COMPLETE
LICENSING

PLAYHOUSE EPPING

Licence Application

CK Entertainments Ltd

08.09.21

APPLICANT'S INTRODUCTION AND SUMMARY

RECENT PREMISES HISTORY

This premises was subject to a Review of its Premises Licence in January 2019, that resulted in its Premises Licence being revoked. In the run up to that Review, the Premises traded as Club 195, a nightclub that had attracted an undesirable clientele.
Following the Review, a new management team led by Mr James Hoffelner was assembled.

Under the new management team, a successful application was made for a new Premises Licence. In granting CK Entertainment's new Premises Licence, the Licensing Sub-Committee held that:

"(5) **They would like to give the applicant an opportunity to make good on the promises made at the hearing.** They acknowledged their collective experience but also had taken into account that the applicant was proposing a brand-new business model with new personnel and with a greater number of nights of operation.

(6) Taking all of this into account, they considered that requiring all licensable activities to cease at 0100, with the premises closing at 0130, strikes a fair balance and was appropriate for the promotion of the licensing objectives, in particular the crime and disorder and public safety objectives.

(7) **By granting a premises licence, they had taken into account the applicant's right to apply for temporary event notices which would give them an opportunity to road test their new model to a later hour** and the possibility of making an application to vary the licence granted, to extend the hours of operation, if the applicant could demonstrate that doing so would not undermine the licensing objectives." 1 (Emphasis added)

Following the grant of the new Premises Licence, the new management team oversaw an extensive redesign of the Premises, including a considerable reduction in the size of the roof terrace, and the creation of a dedicated ground floor smoking area. These redevelopment works (along with an associated regularisation of planning) were ultimately delayed by the COVID-19 global pandemic and were completed for the premises to open.

In 2020, you will recall that an application was made for a time limited licence in the hope that should The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020 allow the premises would be able to operate for the extended hours for the limited period of the licence up to 1st January 2021. This alternative approach would, it is believed, have provided more certainty than TENs but would also have allowed the operator to prove they could operate for the times sought. The Committee did not agree and expressed the

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view that at that time, TENs were the appropriate way forward. In any event, Covid-19 had the impact that nightclub premises were not able to open until May 2021.

The premises has operated under the licence granted in 2019 and TENs for the weekends:

1 Taken from Printed Minutes https://rds.eppingforestdc.gov.uk/ieListDocuments.aspx?CId=428&MId=10340

The Application

This application is made based on the Committee's comments in light of the above. The premises have applied for the following TEN's:

1. 25th July 2021 (1 day) Until 02:00
2. 1st August 2021 (1 day) Until 02:00
3. 8th August 2021 (1 day) Until 02:00
4. 15th August 2021 (1 day) Until 02:00
5. 22nd August 2021 (1 day) Until 02:00
6. 27th -30th August 2021 (4 days) Until 02:00
7. 19th September 2021 (1 day) Until 02:00
8. 26th September 2021 (1 day) Until 02:00
9. 3rd October 2021 (1 day) Until 02:00
10. 10th October 2021 (1 day) Until 02:00
11. 17th October 2021 (1 day) Until 02:00
12. 24th October 2021 (1 day) Until 02:00
13. 29th – 31st October 2021 (3 days) Until 03:00

Hours Sought for Licensable Activities

This application is for the following hours and licensable activities:

Live Music
Monday to Thursday 11.00 –22.00
Friday and Saturday 11.00 – 02:00 (following day)

Recorded Music
Monday to Thursday 11.00 – 22.00
Friday and Saturday 11:00 – 02:00 (following day)

Performance of Dance

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THE TEAM

james@completelicensing.uk
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JAMES HOFFELNER

CONSULTANT, COMPLETE LICENSING

James has more than a decade's experience in London's bar and night club industry. He has managed three of London's top night clubs, where his responsibilities ranged from overseeing all day-to-day operations, to managing refurbishment works and solving licensing issues. He now runs Brabeck Consultancy, which advises the leisure and entertainment sector and provides troubleshooting to licensed premises.

marcus@completelicensing.uk
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MARCUS LAVELL

CONSULTANT, COMPLETE LICENSING

Marcus is a specialist licensing and regulation barrister of over ten years' call. He has particular expertise in dealing with premises licensing, with a distinct focus on the hospitality and leisure sector, and the regulations associated with it. In addition, Marcus has a wealth of experience in advising clients at the early stages of the development of new premises. Marcus also provides regulatory compliance services such as audit, system development and fail-safe reporting structures. He excels at solving issues found on review applications to the satisfaction of both the authorities and the licence holder, so that the licensing objectives and business viability can be promoted.

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richard@completelicensing.uk
+44 7958 262193

RICHARD BUNCH

CONSULTANT, COMPLETE LICENSING

Richard joined the police in 1990 and retired in 2016. He retired with the Certificate of service signed by the Commissioner, stating his service had been "Exemplary". He was Westminster Police Licensing Sergeant working in City Hall with the Westminster Local Authority Licensing Team, Environmental Health and supervised the Westminster Police Licensing Team. He was responsible for crime, disorder, licensing applications and reviews covering 6,500 varied Westminster Borough Licensed premises.

robert@completelicensing.uk
+44 7948 504530

ROBERT SUTHERLAND

CONSULTANT, COMPLETE LICENSING

Robert is a highly experienced solicitor specialising in all forms of licensing and gambling issues for operators and landlords. His clients include one of the most prestigious concert venues in the country, well-known nightclubs in the West End, gentlemen's clubs across the country, music festivals including the Secret Garden Party, and sports venues for cricket and football. He has dealt with all aspects of outdoor music festivals including working with safety advisory groups in the planning and setting up of large events such as Gay Pride.

Robert also acts for a number of leading sexual entertainment venue operators, both independent and multi-national brands around the country, and has been actively involved in dealing with local authorities in their determination of sexual entertainment venue policies. Robert is a solicitor advocate and is able to represent clients in the higher courts. During his career he has held roles which have provided him with great insight into and understanding of the court system, including Licensing Justices' Clerk for North and South Westminster for a number of years. Robert is also a Fellow of the Institute of Licensing.

