

Prevention of crime and disorder

CCTV

1. The premises licence holder shall ensure the premises' digitally recorded CCTV system cameras shall continually record while the premises are open to the public and recordings shall be kept for a minimum of 31 days with time and date stamping. The entire licensable area shall be covered with the CCTV. There shall be at least one camera positioned at each entry and exit point to monitor any external areas to the premises. At least one 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 is open. This staff member shall be trained to access, download and provide copies of CCTV images or data recordings to an authorised officer of West Berkshire Borough Council or Thames Valley Police together with facilities for viewing upon request, subject to the provisions of the Data Protection Act and GDPR. Recorded images shall be of such quality as to be able to identify the recorded person in any light.
2. Signage advising customers that CCTV is in use shall be positioned in prominent positions.

Incident Register

1. All incidents which impact on any of the four licensing objectives shall be recorded in a register kept at the premises for this purpose.
2. The names of the person recording the incident, and those members of staff who deal with any incident shall also be recorded. Where known, any offenders name will also be recorded;
3. This record shall be available for inspection by a Police Officer or an Authorised officer of West Berkshire Borough Council upon request and shall be retained for one year.
4. The record shall be signed off by the DPS or nominated representative on a monthly basis.

Staff Training

5. Staff employed to sell alcohol shall undergo training upon induction. This shall include, but not be limited to:
 - The premises age verification policy
 - The law relating to underage sales
 - Dealing with refusal of sales
 - Proxy purchasing
 - Recognising valid identity documents not in the English language
 - How to identify and safeguard vulnerable persons who attend the premises
 - The four licensing objectivesSuch training sessions are to be documented and refreshed every six months.
6. All training sessions are to be documented. Records of training shall be kept for a minimum of one year and be made available to an authorised officer of Thames Valley Police and West Berkshire Borough Council upon request.
7. Before any person is employed at the premises sufficient checks will be made of their bona fides to ensure they are legally entitled to employment in the UK. Such checks shall include:
 - Proof of identity (such as a copy of their passport)
 - Nationality
 - Current immigration status

Employment checks will be subject of making copies of any relevant documents produced by the employee, which will be retained on the premises and kept for a minimum period of one year. Employment records as they relate to the checking of a person's right to work will be made available to an authorised officer of West Berkshire Borough Council or Thames Valley Police upon request.

8. All staff to be trained to record refusals of sales of alcohol in a refusals book or electronic register, If the record is in written form then it should be documented in a bound book similar to a A4 day by day diary and marked refusals. The book/register shall contain:
 - Details of the time and date the refusal was made
 - The identity of the staff member refusing the sale
 - Details of the alcohol the person attempted to purchase(b) This book/register shall be available for inspection to an authorised officer of West Berkshire Borough Council or Thames Valley Police. A weekly review of the refusals book/register shall also be carried out and signed off by the Designated Premises Supervisor or their nominated representative.

Prevention of Public Nuisance

9. The licensee shall ensure that no noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to undue disturbance to local residents.
10. During operating hours the licensee or nominated representative shall be available to receive and respond to nuisance related complaints a contact number shall be readily available to residents upon request.
11. Clearly legible and suitable notices shall be displayed at all exits requesting customers to respect the needs of local residents and to leave the premises and area quietly. Staff shall be available to assist in the dispersal of customers at the cessation of licensable activities each evening.

Protection of Children from Harm

12. The premises shall at all times operate a Challenge 25 age verification policy to prevent any customers who attempt to purchase alcohol and who appear to the staff member to be under the age of 25 years from making such a purchase without having first provided identification. Only a valid driver's licence showing a photograph of the person, a valid passport, Military ID or proof of age card showing the 'Pass' hologram (or any other nationally accredited scheme as set down within the mandatory conditions) are to be accepted as identification.
13. Signage advising that the Challenge 25 age policy is in operation, will be displayed at all areas where alcohol is being served.

Public Safety

14. The premises shall implement, operate and maintain a policy to manage dispersal of customers from the premises. The policy shall be in written form and all staff shall be trained in how to operate it. The policy shall be produced to an authorised Officer of West Berkshire Borough Council or Thames Valley Police upon request.
15. The Premises and area immediately outside the premises shall be kept clear, whilst the premises is open for licensable activities.

16. All external lighting shall be positioned in such a way so as not to disturb or intrude upon local residents or businesses.