causing the most problems.



Other signatories to the letter include representatives of Bill's, Young's, Stonegate and Novus.

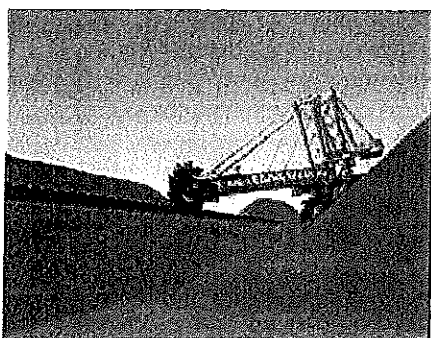
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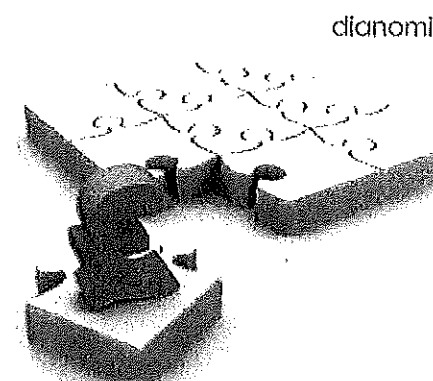


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5

**From:** Andrew Potts <  
**Sent:** 21 March 2018 09:40  
**To:**  
**Cc:**  
**Subject:** Prisma to be called Domus  
**Attachments:** BusinessDesk.PDF; CVPaulBurrows.pdf

Dear Ben

I refer to our many recent telephone conversations and discussions and am now able to email you with a fully prepared proposal for these premises as follows:

1. So far as the history of the building is concerned the freehold has been owned by Ryland Estates Limited since 1986 and it originally traded as a snooker club between 1988 and 1995 and thereafter it became a gay club from 1995 to 2000. Then between 2000 and 2012 Mr Paul McMahon operated it as Premionition. In 2012 the premises changed hands and a substantial sum of money in the region of £400,000 was spent on it and it opened as the Honey Club and traded until there was an expedited review due to drugs being present in the premises and on 13<sup>th</sup> May 2015 at the full hearing the previous DPS and a colleague were conditionalised as having nothing to do with the premises whether directly or indirectly. Thereafter the premises were operated as Prisma by Mr Ilias Dlasakos and Mr Gary Douglas who became joint Premises Licence Holders on 22<sup>nd</sup> March 2017 with Ilias being the DPS.
2. As a result of licensing issues and crime and serious disorder on the morning of Sunday 28<sup>th</sup> January 2018 an Expedited Review was granted suspending the licence on the following Thursday. At a final hearing on 23<sup>rd</sup> February 2018 it was ordered quite rightly on the evidence "That the Licence be revoked with interim steps of suspension to remain in place until the determination of the appeal". In the meantime the landlord retook possession of the premises on or about 26<sup>th</sup> February 2018 with the keys being handed over and both Ilias and Gary have had nothing whatever to do with the closed premises since and will not in the future.
3. As a result of a number of discussions and advice being given there was no appeal against the decision and no application made for a transfer and then an appeal by the new Premises Licence holder Mr Petros Liatis and as a matter of record the premises became delicensed due to no appeal having been lodged by Friday 16<sup>th</sup> March 2018.
4. A new team has now been put in place to make an application for a new Premises Licence with completely new personnel and conditions in order to meet the obvious failings of the previous operators. The proposed Premises Licence Holder is Mr Petros Liatis date of birth 01/05/66 and is a Greek business man who is well known and respected in the Greek community. The DPS is proposed to be Mr Paul Burrows (CV attached) who has already met you and PC Rohomon slightly jumping the gun at the time of his meeting with you on 8<sup>th</sup> March. At the time of that meeting no agreement has been finalised with Mr Carl Moore and his company which was put on a proper footing at about midday of that day following a lengthy meeting between Petros and Carl. The other members of the team are Carl and Beva both of whom are extremely well known to West Midlands Police and licensing generally in Birmingham. Carl will be preparing a number of policies, procedures, risk assessments and any other documents which will support the four licensing objectives. These will be contained in Carl's normal three lever arch files which I understand you are familiar with from other premises and which will be bespoke to these premises. Beva merely comments that if he had been on the door with Paul as DPS what happened that night just would not have taken place as there was an overwhelming lack of control at the door and as a result of this lack of control there appears to have been the potential for three separate bodies of people obtaining access to the premises and no doubt taking part in the disorder that was filmed on social media and the footage from the CCTV system which was supplied to West Midlands Police.
5. I would make the following points:
  - (a) It is fully accepted that what happened that night breached the conditions of the Licence and the disorder could have had very serious consequences. There was just about anything wrong that could have been and the decision on 23<sup>rd</sup> February was the correct one.
  - (b) Little or no paperwork or policies were in place and that has now been fully rectified and any inspection from Enforcement would be welcomed.

- (c) Petros has spent many hours with myself and others and the footage on social media was a shock to him. He is attending a licensing course tomorrow and with the benefit of hindsight it is a shame he missed the Paul Douglas session on 15<sup>th</sup> February at Prisma which was as a matter of fact attended by Paul Burrows. Any further training including first aid will be obtained and the new Fire Risk Assessment which was obtained by the previous Premise Licence holder will be checked as to whether it is fit for purpose.
- (d) You have suggested the premises could become a restaurant and that would potentially be an acceptable use to West Midlands Police. Our clients have of course considered this but cannot see it working to anyone's benefit. Apparently the nearby Caribbean restaurant and Ulysses are not finding things easy. Here I also enclose an article by Bob Ivell of M & B clearly stating the problems facing that sector. I know that Blue Mango and Turners of Harborne for whom I have acted have now closed as have many other restaurants in your jurisdiction.
- (e) Demetrios has categorically stated that if the premises fail to match up to what they say they will be he will then market them for an alternative use having retaken possession.
- (f) So far as future marketing is concerned this will be done by Petros and the new DPS and the following market is what the new Premises Licence holder is aiming at:
- The wider Greek Cypriot community in the Midlands and the Birmingham University Greek and Cypriot Society with a view to the premises becoming a multicultural events and community centre with live music.
  - Promoters approved by Petros, Paul, Beva and Carl and any such event will have a fully prepared risk assessment.
  - Fully investigated business and social functions and/or promotions.
  - Food will be introduced from Petros's current catering facilities on the second floor of Embassy House, 60 Church Street, Birmingham B3 2DJ and from other caterers as appropriate.
- (g) I ask therefore that West Midlands Police look carefully at this new application which will be submitted in the next day or so. In a nutshell there is a first class team proposed, very strong conditions and covering everything that was found wanting on that night. The new management is confident there will not be any repetition of 28<sup>th</sup> January 2018. I and those who are going to run the premises would welcome a meeting with West Midlands Police to expand anything and to discuss this matter generally to see if there can be a measure of agreement between the parties.