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tony@mylocalbobby.co.uk

TONY NASH

SECURITY CONSULTANT, MY LOCAL BOBBY

After 31 years of service, Tony retired from The Metropolitan Police Service as the Borough Commander for Newham where he led over 800 staff in delivering highly successful policing services. He was the driving force in building statutory partnerships and forging business collaborations across the borough, carrying out complex project management assignments. Since March 2017, he has led MLB in the delivery of bespoke services to high-profile clients and UHNI. He has personally prepared and overseen the delivery of crisis management training, business continuity assessments, business process reviews and CCTV audits for clients and foreign governments.

sonia@completelicensing.uk

SONIA MARQUARDT

SAFEGUARDING LEAD, COMPLETE LICENSING

Sonia has over 13 years of safeguarding experience with children, adolescents and adults. She has liaised with domestic violence services and charities and has experience in working with multi-agencies, such as MARAC (Multi-Agency Risk Assessment Conference). Sonia has worked with drug and alcohol addiction services, in inpatient psychiatric wards, child and adolescent mental health services, older adult services and psychotherapy services within the NHS as well as a homeless charity and a sexual health centre/charity for young people in London. She is in the final year of a doctorate in counselling psychology and has accrued nearly 500 hours of 1:1 psychotherapy. This experience has built on empathic listening skills and Sonia is able to quickly form trusting relationships.

Sonia has extensive experience in assessing risk in fast-changing and dynamic environments. She is a clear communicator and is able to effectively de-escalate in highly emotive environments.

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richard@bigskyaccoustics.co.uk

RICHARD VIVIAN

ACOUSTICIAN, BIG SKY ACCOUSTICS

Richard Vivian is founder of Big Sky Acoustics. Established in 2002, Big Sky specialises in entertainment noise control and works closely with licensed premises operators, event organisers and local authorities on the management and control of noise associated with live and pre-recorded music entertainment. The company can provide support for both licensing and planning noise matters including detailed surveys, assessment, noise monitoring and expert witness evidence for applications, appeals, inquiries and hearings.

wes@number8events.com

WES PIERCE

HEALTH & SAFTY CONSULTANT, NUMBER 8 EVENTS

Wes' mantra is three key words... understand, advise, deliver. As managing director at Number 8 Events he is responsible for leading a team of safety advisors as well as producing local authority events and providing logistical support and equipment hire to clients. In the last 12 months his company has been nominated for Event Supplier of the Year (Services) at the NOEA awards and Event Production Team of the Year at Event Production Awards.

Wes is currently focused on developing bespoke management systems which can integrated to the life cycle of events ensuring they run safely and smoothly whilst exceeding the expectations of clients. He believes in empowering teams to achieve this by setting a framework to follow which allows for feedback and continual improvement.

He calls on a wealth of experience gained from 20+ years in the event industry during which time he has worked across festivals, large scale public events, product launches, brand activations and promotional projects including the likes of Film4 and Skate at Somerset House, London Symphony Orchestra at Trafalgar Square and SW4 Festival. Last year he led the production across a number of events within the London Borough of Waltham Forest (Borough of Culture 2019) and is leading the way in 2020 with Brent Borough of Culture 2020. He also chairs the safety advisory group for Greenwich Peninsula.

neil@gmp-design.com

NEIL MORTEN

ARCHITECT, GMP DESIGN

Neil set up the original agency GMP 30 years ago and has worked on customer experience projects his whole career. The projects include: Football Clubs , Universities, night clubs, Student Unions, Airports, Cafes, Bars , Restaurants, Retail, Fast Food Outlets, Swimming Gyms, Theatre Shows, airport lounges, Customer Sales Education Studios, altitude chambers, cinemas, gymnasiums and Exhibitions.

“The customer of 2020 is very discerning so the customer journey and experience is key to the success of any business” Neil has a deep fascination with technology and how it can influence the customer experience. This lead to the teams involvement with Dot Dot Dot.

Neil is an award winning night club designer and has worked for clients like Deltic Leisure Plc, Ministry of Sound , Boujis, Sugar Hut Liverpool , and was the previous designer of club 195.

