

## **Karyn Abbott**

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**From:** Steven.Pellowe@met.pnn.police.uk  
**Sent:** 21 November 2017 11:12  
**To:** Keiran Hinchliffe  
**Subject:** Terminal 6

Morning

We have agreed the following

### **Prevention of Crime and Disorder**

Appropriate signage will be displayed, in a prominent position, informing customers they are being recorded on CCTV.

The premises shall install and maintain a comprehensive CCTV system which records 24 hours a day. All entry and exit points will be covered enabling frontal identification of every person entering in any light conditions.

All CCTV recordings shall be stored for a minimum period of 31 days and all recordings will be stamped with the correct date and time. Viewing of recordings shall be made available, subject to Data Protection legislation, immediately upon the request of Police or an authorised council officer.

A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open. This staff member must be able to provide a police or authorised council officer copies of recent CCTV images or data with the minimum of delay when requested.

The premises shall operate a zero tolerance policy to drug use and posters shall be prominently displayed to this effect. All staff shall be trained in the implementation of the venue's drugs policy.

The licence holder shall actively participate in any local Pubwatch scheme.

An incident log book will be maintained by the premises that details incidents of note that occur in the premises. This shall include refused sales, disorder, and ejections as a minimum. The log book shall be kept on the premises and be available for inspection at all times the premises is open, and management shall regularly check the book to ensure all staff are using it.

There will be at least one personal licence holder on duty at all times that the premises are open and selling alcohol.

All staff responsible for selling alcohol shall receive regular training in the Licensing Act 2003. Written records of this training shall be retained and made available to Police and Council officers on request.

A minimum of two door supervisors shall be on duty on the premises during the hours of 20.00hrs until closing on Friday and Saturday

All door supervisors, and other persons engaged at the premises, for the purpose of supervising

or controlling queues or customers, must wear [high visibility jackets or vests or armbands]. Door supervisors must be provided with radios to enable them to contact each other and the duty manager at the premises.

Where SIA registered door supervisors are used at the premises, a record must be kept of their SIA registration number and the dates and times when they are on duty

The premises shall operate a dispersal policy and all staff shall be trained in its implementation.

The premises licence holder must submit to Hounslow Police Licensing Team a completed risk assessment form as prescribed at least 14 days before any event that is:

- promoted / advertised to the public at any time before the event; and
- features DJ's, MCs or equivalent performing to a recorded backing track; and
- runs anytime between the hours of 20.00hrs and closing.

### **Prevention of Public Nuisance**

The dispersal of customers from the premises must be managed in accordance with the following:

- Clear and legible notices must be prominently displayed at all exits requesting customers to respect local residents and leave the area quietly.
- Public announcements requesting customers to leave quietly to minimise disturbance to nearby residents

A noise limiting device must be installed and must operate at all times regulated entertainment takes place at the premises. The device must be of a type, in a location and set at a level of 95 db [approved in writing by the appropriate officer of the Council].

Only the Premises Licence Holder and the Designated Premises Supervisor shall have access to the noise limiting device.

Clear and legible notices must be prominently displayed at any area used for smoking requesting customers to respect the needs of local residents and use the area quietly

A direct telephone number for the duty manager must be prominently displayed where it can conveniently be read from the exterior of the premises by the public. The telephone must be manned at all times the premises is open for licensable activities.

At closing time the outside of the premises, must be swept and/or washed, and litter and sweepings collected including glasses and bottles.

### **Public Safety**

Customers will not be permitted to remove from the premises any drinks supplied by the premises (alcoholic or otherwise) in open containers

### **Protection of Children from Harm**

A challenge 25 proof of age scheme shall operate at the premises. Signage shall be displayed advising customers that the scheme is in place. All staff authorised to sell alcohol will be trained in the Challenge 25 scheme and this training will be documented to include the date the training was given, the name of the person who gave the training, the person who received the training and signatures by both trainer and trainee.

Posters shall be displayed in prominent positions around the till advising customers of the Proof

of Age policy in force at the premises.

A refusals book shall be kept at the premises to record details of all refusals to sell alcohol. This book shall contain the date and time of the incident, a description of the customer, the name of the staff member who refused the sale, and the reason the sale was refused. The book shall be made available to Police and authorised Council officers on request.

**Other (may relate to any of the licensing objectives or be premises type specific)**

Alcohol may be sold at any time to hotel guests for consumption on the premises.

[PC Steve Pellowe 121TX](#)

**Licensing Constable Hounslow BOCU**

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