I look forward to hearing from you.

Regards

**Andrew Potts**  
Consultant  
Licensing Department

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**From:** petros liatis <...>  
**Sent:** 16 April 2018 08:56  
**To:** Andrew Potts  
**Subject:** Fwd: hellenic and cypriot events

Regards

Petros

Begin forwarded message:

**From:** Hellenic Cypriot ...  
**Date:** 14 April 2018 10:34:41 BST  
**To:** "  
**Subject:** re: hellenic and cypriot events

Dear Mr Liatis,

Further to our conversation, I would like to confirm that we are looking forward to working with you for our future events.

We at Hellenic Greek and Cypriot Societies of Birmingham, were very happy with our collaboration with Prisma, and so would like to continue our collaboration with yourself and your new business at Domus Nightclub.

All the best,

Loizos Savva

Hellenic and Cypriot Societies of Birmingham.

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**From:** petros liatis  
**Sent:** 16 April 2018 08:55  
**To:** Andrew Potts  
**Subject:** Fwd: To Whom It May Concered

Regards

Petros

Begin forwarded message:

**From:** XclusiveParty westmidlands <  
**Date:** 13 April 2018 17:38:48 BST  
**To:** [n](#)  
**Subject:** To Whom It May Concered

This is to confirm that XclusiveParty B'ham Is To continue hosting & promoting events on behalf of the now newly named Domus Night Club Under Mr Petros Liatis.

XclusiveParty B'ham Previously Worked With Former Prisma Night Club As There Official Events Host & Promotional team Manager for 4 Years with out any Issues.  
We Provide an extraordinaire clubbing experience focused on style, elegance and most especially safety of our customers, Meaning Our Style Of Music Afrobeats, R&B/Old Skool HipHop, House Music, Commercial Is What Limits the wrong crowd from our events.

We Are More Than Happy to continue working together in this rewarding relationship Under New and Better Management Of Mr Petros Liatis.

XclusiveParty B'HAM  
(Events Manager: Nicodemus Kodila)

} Yours Sincerely **Xclusive Party**

**Email:** [x](#)

**Email:** [n](#)

**Facebook:** <https://www.facebook.com/xclusivespartywestmidlands/>

**Twitter:** <https://twitter.com/XclParty>

**Instagram:** [https://www.instagram.com/xclusiveparty\\_birmingham/](https://www.instagram.com/xclusiveparty_birmingham/)

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**From:** Tax (Marcus & Co) <  
**Sent:** 03 April 2018 13:37  
**To:** Andrew Potts  
**Subject:** Premises  
**Attachments:** Tenancy at Will.pdf

Dear Andrew,

Further to your request, I give herewith the information you requested.

The premises have been in Ryland Developments Ltd ownership (and associated companies) for over 30 years.

The latest tenants were the licence holders of Prisma, Ilias and Garry who have now left and we reposed the premises on the 25<sup>th</sup> February 2018.

Mr Petros Liatis took over on the 26<sup>th</sup> February 2018. Please see attached a copy of the licence agreement.

Mr Petros Liatis is a well-known Greek business man and well respected in the 15,000 strong Greek and Greek Cypriot Community of Birmingham and immediate West Midlands.

In the event of this last attempt to revive the licence as a nightclub fails, the premises which have no known commercial use (i.e. restaurant for example) will go on the market. The premises are synonymous with a nightclub for over 25 years.

Kind Regards  
D. Markou

**Marcus & Company** Chartered Accountants  
Bank House, 36-38 Bristol Street, Birmingham B5 7AA

Email: E

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## STATEMENT OF PETROS LIATIS

I, Petros Liatis will say:

1. My business address will be 28 – 30 Bristol Street, Birmingham B5 7AA.
2. I am aged 52 years and a businessman.
3. I first heard of what happened at Prisma on Sunday 28<sup>th</sup> January while dining at the nearby Ulysses Restaurant & Bar at 42A Bristol Street, Birmingham B5 7AA. Mr Panagiotis Dimapoli the owner of the business told me that Prisma was now closed and the Licence was revoked. I therefore decided to contact Mr Demetrios Markou of Ryland Estates Limited and agreed terms for Agreement for Licence with him dated 26<sup>th</sup> February 2018. I do not have the exact date when I first heard of Prisma's problems but I think it was about 10 days before I signed the eventual document. I refer to clause 3.4.2 which governs the licensing conduct of the premises and states *"The Tenant will not do any act or thing whereby the Licence may be forfeited or revoked or whereby any restriction is made in respect of the premises and shall do not do anything whereby the Tenant or any Licence Holder for the time being is liable to conviction of any offence and shall perform all and any conditions on the Licence or undertakings given to the Licence Authorities in respect of the premises so far as the same are applicable to the Tenant or the Licence Holder for the time being and observe and perform any lawful regulations to the conduct of the business at the premises from time to time being made by the Licensing Authorities"*
4. As part of my proof of evidence I will also refer to the email of 21<sup>st</sup> March 2018 (document No. 5 in the bundle) to P C Ben Reader and it was on my instructions and approval by me and sets out the history of the premises, details my case for making this application and I am happy to answer any questions from the Committee relating to this application.
5. I have passed my Personal Licence Holder's examination and will be applying for a Personal Licence myself. I am now fully conversant with what happened that night and I have spent many hours with my new team and my legal adviser Mr Andrew Potts and am certain that with their help I can run the business going forward.
6. I and my team attended a meeting at Lloyd House on 6<sup>th</sup> April 2018 with P C Ben Reader and P C Abs Rohomon and these raised Police concerns and it was mainly on two bases a) my lack of experience and the team could change and b) concern about promoters. I have set out in the email the type of market we are aiming for. I also confirm that if I ever have to find a replacement for any of the current persons that are being put forward it will be a replacement of a similar calibre. Although I am not experienced in running premises of this type, that is

exactly why I have appointed the team that I have. I would also make the point that the Police would have a say in any new DPS.