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COMPLETE LICENSING

GMP DESIGN STUDIOS

PLAYHOUSE EPPING

Plans & Visuals

Version 1.0

CK Entertainments Ltd

03. 07.20

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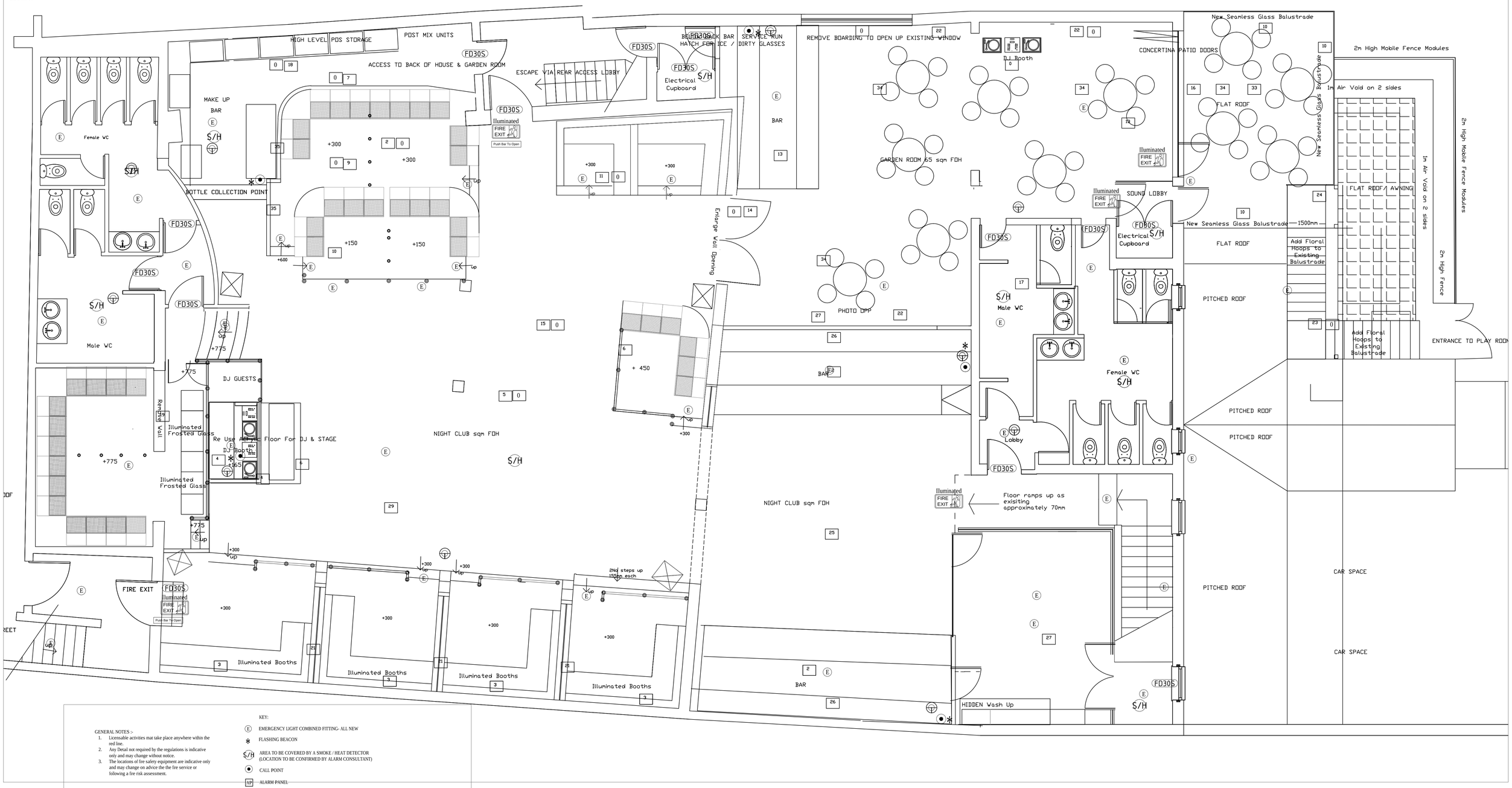

GENERAL NOTES :-

1. Licensable activities mat take place anywhere within the red line.
2. Any Detail not required by the regulations is indicative only and may change without notice.
3. The locations of fire safety equipment are indicative only and may change on advice the the fire service or following a fire risk assessment.

RED LINE INDICATES EXTENT OF LICENSED PREMISES

SOUNDER

FIRE CAPACITY :

FE 1 (Front Door) Dimension 1500 Capacity 300
FE 2 Rear Door Dimension 1100 Capacity 200
FE 3 Side Door Dimension 1050 Capacity 200
FE 4 Upper Front Door Dimension 1050 * 2 Capacity 400

AREA CALCULATION
Front of House 245 sqm
Seating 87
Front of House 59 sqm
Seating 28
Front of House Balc 13 sqm
Seating 16
Front of House 23 sqm
Seating 18

Total area 340 sqm @ 0.5 680
Total seating 149
Max Total Capacity = 700

0 1 2 3
SCALE BAR IN METERS

KEY:

- (E) EMERGENCY LIGHT COMBINED FITTING- ALL NEW
- * FLASHING BEACON
- S/H AREA TO BE COVERED BY A SMOKE / HEAT DETECTOR (LOCATION TO BE CONFIRMED BY ALARM CONSULTANT)
- CALL POINT
- AP ALARM PANEL
- FD30S 30 MINUTE INTEGRITY/30 MINUTE INSULATION FIRE DOOR WITH SMOKE SEALS AND FITTED WITH A SELF CLOSING DEVICE.
- Illuminated FIRE EXIT ILLUMINATED SIGN INDICATING FIRE EXIT
- Push Bar To Open FIRE EXIT WITH PUSH BAR/PAD OPENING WITH SIGN

MEANS OF ESCAPE
Fire doors to be half hour fire resisting and self closing. Doors to satisfy BS476 Part 22: 1987 and be FD30/30 standard. Doors protecting means of escape should be fitted with intumescent strips and cold smoke seals

FIRE ALARM
To integrate with provided building system.Symbols on plan indicate rooms to be covered, and actual location of detector heads are to be advised by a specialist fire alarm consultant

FIRE FIGHTING EQUIPMENT
All fire fighting equipment to be set so that the carry handles are located 1.5m above floor level.

All equipment to be subject to annual testing by a competent person

EMERGENCY LIGHTING
Premises to be covered with emergency lighting to standard set out in BS 5266: Part 1:2002 The code of practice for the emergency lighting of premises other then cinemas.

All exits to be indicated by the use of maintained illuminated exit signs. All other areas to be illuminated by general emergency lighting.

CCTV
Cctv locations to be agreed with the crime prevention team

PROJECT TITLE: PLAY HOUSE - Epping

DRAWING TITLE: Proposed Plan

DRAWING NUMBER: 1369 -01

CLIENT: CK Entertainments Ltd

DRAWN BY: NM

1:50 @ A1

DATE: JULY 20

APPROVED BY:

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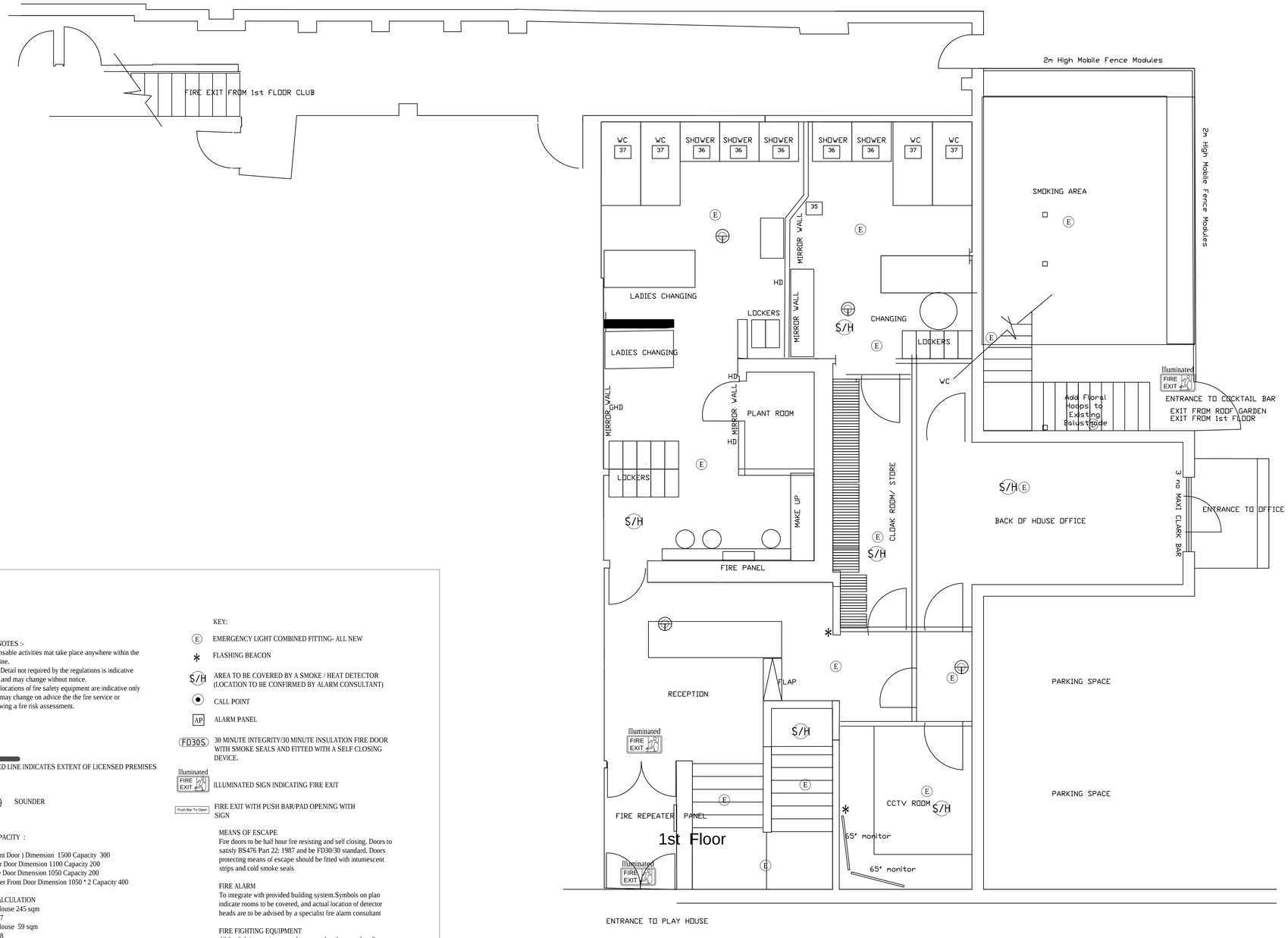

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Ground Floor

PROJECT TITLE: PLAY HOUSE - Epping

DRAWING TITLE: Proposed Plan - Rev A

DRAWING NUMBER: 1369 - 02

CLIENT: CK Entertainments Ltd

DRAWN BY: NM

1:50 @ A1

DATE: JULY 20

APPROVED BY:

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PLAYHOUSE EPPING

Operational Management Statement (OMS)

Version 1.1

DRAFT – To be agreed with Officers

CK Entertainments Ltd

03.07.20

INTRODUCTION

This Operational Management Statement (OMS) has been prepared to set out the strategy and approach to the operation of the Play House, Epping. Its purpose is to give a clear overview of the proposed venue and the high standards of operation and the management strategy underpinning the night club.

The bar & night club is being designed in conjunction with the venue owners and Complete Licensing who will oversee the day to day management of Play House. This OMS has been prepared by Complete Licensing with input from the wider project team. In preparing it, due regard has been given to industry best practice, the location and Complete Licensing's experience.

Complete Licensing has carefully considered site-specific issues raised by local consultees and stakeholders and built into this OMS measures to address their concerns. This OMS is a document that is subject to change from time to time as it is a working best practices document that may change through discussions with interested parties, specifically our neighbours, to ensure their concerns are addressed.

It is acknowledged that this OMS is an overview and is provided to furnish all those concerned (namely the licensing authority, responsible authority and other stakeholders) with a clear understanding of how the premises will be operated and how the licensing objectives will be promoted.

Key aspects of this OMS and particularly the measures are taken to promote best practice will be encapsulated and expanded upon in the operations specific policies and linked risk assessments which will be developed moving forward. These are an outline of policies that will be developed more thoroughly, we review regularly the OMS and individual policies, and will also make them available for inspection by the responsible authorities. In essence, this is a living document of best practices and will record the best practice discussions with all stakeholders.

OUTLINE OF CONCEPT

Play House will be split in too three distant operations, Play House – Play Fit, Play House – Play Room, and Play House. The venue will operate as a carefully curated high-end night club & bar, bringing together the best nightlife experiences in England, as well as a relaxing high-end cocktail bar. Play House – Play Fit will be a high intensity aerobic studio that will use the same space as the night club when the night club is not trading.

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The night club & bar offer has been assessed to ensure its appropriateness for the Essex market as a whole, as well as its surrounding environs. It will complement Epping and offer a new experience for residents and those visiting the area, an experience that is currently not available. The strategic vision for the night club & bar seeks to promote and deliver the following:

Promote the UK's nightlife;
Promote Epping as a vibrant local economy with a full offering of leisure venues;
Retain and enhance the distinctive features of Epping,
Attract a friendly customer base to the area, interested in using all the venues in Epping;
Deliver a vibrant, welcoming atmosphere that celebrates a happy and friendly night time experience;
Carefully involve the local community to keep interest high;
Operate the bar & night club for the benefit of the residents, customers and wider local area;
Offer a venue for local residents to use not only as a night club, but also as an events space and a bar.

Trading Process

Play House will be Three venues in one: the night club which is called "Play House", our bar which is called Play House's "Play Room" and our aerobic studio which will be called "Play House – Play Fit". The Bar will be open in the day from 0900 and customers will be able to come in to enjoy tea and coffee, as well as other non-alcoholic items from 0900. At 1100, we will serve wine and other alcohol items for consumption in the bar. The night club will open from 2200 on Fridays and Saturdays. This will also use the area that is the "bar". However, when the "Bar" is open, the area of the night club will not be generally accessible to the "bar" customers.