7. So far as the Police representation is concerned:

- a. The application has added conditions and the Applicant is now prepared for all licensable activities to cease each day at 04:00 instead of the hour applied for with the premises being vacated 30 minutes later.
- b. The use of promoters would also be clearly vetted and in the bundle there are two supporting letters from experienced promoters including the Hellenic Greek and Cypriot Societies of Birmingham and it is worth noting that the event of 28<sup>th</sup> January appears to have been a private party with many troublesome features and any such party will be extremely carefully vetted in the future.
- c. The operating schedule is now appropriate for the premises and specifically deals with some of problems that emerged that night from the original Licence that was in place here and the new conditions will be strictly adhered to avoiding the possible consequences of another review hearing.
- d. It is accepted that the police would support an application for a restaurant at these premises but in my opinion that would not succeed and here I refer to the article in the bundle of documents dated 12<sup>th</sup> March 2018 and I am sure there can be many other examples of a similar nature. In my opinion the premises would be bound to fail as a restaurant. When I first knew the Police view of matters having attended a meeting with them at Lloyd House on 8<sup>th</sup> March I immediately discussed matters with Mr Carl Moore and Mr Andrew Potts my legal adviser and was advised that it would fail for the following reasons: its position, its size, other restaurants not doing well in the area and the need to construct a catering kitchen in some part of the premises at a substantial cost of at least £100,000.
- e. It is contended by the Police in their representation that this is a management team also the same as the previous one that was proposed. I am advised that the intention then was the previous Premises Licence Holders namely Messrs Douglas and Diasakos were to remain in place supported by Mr Burrows, Mr Moore and Moresecure Limited providing the security.

8. By way of three additional points there is a current Fire Risk Assessment that has just been prepared requiring works to be done and obviously that would all be done prior to the premises reopening. Additionally I am quite prepared to accept the further conditions proposed by Environmental Health as replacing those on the face of the application. Also Carl Moore has



now prepared all the paperwork that is required to uphold the four licensing objectives and I and the Designated Premises Supervisor will be fully conversant with all of them.

The above statement is true and accurate to the best of my knowledge and belief.

SIGNED:

PETROS LIATIS

DATED:

10/05/2018

## STATEMENT OF CARL GARY MOORE

I, Carl Gary Moore will say:

1. I was for 30 years a police officer with West Midlands Police and for 22 of those years on CID duties including secondments to the National Crime Squad.
2. On retirement since 2006 I have been a Licensing Consultant and trade as CNA Risk Management Limited and look after a very wide range of different premises both in Birmingham and elsewhere. I provide a full service of resolving issues to enable premises to function within the four licensing objectives. I also make a large number of new Premises Licence applications both in Birmingham and elsewhere.
3. In the case of DOMUS I first made contact with the previous tenants after they had been taken to review and advised them that contesting the matter stood no chance of success. I have now been employed by Mr Petros Liatis to provide my services and put in place policies, risk assessments, guidance documents to avoid there being any problems in the future.
4. This also includes policy documents in relation to fire safety, health and safety and licensing. For these premises I have prepared three folders which are headed Licensing, Fire Safety and Health & Safety. These are in the usual way in three folders and I have already been paid for providing this service and provided a Licence is granted I will be retained on an ongoing basis to offer advice and guidance. The DPS primarily and the Premises Licence Holder will be responsible for implementing these procedures and a copy will be available at the hearing. The contents are well known to West Midlands Police and have never been challenged before and in view of their detailed bespoke contents I have given clear instructions for them not to become a public document. I therefore ask the Committee to accept them as being in place and in line with many others that I have produced to the Committee in the past for other licensed premises.
5. I would ask the Committee before whom I have appeared many times to excuse my attendance as I shall be out of the country on a pre-booked holiday from 13<sup>th</sup> to 25<sup>th</sup> May.

The above statement is true and accurate to the best of my knowledge and belief.

SIGNED:

CARL GARY MOORE

DATED:

10th May 2018

## STATEMENT OF PAUL BURROWS

I, Paul Burrows will say:

1. My business address will be 28-30 Bristol Street, Birmingham B5 7AA.
2. I attach my CV which shows that I have a wide experience of various types of premises and DPS of the Station in Kings Heath and the much larger Barfly in Digbeth. I am fully conversant with the Domus premises and know only too well the details of the incident of 28<sup>th</sup> January 2018.
3. I was approached by the previous Premises Licence Holder to become DPS having answered an advert for a Bar Manager on Gumtree and was just starting to talk to them when events overtook us.
4. I am fully conversant with the new operating schedule and I am certain that if I had been there with door staff provided by Moresecure those different parties who were there would not have got in. I am used to working with Moresecure
5. I have now fully considered the documentation prepared by Carl Moore and will be responsible for putting those procedures into operation as and when the premises reopen for trading as and when outstanding works have been carried out and provided this Licence is granted.

The above statement is true and accurate to the best of my knowledge and belief.

SIGNED: .....  
PAUL BURROWS

DATED: .....9-5-18,.....



---

**From:** Suzanne Oatley > on behalf of Andrew Potts  
**Sent:** 11 May 2018 11:39  
**To:** Licensing  
**Cc:**  
**Subject:** Domus, 28-30 Bristol Street, Birmingham  
**Attachments:** Operational Action Plan 2018.doc; Proposed conditions.DOC

Dear Sirs

As indicated in my recent previous email I have now drafted some further conditions. The main one relates to the usual "Security and Operational Action Plan" which of course reinforces the premises intention to adhere to the four licensing objectives. Unfortunately this document has not been prepared and we are therefore proposing condition No. 2 in the event of a grant of a new Premises Licence. The terms of the condition are a perfectly adequate safeguard.

The other three conditions are normal and condition No. 1 is a realistic proposal.

Regards

**Andrew Potts**  
Consultant  
Licensing Department

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# SECURITY & OPERATIONAL ACTION PLAN

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**SECURITY COMPANY**

SECURITY COMPANY PROVIDER	
CONTACT NAME	
POSTAL ADDRESS	
REGISTERED ADDRESS	
SECURITY COMPANY DOCUMENTS	

**PREMISES**

PREMISES NAME	
CONTACT NAME	
ADDRESS	
NATURE OF PREMISES	
OPERATORS OF PREMISES	
DESIGNATED PREMISES SUPERVISOR	
DATE OF INITIAL ACTION PLAN	

**LOCATION, DESCRIPTION & USAGE OF PREMISES**

<b>POSITION OF PREMISES</b>	
<b>DESCRIPTION OF PREMISES AND USAGE</b>	
<b>PROPOSED HOURS OF TRADING for DOMUS</b>	

## 1. CCTV EQUIPMENT

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
CCTV EQUIPMENT	THERE ARE ... CAMERAS SITUATED THROUGHOUT THE PREMISES	<ul style="list-style-type: none"> <li>A CCTV SYSTEM IS INSTALLED AT THE PREMISES AND IS SUBJECT TO REGULAR MAINTENANCE.</li> <li>THE CCTV SYSTEM HAS BEEN INSTALLED AT THE PREMISES TO THE SPECIFICATION AGREED WITH THE LICENSING DEPARTMENT AT WEST MIDLANDS POLICE.</li> </ul>	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	<ul style="list-style-type: none"> <li>ENSURE THAT THE USAGE OF THE CCTV SYSTEM AND DATA OBTAINED IS IN ACCORDANCE WITH THE DATA PROTECTION ACT 2000</li> </ul>	
	A CCTV MONITOR IS LOCATED AT THE FRONT ENTRANCE ON THE GROUND FLOOR FOR THE USE OF DOOR SECURITY	<ul style="list-style-type: none"> <li>ENSURE THAT THE MONITOR IS WORKING DURING OPENING TIMES</li> </ul>	
	CCTV IS IN OPERATION WHILST THE PREMISES ARE OPEN AND RECORDING CONTINUALLY.	<ul style="list-style-type: none"> <li>CCTV RECORDINGS WILL BE KEPT FOR A MINIMUM OF 31 DAYS.</li> <li>CCTV IMAGES WILL BE MADE AVAILABLE TO ANY RESPONSIBLE AUTHORITY IMMEDIATELY ON REQUEST</li> <li>CCTV TO BE CHECKED DAILY.</li> <li>ANY MALFUNCTION/MAINTENANCE TO BE RECORDED</li> </ul>	

## 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.	<ul style="list-style-type: none"> <li>THE CAPACITY LEVELS MAY BE VARIED FROM TIME TO TIME SUBJECT TO AGREEMENT WITH WEST MIDLANDS FIRE SERVICE AND WEST MIDLANDS POLICE.</li> <li>THE CAPACITY FIGURE WILL BE DISPLAYED AT THE FRONT OF THE PREMISES</li> </ul>	
	THE CAPACITY MUST BE MANAGED/CONTROLLED AT ALL TIMES	<ul style="list-style-type: none"> <li>THE DPS OR MANAGER WILL ENSURE THAT CAPACITY LEVELS ARE ADHERED TO AS PER THE FIRE RISK ASSESSMENT. THEY WILL ENSURE THE FOLLOWING PRACTICES:               <ol style="list-style-type: none"> <li>ENSURE CUSTOMERS DO NOT QUEUE FOR PROLONGED PERIODS AT THE BAR WHICH MAY CAUSE THEM TO BECOME AGITATED</li> <li>TO ENSURE THE TEMPERATURE DOES NOT RISE TO THE POINT WHERE THE VENUE BECOMES HOT AND CUSTOMERS' AGITATION LEVELS RISE.</li> <li>TO MAKE SURE THAT THE DPS/MANAGER CAN RETAIN CONTROL OF ALL CUSTOMERS AND ALL ASPECTS OF THE GENERAL MANAGEMENT OF THEIR PREMISES</li> <li>TO PREVENT OPPORTUNIST THIEVES TAKING ADVANTAGE OF ANY DENSE CROWDS WHICH MAY MAKE PICK POCKETING EASIER</li> <li>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</li> </ol> </li> </ul>	

### 3. RISK EVENTS

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
RISK EVENTS	THE PREMISES WILL BE REQUIRED TO GIVE NOTICE FOR ALL EVENTS, IN WRITING TO LICENSING DEPARTMENT AT WEST MIDLANDS POLICE LICENSING UNIT	<ul style="list-style-type: none"> <li>• 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.</li> <li>• RISK ASSESSMENT WILL CONTAIN THE SECURITY DEPLOYMENT</li> </ul>	

## 4. COMMUNICATION

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
COMMUNICATION	PERSONAL RADIOS ARE PROVIDED BY THE PREMISES MANAGEMENT.	<ul style="list-style-type: none"> <li>• COMMUNICATION VIA PERSONAL RADIOS HELD BY DOOR STAFF.</li> <li>• 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.</li> <li>• MANAGEMENT TO ENSURE THAT DOOR STAFF AND MANAGEMENT ARE ABLE TO COMMUNICATE IN RESPECT OF POTENTIAL PROBLEMS</li> <li>• RADIO CHECKS ARE UNDERTAKEN BEFORE THE COMMENCEMENT OF EACH SHIFT.</li> </ul>	
	LOCAL PUBWATCH PARTICIPATION.	<ul style="list-style-type: none"> <li>• THE PREMISES ARE MEMBERS OF THE SOUTHSIDE PUBWATCH SCHEME WHICH HAS A RADIO LINK, LINKING OTHER PREMISES.</li> <li>• 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</li> </ul>	