1. The Ground Floor will house our back of house offices and the entrance for the night club.
2. The First Floor is the main trading area with the night club and the bar, as well as the terrace.

Play House - Play Fit will operate from 0630 to 2000 Monday to Friday, and 1000 to 1800 Saturdays and Sundays. Play House – Play Fit cannot open any later, as this would affect the setting up of the night club. Entrance to Play House – Play Fit will be though the front doors of the venue, and two changing rooms are being built behind the reception for the customers. When the Play House is open as a night club, this area will be the staff changing room.
Customers who enter the night club will go through a strict entrance procedure (searching, ID Scanning). They will then go to cloakroom and walk up the stairs to the club, where you can order at the bar. If you have booked a table, you will go through the same entry procedure (searching, ID Scanning). You will then be taken by a hostess up the stairs and to your table, and then a waiter or waitress will take your order.
If you are going to "Play House Play Room", you will walk up the stairs from the car park, where you will be met by a member of staff who will seat you and take your order.

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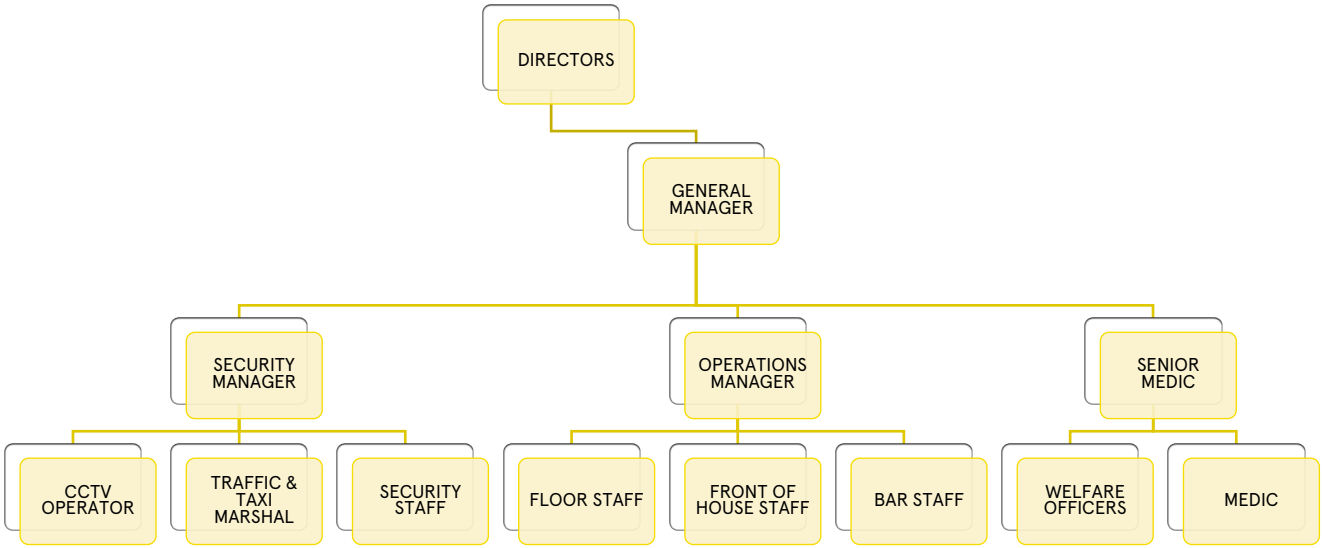
MANAGEMENT TEAM

The following diagram illustrates the typical structure of Play House:



TRADING HOURS

The Premises Licence Holder would like to open as follows:
Night Club (Play House):
Sunday through to Thursday: Closed,
Fridays & Saturdays from 22:00 hours to 02:00 hours,

Bar and Terrace (Play House's Play Room):
Monday to Saturday from 11:00 to 22:30

ACCREDITATION & ASSOCIATIONS

The Premises Licence Holder is a member of the "Night Time Industries Association" – NTIA, as well as UK Hospitality. The Premises Licence Holder will ensure that Play House completes the accreditation for the "Best Bar None" central scheme. Complete Licensing will support them achieve this goal.

ACCESS

Currently it is envisaged that for the night club, there will be 1 customer access and egress points. This will be on Cottis Lane and there will be one access and egress point through the roof terrace to our car park.

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When only the bar (Play House's, Play Room) is operating, there will be only 1 access and egress point via the car park entrance. All access points shall be well lit and fully monitored by CCTV.

STAFFING

The Management team will be on hand at all times to ensure the smooth running of the Night club. There will always be either a General Manager or Assistant General Manager on site. In addition, there will be 3 other managers on site every night. When only the bar is open (Play House, Play Room), the number of staff will be greatly reduced, however there will always be a duty manager on site who will supervise the smooth running of the venue.

The main cleaning and clearing of the Premises will be managed by the floor staff, ensuring sufficient number of cleaning staff inside the venue. The cleaning staff will also be responsible for cleaning outside the venue at the start and end of every day, as well as periodically during trading.

The Operations Manager will also manage the cleaning and replenishment of drinking utensils. The wash area will be staffed continuously, and staff numbers increased to support peak times.

When the night club is operational, SIA security staff will be on hand to manage customers accessing, remaining on and departing from the premises.

There will be a permanent security presence in the night club on a risk assessed basis.

The security team will proactively supervise the nightclub and concentrate on ensuring quiet departure from the building for minimal disruption to surrounding residents. Security levels will increase in line with expected capacity.

There will be a permanent uniformed Medical Team in the night club. The staff employed will be dependent on the risk assessment for the night. Play House's Medical Team will also work alongside the Play House Uniformed Welfare Officers.

A Designated Premises Supervisor (DPS) is required to be in post for all premises licenced for the sale of alcohol. The DPS will be the main point of contact for the Police, licensing and other regulatory authorities. The DPS is James Hoffelner and any changes will be confirmed in advance of opening to all interested parties. The DPS will be fully supported by Play House Directors. The details of the DPS for the premises will be provided to all local neighbours.