## 5. SEARCH POLICY

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	THE IMPLEMENTING OF A SEARCH POLICY AT THE PREMISES.	<ul style="list-style-type: none"> <li>• THE PREMISES HAS IN PLACE A SEARCH POLICY AT ALL TIMES.</li> <li>• THE SEARCH POLICY CONSISTS OF THE FOLLOWING:               <ol style="list-style-type: none"> <li>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).</li> <li>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.</li> <li>3. A RANDOM SEARCH OF CUSTOMERS' BAGS IS CARRIED OUT PRIOR TO ENTRY.</li> <li>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.</li> </ol> </li> </ul>	

## 5. SEARCH POLICY CONTINUED.....

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	<p>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.</p>	<ul style="list-style-type: none"> <li>• THE MECHANISMS EMPLOYED IN DISCOVERING AN OFFENSIVE WEAPON SHOULD BE SIMILAR TO DRUG RECOVERIES.               <ol style="list-style-type: none"> <li>1. A MEMBER OF STAFF WHO RECOVERS THE ITEM WILL MAKE A RECORD OF THE RECOVERY.</li> <li>2. 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.</li> <li>3. THE ABOVE PROCEDURE WILL BE WITNESSED.</li> <li>4. THE ITEM WILL BE PUT INTO A SAFE PLACE.</li> <li>5. 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</li> </ol> </li> <li>• IF THE WEAPON FOUND IS A FIREARM, IT WILL NOT BE TOUCHED. THE AREA SHOULD BE SEALED OFF AND THE POLICE CALLED IMMEDIATELY.</li> </ul>	

## 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	<ul style="list-style-type: none"> <li>• ALL DOOR STAFF TO BE SIA TRAINED AND REGISTERED.</li> <li>• SECURITY PROVIDER IS AWARE THAT ONLY FULLY TRAINED AND SIA REGISTERED STAFF TO BE USED AT VENUE.</li> <li>• 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</li> <li>• 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:               <ol style="list-style-type: none"> <li>1) A COPY OF HIS/HER SIA BADGE.</li> <li>2) PASSPORT OR DRIVING LICENCE.</li> </ol> </li> <li>• 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.</li> </ul>	
	SECURITY STAFF NEED TO BE IDENTIFIABLE TO PATRONS.	<ul style="list-style-type: none"> <li>• DOOR STAFF WILL WEAR THEIR SIA BADGES AND ADVISE CLUB MANAGEMENT OF THEIR SIA REGISTRATION NUMBER IF SO REQUESTED</li> <li>• 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</li> <li>• THE BAR WILL SUPPLY APPROPRIATE HIGH VISIBILITY ARM BANDS TO BE WORN BY WHEN AT OR NEAR ENTRANCE TO PREMISES.</li> </ul>	

## 6. SECURITY STAFF DUTIES CONTINUED.....

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	<p>WHILST NOT DIRECTLY EMPLOYED BY THE BAR, DOOR STAFF HAVE PIVOTAL ROLE IN PROMOTING LICENSING OBJECTIVES, FOR WHICH THE BAR BEARS THE RESPONSIBILITY</p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• THEY SHOULD BE SMART AND WELL PRESENTED, THEIR APPEARANCE AND HYGIENE REFLECTING PROPERLY UPON THE CLUB</li> <li>• DOOR STAFF WILL BE PROPERLY DRESSED AND CLEARLY IDENTIFIABLE BOTH AT DOORS AND WITHIN PREMISES</li> <li>• PREVENT INDIVIDUALS ENTERING PREMISES WHO ARE DRUNK, DISORDERLY OR BOTH,</li> <li>• ALSO PATRONS WHO DO NOT MEET THE DRESS CODE CRITERIA</li> <li>• ENSURE INDIVIDUALS OR GROUPS PREVIOUSLY EXCLUDED FROM VENUES ARE NOT PERMITTED TO RE ENTER</li> <li>• 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.</li> <li>• DOOR SUPERVISORS INSIDE THE PREMISES WILL WEAR HI-VISIBILITY ARM BANDS AGAIN WITH THEIR SIA BADGES HELD IN A CLEAR ARM SLEEVE</li> <li>• 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</li> </ul>	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	<ul style="list-style-type: none"> <li>HERE IS A LIST OF FUNCTIONS WHICH ARE PERFORMED BY DOORSTAFF:               <ol style="list-style-type: none"> <li>CHECK AGE OF CUSTOMERS ENTERING THE VENUE</li> <li>CHECK AGE OF CUSTOMERS CONSUMING/BUYING ALCOHOL</li> <li>TOILET CHECKS</li> <li>EJECTING CUSTOMERS</li> <li>DEALING WITH INJURED PERSONS</li> <li>DEALING WITH VULNERABLE CUSTOMERS</li> <li>MONITORING INTOXICATION LEVELS OF CUSTOMERS</li> <li>DEALING WITH LOST AND FOUND PROPERTY</li> <li>RECORDING DETAILS OF INCIDENTS AT THE VENUE</li> <li>CARRYING OUT ANY SEARCH POLICY</li> <li>EMERGENCY EVACUATION PROCEDURES</li> <li>DETAINING PERSONS BELIEVED TO HAVE COMMITTED OFFENCES</li> </ol> </li> </ul>	