The DPS will be stationed at the night club as their primary place of employment. In their absence from the night club, the applicant will ensure that sufficient "designated persons" will be on-site; the designated

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persons having responsibility for monitoring and supervising the premises and liaising with any Personal Licence Holders on behalf of the DPS.

Play House will also ensure that there is a Personal Licence Holder or someone who has passed the NCPHL (or equivalent), and they shall be on duty at all times that the premises are open and licensable activities are taking place.

One key management principle in the operation of the Night Club is that General Manager will retain full operational control of the premises; the Directors will not have any operational control. This is so that the Premises Licence holder can ensure that the venue is managed responsibly. The DPS will ensure that staff are regularly and effectively briefed on the Premises Licence conditions relating to the sale of alcohol and ensure that appropriate procedures are included in the policies that support the operation, including:

- The adequate supervision of alcohol sales;
- Appropriate staffing levels, particularly at busy periods and during staff break times;
- When the night club is operational, we will operate an ID Scanner where everyone who enters should have their ID Scanned, however we are allowed some exceptions. This exception will be used in an extremely limited manner and only used where the following criteria is met:
    1. The person without ID appears to be over the age of 25 "Challenge 25".
    2. They consent to an extra search of their person and their possessions.
    3. They have a credit or debit card that has their name on, and they consent to having the details recorded.
    4. There are no more than 2 people without ID in any group
    5. They are attending with someone who has had their ID Scanned.
- All ID scanned must be either a driving licence, passport, MOD90, or any other proof of age with a PASS hologram or in any other form acceptable to the Licensing Authority;
- Play House will effectively advertise its policy that all customers will require ID. It will do this on its website, social media, any booking confirmations that it sends out, as well as displaying signs at the door (See signage appendix).
- That a written record is kept of all staff authorised to sell alcohol; this staff record is to contain the full name; home address, date of birth and national insurance number of each person so authorised. The staff record is to be kept on the licensed premises and made available for inspection by the Licensing Officer, Trading Standards or the Police.
- That each member of staff authorised to sell alcohol will have received full training on the law with regard to age restricted products and the refusal of sales to persons that are believed to be under the influence of alcohol or drugs and that this will be properly documented, and records kept. All necessary training shall take place every 6 months.

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- The associated training record will be kept on the licensed premises and made available for inspection by the Licensing Officer, Trading Standards and the Police;
- That each new member of staff authorised to sell alcohol will have been made fully aware of their responsibilities in verifying a customer's age and then assessed as to their ability to effectively question purchasers and check for signs of intoxication. Each member of staff will be trained as to our entrance procedure, so they know about our entrance procedure.

In addition, the cleaning, bar and operation team will be responsible for ensuring that cleaning and waste management arrangements support the safety management of the premises. This will include making arrangements for good housekeeping and the storage of waste and catering equipment in designated areas away from the emergency escape routes and doors and removal of such waste are at times that are compatible with the local area.

The Premises Licence Holder will ensure that specific risk assessments contain Cleaning and Waste Management plans to support this and that these are made available to the Council.

The Premises Licence holder has asked Complete Licensing to carry out full background checks on all of their staff to ensure they have the legal right to work in the UK. Documentation pertaining to such checks will be made available to all relevant authorities upon request.

ALCOHOL STORAGE

Outside of the hours authorised for the sale of alcohol and whilst the premises are open to the public, the Premises Licence Holder will ensure that all alcohol within the premises (including alcohol behind the counter) is secured.

FLOOR MANAGEMENT AND CLEANING

The Operations Manager will have overall responsibility for the cleaning and maintenance of the venue. A permanent presence of cleaners will remain on the floor, responsible for collecting drinking utensils from the tables once customers have finished. Once these have been collected, they will be transported to the washing up area. This team will also be on hand to maintain the general cleanliness of the surrounding area, ensuring a clear and pleasant walkway is maintained throughout the operation of venue.

DELIVERIES

There will be a number to the venue, however we will use limited suppliers. As a result, we would propose that a number of these deliveries are consolidated to fewer individual deliveries.

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So far as possible, stock will be purchased through one supplier in order to minimise the frequency of deliveries.

Store rooms have been created so we can carry sufficient stock, to reduce the number of deliveries made.

Benefits:

- Reduction in overall deliveries
- Fewer possible accidents
- Less emissions
- Reduce congestion
- Reduce noise
- Improved air quality

Bar staff will be on hand to receive the delivery to their relevant storeroom. Deliveries will not be permitted to be left outside the premises or without signature for receipt.

REFUSE & WASTE

Refuse will be collected from the designated refuse collection point in accordance with hours to be approved by the local authority and in accordance with the planning permission for the premises.

The refuse store is in the car park on the ground floor. The refuse contractor will enter the carpark store and collect the bins. No waste bins or waste will be left on the side road.

The Premise Licence Holder will ensure an appropriate waste management plan is in place and as a minimum, the general provisions below will apply:

Site management will ensure general litter is picked up from the site on a regular basis, including throughout the operation;
There will be designated litter pickers/cleaners whenever the night club is open;
Bins will be emptied once a week by the designated waste contractors;
Refuse shall not be stored anywhere on the site except within designated areas;
All refuse will be removed from site on a daily basis at the best time following a risk assessment;
No food or other attractive material to rodents will be kept exposed on site when the venue is unoccupied;
The Premises Licence holder will ensure that the area immediately outside the premises will also be kept clear of litter and waste during the hours of operation;

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There will be discussions with other local operators to ensure that waste is collected in line with other operators to minimise disturbance to local residents;

NOISE MANAGEMENT PLAN

MUSIC MANAGEMENT POLICY

A mix of music will be played in the bar & nightclub throughout the day and night at an agreed set level. The Premises Licence Holder has engaged a specialist acoustic company (Big Sky Acoustics Ltd) to mitigate any noise break-out both from plant and/or any internal systems in accordance with local authority requirements. On occasion, Play House may employ live artists or bands to play at the venue as part of special events of the space, but any such events will be held at acceptable noise levels in consultation with the Council's Environmental Health Department.

Departing visitors/guests: Play House staff will ensure the quiet dispersal from the premises and manage customer behaviour. We will evolve an extensive dispersal plan.

Traffic noise: The Premises Licence holder will ensure measures are in place so that deliveries to site are managed effectively, causing minimum impact to neighbours.

Local relations – The Premises Licence holder will send out advance notice to local stakeholders to inform them of any changes to the way the premises may operate from time to time. A telephone contact number is provided on Play House website that goes directly to a call handler and via them to the Duty Manager. A note of all telephone calls received will logged and appropriate action taken.

Noise monitoring – noise levels will be monitored using sound level meters where appropriate, by the Duty Manager or the Security Team. The noise levels will be logged and if found to be above the agreed levels, the sound will be reduced. The music systems installed will include an in-built volume level limiter.

Communication – Play House staff use mobile phones or portable radios to communicate.

Smoking – Play House will prominently display signs in any areas designated for smoking requesting that Customers use the area considerately and quietly.

Updating - the Noise Management Plan will be regularly checked and updated as necessary – for example changes to the site build or layout, introduction of new equipment or activities, increase in scale, following a complaint or when monitoring procedures identify that controls are inadequate.

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PROTECTING CHILDREN FROM HARM

No children under the age of 18 shall be on the premises when the night club is open to the public.

We shall have a vigorous ID procedure when the night club is open to the public.

When the bar and terrace is open and the night club entry procedures are not in operation, each member of staff authorised to sell alcohol will have been proven as sufficiently capable and confident to confront and challenge under 25's attempting to purchase alcohol. No one under 18 will be permitted unless they are accompanied by an adult.

SAFEGUARDING AND VULNERABLE PERSONS POLICY

Safeguarding sits under the protection of children from harm section and the public safety sections. Therefore, the Premises Licence Holder has a legal obligation to protect children and vulnerable adults from harm. Safeguarding is a term we use to describe how we protect adults and children from abuse or neglect. It is an important shared priority of businesses, local authorities, and the Police.

As a business, Play House want to ensure all of their customers can enjoy our facilities free from harm, and they are committed to protecting the most vulnerable in society by ensuring that if a member of staff spots harm, or are worried about someone's safety, that our staff are equipped to deal with it. The Premises Licence Holder have asked Complete Licencing to develop a detailed Safeguarding Policy and will train their staff about the policy. Our safeguarding lead Sonia Marquardt has developed this policy and it is attached.

When the nightclub is open, we will have a dedicated uniformed "Welfare Officer" who will have responsibility for customer welfare (however every member of staff has responsibility), they will report to the Senior Medic on duty who will ensure the medical wellbeing of our customers. When the night club is not in operation, every member of staff will be expected to share this role.

LOST PROPERTY

Any lost property will be kept securely in the General Manager's office. Customers who have lost any items will be able to speak to any other members of staff who will quickly assist in reuniting owner and property.

DISPERSAL STRATEGY

It is the Premises Licence Holder's legal obligation to ensure that they prevent crime, disorder and public nuisance at Play House, and as people are leaving the nightclub. The Premises Licence Holder as a business value their reputation, and want to have good relationships with their neighbours, care for their clients, and want to work in partnership with the statutory authorities. The Premises Licence Holder is committed to trading within the law while maintaining the highest possible ethical standards in all our business activities. To

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this end, Complete Licencing has asked our acoustic consultants (Big Sky Acoustics Ltd) to prepare an in-depth Dispersal Strategy. The Premises Licence Holder will ensure that our staff are regularly briefed as to its contents.

The Premises Licence Holder expect all of their team to work with them and to commit to running a venue that is orderly, peaceful and free from crime, disorder and nuisance.

CRIME & DISORDER POLICY

It is the Premises Licence Holder's legal obligation to ensure that we prevent crime and disorder in their premises. We as a business value their reputation, care for their clients, and want to work in partnership with the statutory authorities. They are committed to trading within the law while maintaining the highest possible ethical standards in all our business activities.

The Premises Licence Holder expect all of their team to work with them to commit to running a venue that is orderly, peaceful and free from crime and disorder.

Premises Licence Holder has asked Complete Licensing to prepare a detailed Crime and Disorder Policy. Our Crime and Disorder specialist Richard Bunch will prepare this, and it will be attached to this document. The Premises Licence Holder will ensure that their staff are regularly briefed as to its contents.

The Crime and Disorder Policy will include, an Incident Policy, Acid & Corrosive Substance Policy, Anti-Bribery and Corruption Policy, Anti-Social Behaviour Policy, CCTV Policy & Privacy Impact Assessment, Body Worn Video Policy, Challenge 25 Policy, Customer Search Policy, Drunkenness & Disorderly Behaviour, Overcrowding Policy.

STAFF UNIFORM POLICY

In order that customers and Authorised Officers are clear as to who they are speaking to when they come to the venue, the Premises Licence Holder has asked Complete Licensing to prepare a detailed uniform policy so that it is clear to whom people are speaking to.

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SMOKE FREE POLICY

It is the policy of Play House that all of our workplaces are smoke free and all employees have a right to work in a smoke free environment. The policy shall come into effect immediately and be reviewed on 1 November each year by The Premises Licence Holder. Smoking is prohibited throughout the entire workplace with no exceptions. This includes company vehicles. This policy applies to all employees, consultants, contractors, customers or members and visitors.

Implementation

Overall responsibility for policy implementation and review rests with the General Manager. All staff are obliged to adhere to and facilitate the implementation of the policy.

The person named above shall inform all existing employees, consultants and contractors of the policy and their role in the implementation and monitoring of the policy. They'll also have to give all new personnel a copy of the policy on recruitment/induction. Appropriate 'No Smoking' signs will be clearly displayed at the entrances to and within the premises.

Non-compliance

If a member of staff does not comply with this policy, they will be in breach of their employment contract and subject to disciplinary procedures. Those who do not comply with the smoking law are also liable to a fixed penalty fine and possible criminal prosecution.