## 6. SECURITY STAFF DUTIES CONTINUED.....

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	FIRE RISKS & EVACUATION PROCEDURE OF PREMISES	<ul style="list-style-type: none"> <li>• IT IS IMPERATIVE THAT ALL FIRE EXITS ARE FREE FROM OBSTRUCTION AT ALL TIMES AND WELL LIT.</li> <li>• ALL STAFF MUST BE TRAINED IN FIRE EVACUATION PROCEDURES.</li> <li>• ALL DAILY/WEEKLY FIRE SAFETY CHECKS WILL BE DOCUMENTED AS PROOF THAT THESE HAVE BEEN COMPLETED.</li> </ul>	
	EJECTIONS FROM THE PREMISES	<ul style="list-style-type: none"> <li>• ALL EJECTIONS FROM THE PREMISES ARE TO BE DONE VIA THE FRONT ENTRANCE.</li> <li>• IF THE SAFETY OF THE CUSTOMERS ARE A CONCERN AND THE PERSON BEING EJECTED IS BECOMING VIOLENT THEN THE REAR EXIT CAN BE USED.</li> <li>• ENSURE THAT IF A PERSON IS EJECTED OUT THROUGH THE REAR THAT THIS PERSON IS REMOVED AWAY FROM THE PREMISES.</li> <li>• ENSURE CCTV IS WORKING IN THIS AREA</li> </ul>	

## 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.	<ul style="list-style-type: none"> <li>DRESS CODE TO BE ADOPTED WITH THE APPROPRIATE SIGNAGE IN PLACE AT THE FRONT ENTRANCE AND CLEARLY VISIBLE TO ALL PATRONS ENTERING PREMISES.</li> <li>DRESS CODE CAN ALTER, DEPENDANT ON TYPE OF EVENT AT THE PREMISES.</li> <li>RISK ASSESSMENT CAN SHOW THIS.</li> </ul>	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	<ul style="list-style-type: none"> <li>A DRUGS POLICY IS IN PLACE FOR THE PREMISES.</li> <li>COMPLY WITH WEST MIDLANDS POLICE DRUGS POLICY IN RESPECT OF DRUGS CONFISCATION AT PREMISES</li> <li>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.</li> <li>ANY SEIZED DRUGS TO BE HANDED TO A LOCAL POLICE OFFICER</li> <li>IF LARGE AMOUNTS OF DRUGS ARE FOUND OR SUSPECTED, POLICE WILL BE IMMEDIATELY ADVISED</li> </ul>	SEE DRUGS POLICY
	ACTION TO BE TAKEN IN RESPECT OF CUSTOMERS SUSPECTED OF BEING DRUG DEALERS OR DRUG DEALING	<ul style="list-style-type: none"> <li>PERSONS SUSPECTED OF BEING DRUG DEALERS ARE NOT PERMITTED ACCESS TO THE PREMISES.</li> </ul>	
	ACTION TO BE TAKEN IN RESPECT OF CUSTOMERS SUSPECTED OF BEING DRUG DEALERS OR DRUG DEALING	<ul style="list-style-type: none"> <li>PERSONS SUSPECTED OF DRUG DEALING UPON THE PREMISES ARE EJECTED</li> <li>THE PREMISES HAVE A ZERO TOLERANCE POLICY REGARDING THE USE OF DRUGS ON PREMISES</li> </ul>	



## 8. DRUGS POLICY CONTINUED.....

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	WAYS OF KEEPING THE PREMISES CLEAN OF DRUGS	<p>THIS WILL INCLUDE THE FOLLOWING:</p> <ul style="list-style-type: none"> <li>• A NOTICE OUTLINING THE VENUE'S 'ZERO TOLERANCE' POLICY DISPLAYED IN A PROMINENT PLACE.</li> <li>• FULL SEARCH POLICY FOR DRUGS ON ENTERING THE VENUE.</li> <li>• REGULAR CHECKS OF TOILETS FOR DRUG TAKING OR SUPPLYING.</li> <li>• REMOVAL OF SMOOTH SURFACES WITHIN THE TOILET AREAS TO MAKE TAKING OF CERTAIN DRUGS MORE DIFFICULT.</li> <li>• LUBRICANT, SUCH AS VASELINE, WIPED OVER SMOOTH SURFACES TO MAKE THE TAKING OF CERTAIN DRUGS DIFFICULT.</li> <li>• STAFF TRAINING WITH REGARDS TO DRUGS AWARENESS.</li> <li>• A POLICY EXPLAINING WHAT STAFF SHOULD DO IF THEY FIND ANY DUBIOUS SUBSTANCES, IE, CALL THE POLICE.</li> </ul>	

## 8. DRUGS POLICY CONTINUED.....

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	TOILETS TO BE REGULARLY CHECKED TO DISCOURAGE DRUG TAKING	<ul style="list-style-type: none"> <li>REGULAR CHECKS OF TOILETS FOR DRUG TAKING OR SUPPLYING</li> </ul>	
	WHAT ACTION TO TAKE IN THE EVENT OF DRUGS CONFISCATION.	<ul style="list-style-type: none"> <li>THIS SHOULD BE IN THE DRUGS POLICY.</li> <li>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.</li> </ul>	

## 9. INCIDENT HANDLING

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	THE RECORDING OF ANY INCIDENT	<ul style="list-style-type: none"> <li>INCIDENT REGISTER TO BE MAINTAINED</li> </ul>	
	STAFF TO BE TRAINED IN DEALING WITH UNRULY CUSTOMERS.	<ul style="list-style-type: none"> <li>ALL STAFF MUST BE TRAINED WITH REGARD TO DRUNKENNESS.</li> <li>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.</li> <li>WHAT STEPS THEY SHOULD TAKE IF A CUSTOMER IS FOUND TO BE EXCESSIVELY DRUNK WITHIN THEIR VENUE.</li> <li>SOME PERSONS SUFFERING FROM THE EFFECTS OF ALCOHOL CAN CHANGE PERSONALITY. PERSONS WHO WOULD NORMALLY BEHAVE SENSIBLY CAN BECOME LOUD, VIOLENT AND ROWDY.</li> <li>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.</li> <li>WHILST A VENUE MAY HAVE POLICIES TO PREVENT ANY DISORDER FROM OCCURRING IN THE FIRST PLACE, DESPITE ALL THEIR EFFORTS AN INCIDENT MAY OCCUR.</li> <li>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.</li> <li>THE VENUE COULD ALSO PROVIDE AN AREA THAT IS SAFE WHERE THEY COULD RECOVER.</li> </ul>	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	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>	SEE CRIME SCENE PRESERVATION POLICY

## 11. PROPERTY

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	CLOAKROOMS	<ul style="list-style-type: none"> <li>• THE PREMISE HAS A CLOAKROOM IN OPERATION.</li> <li>• A WELL USED CLOAKROOM HAS BEEN SHOWN TO HAVE A SIGNIFICANT IMPACT UPON THE NUMBER OF THEFTS RECORDED WITHIN A VENUE.</li> </ul>	
	LOST PROPERTY	<ul style="list-style-type: none"> <li>• THE PREMISE DO HAVE A LOST/FOUND PROPERTY POLICY IN PLACE.</li> <li>• ENQUIRIES WILL BE MADE TO IDENTIFY THE OWNERS OF THE PROPERTY.</li> <li>• REGULAR LIAISON WITH THE POLICE TO CROSS CHECK RECORDS SHOULD BE MAINTAINED</li> </ul>	
	PROPERTY PATROLS	<ul style="list-style-type: none"> <li>• THE USE OF GLASS COLLECTORS HAS SHOWN TO BE BENEFICIAL IN REDUCING THE NUMBER OF THEFTS, PARTICULARLY IN LARGER PREMISES.</li> <li>• WHILST GLASS COLLECTORS GO ABOUT THEIR BUSINESS, THEY BECOME VIGILANT IN LOOKING FOR SUSPICIOUS OR UNATTENDED PROPERTY.</li> <li>• THE GLASS COLLECTORS WILL SEEK TO IDENTIFY ANY PROPERTY WHICH HAS BEEN LEFT UNATTENDED AND TO LOCATE THE OWNER.</li> <li>• 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.</li> </ul>	

## 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	<ul style="list-style-type: none"> <li>SIGNAGE TO BE PLACED AT ENTRANCE TO VENUE</li> </ul>	
	CUSTOMERS TO BE AWARE OF PREMISES DRESS CODE	<ul style="list-style-type: none"> <li>SIGNAGE TO BE PLACED AT ENTRANCE TO VENUE.</li> </ul>	
	SIGNAGE TO BE PLACED AT ENTRANCE AND INSIDE PREMISES.	<ul style="list-style-type: none"> <li>CUSTOMERS TO BE MADE AWARE OF CCTV MONITORING BEING IN SITU</li> </ul>	
	CUSTOMERS LEAVING BY TAXI	<ul style="list-style-type: none"> <li>NOTICES SHALL BE DISPLAYED WITHIN THE LICENSED PREMISES FOR CUSTOMERS TO VIEW GIVING DETAILS OF TAXI COMPANIES TO USE</li> </ul>	
	SIGNAGE INFORMING CUSTOMERS OF REDUCING NOISE LEVELS ON LEAVING PREMISES.	<ul style="list-style-type: none"> <li>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</li> <li>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.</li> </ul>	

## 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.	<ul style="list-style-type: none"> <li>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 - ½ 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</li> </ul>	

### 13. FIRST AID

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	THE PREMISES MUST HAVE FIRST AID FACILITIES.	<ul style="list-style-type: none"> <li>• THE PREMISES DO HAVE FIRST AID FACILITIES.</li> <li>• THE PREMISES HAVE AN ACCIDENT/INCIDENT BOOK WHICH WILL BE COMPLETED.</li> <li>• BASIC FIRST AID WILL BE ADMINISTERED BEFORE THE ARRIVAL OF ANY AMBULANCE.</li> </ul>	



## 14. NOISE ISSUES

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	SMOKING AREA TO THE FRONT OF THE PREMISES	<ul style="list-style-type: none"> <li>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</li> </ul>	
	ARRIVING OR DEPARTING TO & FROM PREMISES.	<ul style="list-style-type: none"> <li>SIA REGISTERED SECURITY STAFF WILL OVERSEE PATRONS ARRIVING OR DEPARTING THE PREMISES AND NOT ALLOW ANTI-SOCIAL BEHAVIOUR BY INDIVIDUALS/GROUPS.</li> <li>WHEN NECESSARY ADVICE WILL BE GIVEN TO SUCH PATRONS NOT TO DO ANYTHING WHICH MAY CAUSE ANNOYANCE OR DISTURBANCE TO THE LOCAL COMMUNITY.</li> </ul>	
		<ul style="list-style-type: none"> <li>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.</li> </ul>	

## 14. NOISE ISSUES CONTINUED.....

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	THERE ARE RESIDENTS IN NEARBY HOTELS.	<ul style="list-style-type: none"> <li>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.</li> </ul>	

## 15. DRINKING POLICY

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	<p>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.</p>	<ul style="list-style-type: none"> <li>• ALL STAFF, NOT JUST DOOR STAFF TO BE AWARE OF UNDER-AGE DRINKING LEGISLATION</li> <li>• ALL STAFF TO ENSURE THAT PATRONS WHO APPEAR DRUNK SHOULD NOT BE SERVED</li> <li>• 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.</li> <li>• 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</li> <li>• 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.</li> <li>• 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).</li> <li>• NOTICES TO CUSTOMERS SITUATED BEHIND THE BAR OR AT THE ENTRANCE TO THE VENUE ADVISING CUSTOMERS OF THE STRICT DRINKING POLICY.</li> <li>• STAFF TRAINING WITH REGARD TO UNDERAGE DRINKING</li> <li>• 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</li> </ul>	

## 15. DRINKING POLICY CONTINUED.....

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	PROTECTION OF CHILDREN FROM HARM	<ul style="list-style-type: none"> <li>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.</li> </ul>	
	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.	<ul style="list-style-type: none"> <li>FOR THIS REASON CHILDREN UNDER THE AGE OF 18 ARE NOT ALLOWED ON THE PREMISES.</li> <li>UNLESS THEY ARE ATTENDING A PRE-BOOKED EVENT/PRIVATE FUNCTION WHERE THE APPROPRIATE NOTICE HAS BEEN GIVEN TO THE RELEVANT AUTHORITIES.</li> </ul>	
	DRUNKEN BEHAVIOUR	<ul style="list-style-type: none"> <li>THERE WILL BE A ZERO TOLERANCE POLICY TOWARDS DRUNKEN OR ANTI-SOCIAL BEHAVIOUR TO BE IN OPERATION AT ALL TIMES.</li> </ul>	
	DRINKING GLASSES	<ul style="list-style-type: none"> <li>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:</li> </ul>	

## 16. HEALTH & SAFETY

SUBJECT	DESCRIPTION	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
	SLIPS TRIPS & HAZARD POLICY	<ul style="list-style-type: none"> <li>• THE PREMISES HAS A POLICY IN RELATION TO SPILLAGES.</li> <li>• GLASS COLLECTORS RECEIVE TRAINING IN CLEARING SPILLAGE.</li> <li>• GLASS COLLECTORS WHO CLEAR SPILLAGES TO WEAR APPROPRIATE IDENTIFIABLE CLOTHING.</li> <li>• THE CORRECT CLEANING UTENSILS AND CLEANING AGENT TO BE USED.</li> <li>• PREMISES CONDUCT REGULAR INSPECTIONS OF FLOORING, STAIRCASES AND DAMAGED FURNITURE TO ENSURE THESE ITEMS CANNOT BE A POSSIBLE RISK TO CUSTOMERS OR STAFF.</li> </ul>	
	NOISE ISSUES WITHIN PREMISES EMPLOYERS ARE LEGALLY OBLIGED TO PREVENT DAMAGE TO THE HEARING OF EMPLOYEES CAUSED	<ul style="list-style-type: none"> <li>• REGULAR EXPOSURE TO HIGH LEVELS OF NOISE CAN CAUSE PERMANENT HEARING DAMAGE</li> <li>• STAFF WHO ARE SUBJECT TO CONTINUAL HIGH NOISE LEVELS ARE TO BE PROVIDED WITH EAR DEFENDERS.</li> </ul>	

## 17. TRAINING ISSUES

SUBJECT	SPECIFIC RISK HAZARD & NECESSARY ACTION	ACTION DATE
<b>THE FOUR LICENSING OBJECTIVES</b> <ul style="list-style-type: none"> <li>• PREVENTION OF CRIME &amp; DISORDER</li> <li>• PUBLIC SAFETY</li> <li>• PREVENTION OF PUBLIC NUISANCE</li> <li>• PROTECTION OF CHILDREN FROM HARM</li> </ul>	<ul style="list-style-type: none"> <li>• PREMISES TRAIN ALL STAFF PRIOR TO COMMENCING EMPLOYMENT IN THE FOUR LICENSING OBJECTIVES.</li> <li>• REGULAR TRAINING IS GIVEN ON A THREE MONTHLY BASIS.</li> <li>• RECORDS ARE KEPT OF ALL STAFF TRAINING.</li> <li>• ALL STAFF SIGN TO SAY THEY HAVE RECEIVED TRAINING</li> </ul>	
FIRE EVACUATION PROCEDURES	<ul style="list-style-type: none"> <li>• ALL STAFF INCLUDING DOOR SUPERVISORS RECEIVE REGULAR TRAINING IN FIRE EVACUATION PROCEDURES</li> <li>• ALL STAFF TRAINING IS RECORDED</li> </ul>	
FIRST AID	<ul style="list-style-type: none"> <li>• NOMINATED STAFF ARE TRAINED IN BASIC FIRST AID.</li> <li>• ALL STAFF TRAINING IS RECORDED</li> </ul>	

## 18. MANAGEMENT

SUBJECT	INFORMATION & SPECIFIC RISK HAZARD	ACTION DATE
STRUCTURE	<ul style="list-style-type: none"> <li>• PREMISES LICENSE HOLDER – .....</li> <li>• DESIGNATED PREMISES SUPERVISOR – .....</li> <li>• MANAGER – .....</li> <li>• BAR SUPERVISOR - .....</li> <li>• BAR STAFF &amp; GLASS COLLECTOR</li> </ul>	
ROLE OF THE DPS/GENERAL MANAGER	<ul style="list-style-type: none"> <li>• RESPONSIBLE FOR THE RUNNING OF THE PREMISES ON BEHALF OF THE PREMISES LICENSE HOLDER &amp; ENSURING THE FOUR LICENSING OBJECTIVES ARE MET.</li> <li>• RESPONSIBLE FOR ENSURING ALL POINTS ON THE OPERATIONAL PLAN ARE ADHERED TO.</li> <li>• TO LIAISE WITH THE SECURITY COMPANY ON A REGULAR BASIS</li> </ul>	
ROLE OF THE MANAGER	<ul style="list-style-type: none"> <li>• RESPONSIBLE FOR ASSISTING THE DPS IN THEIR DUTIES</li> <li>• TO REPORT TO THE DPS DAILY WITH ANY ISSUES RAISED BY BAR STAFF</li> <li>• TO ENSURE BAR STAFF AND SUPERVISORS FOLLOW THEIR DUTIES CORRECTLY AND FOLLOW THE LICENSING OBJECTIVES.</li> <li>• WILL BE THE HOLDER OF A PERSONAL LICENSE.</li> </ul>	
ROLE OF THE BAR SUPERVISOR	<ul style="list-style-type: none"> <li>• TO LEAD THE BAR TEAM</li> <li>• TO REPORT TO THE MANAGEMENT TEAM DAILY</li> <li>• TO SUPERVISE BAR STAFF AND ENSURE POLICIES AND PROCEDURES ARE ADHERED TO</li> <li>• TO DEAL WITH ANY WELFARE ISSUES</li> </ul>	





**Domus, 28 – 30 Bristol Street, Birmingham**

**Proposed Conditions**

1. There shall be a last admission time of 03:00 hrs to the premises.
2. A Security and Operational Action Plan based on the attached draft will be prepared by Mr Carl Moore on his return from holiday after 25<sup>th</sup> May 2018 and submitted for approval by West Midlands Police and the premises shall not open for trading until such an approval is given.
3. The Premises Licence Holder and his DPS shall be a member of Southside Bid and Southside Pubwatch and shall attend their monthly meetings and be part of the Pubwatch Radio Scheme.
4. The usual fly posting condition.