Help to stop smoking

The NHS offer the following free services to help smokers give up: Local NHS Stop Smoking Services – you are four times more likely to give up smoking with the support of your local NHS Stop Smoking Service and nicotine gum and patches. Call the NHS Smoking helpline on 0800 169 0169 to find your local service or text 'give up' and your full postcode to 88088. The NHS Smoking helpline – you can speak to a specialist adviser or request resources by calling 0800 169 0169 (lines are open daily from 7am to 11pm).

www.givingupsmoking.co.uk – an online resource for all the advice, information and support you need to stop and stay stopped. Together – this support programme is free to join, and is designed to help you stop smoking using both medical research as well as insights from ex-smokers. For more information call the NHS Smoking helpline on 0800 169 0169 or visit www.givingupsmoking.co.uk

JAMES HOFFELNER
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RISK ASSESSMENTS

The Premises Licence Holder will adopt a system of risk assessment at the premises to:

Identify hazards;
Decide who might be harmed and how;
Evaluate the risks and decide on precautions;
Record findings and implement them; and
Review and update arrangements.

Ongoing dynamic risk assessments will be carried out for both the day-to-day operational activities and any special events by Play House security staff. Risk assessments will be responsive, and so processes and procedures may develop on an ongoing basis. At all times, the risk assessment process will take into account matters such as customer movement, means of escape, fire loading and other safety related issues. Copies of all risk assessments will be made available to the responsible authorities.

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CL032PH

COMPLETE
LICENSING

PLAYHOUSE EPPING

Crime & Disorder Policy

Version 1.1

DRAFT – To be agreed with Officers

CK Entertainments Ltd

03.07.20

1. INTRODUCTION

I HAVE BEEN ASKED TO PRODUCE THIS POLICY DOCUMENT TO SUPPORT THE LICENSING APPLICATION AND FUTURE LICENSABLE ACTIVITIES AT THE PREMISES KNOWN AS THE PLAY HOUSE, 195-199 COTTIS LANE, EPPING, ESSEX, CM16 4BL.

I retired from the police service in April 2016 having served in both the Sussex and Metropolitan Police Services. On retirement I was issued with a certificate of service detailing that my career had been exemplary. Throughout my three decades of service, I served in many differing roles in both uniform and detective roles including major crime branches, community policing and on retirement as a substantive sergeant, I was responsible for the police licensing team in the City of Westminster. My community policing roles in Sussex gave me licensing responsibilities in various rural locations and market towns with night-time economies.

I am fully aware the premises have operated before as a night club and have been subject of a review and revocation of the premises licence. This policy will fully support the new management in the application of the premises licence for this completely new and updated venue and the subsequent operating procedures.

This crime and disorder policy will include the following key areas:

- Working in partnership as detailed in the licensing act 2003.
- Major incident policy.
- Security strategies.
- Potential offences and related issues to manage.
- Drunkenness & Disorderly Policy.
- Noise & Nuisance & Anti-Social Behaviour Policy.
- Theft/Lost Property Policy.
- Premises Drug Policy.
- Premises Weapon, Acid and Corrosive Substance Policy.
- Sexual Assault Policy.
- Overcrowding Policy.
- Anti-Bribery & Corruption Policy.
- Recording Policy.

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All of these policies, managed and used correctly, will support The Play House in achieving the requirements of the now recognised five licensing objectives as detailed below:

- Preventing crime and disorder.
- Securing public safety.
- Preventing public nuisance
- Protecting and improving public health
- Protecting children from harm

2. LOCATION & VENUE

The premises itself is located close to the centre of the Market Town of Epping with easy access to the town High Street and commercial areas. The town itself is made up of a population of approximately 11,500 and is located 17 miles north-east from the centre of London. Typically, the town has its retail and commercial centre and residential areas with green spaces surrounding this. The town has the average transport links you would expect for this type of area with the addition of a Central Line tube station which is the last stop.

The venue itself has operated as a nightclub in the past. The premises are currently undergoing a complete refurbishment and will offer differing licensable activities with a daytime operation on the Play Room and moving into a night time based operation with a night club with a capacity of 700 clients.

In addition to this, to make best use of the space the venue will be operating a gym and fitness classes in the main nightclub area. Separate changing facilities are being provided to accommodate these clients. In the evening, the changing areas will be used to accommodate staff working in the night club.

The venue will be operating varied business models throughout the day which will assist the local economy and in turn provide many jobs.

To support the owners, management, local councils, and police, it is essential that a concise crime and disorder strategy and policy is in place to ensure the conditions of the licence and the licensing objectives are met. The Play House and all involved will deliver such strategies and policy.

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3. WORKING IN PARTNERSHIP

The successful control of crime and disorder and subsequent investigation, should it be required, can be best achieved through close partnership working. Strong professional working relationships between the owners, management, supporting consultants, staff, and security teams of The Play House and all local stakeholders are key to the successful delivery of the licensing objectives. The constant share of information and joined up working will deliver the best possible outcome for all. The following will be adopted into the venue's managed approach to partnership work and the control of crime and disorder.

- Essex Police Licensing Team.
- Essex Police Epping & Ongar Policing Team.
- Epping Forest District Council Licensing Authority.
- Epping Forest District Council Environmental Health.
- Epping Forest District Council Community Safety Department.
- East of England Ambulance Service.
- Essex County Fire & Rescue Service.
- Epping Forest Business Group.
- Residents Associations.
- Pub and Club watch schemes.
- Local public and private transport operators.

All have a part to play in driving down crime, disorder, anti-social behaviour, and the negative impact such activity has on individuals and local communities. The Play House management and staff will adopt and embrace partnership working to achieve this common goal.

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4. POTENTIAL CRIME & DISORDER OFFENCES & RELATED ISSUES

Offences against the Licensing Act 2003 (Underage drinking, drunkenness).

Public Order Offences (Sections 4, 4A, 5 Public Order Act 1986).

Assaults (Sections 18, 20 & 47 OAP Act 1861, Common Assault Section 39 CJ Act 1988).

Sexual Offences contrary to the Sexual Offences Act 2003.

Theft (Contrary to Sec 1-7 Theft Act 1968) Offenders take advantage of intoxicated victims.

Offences against the Misuse of Drugs Act 1971.

Criminal Damage Act 1971 (Potential offences to venue, surrounding properties and vehicles.)

Child Exploitation 2003 Criminal Justice Act.

Child Neglect Contrary to Children & Young Persons Act.

Anti-Social Behaviour (Noise & nuisance)

Possession of offensive weapons (Prevention of Crime Act 1953, Serious & Organised Crime Act).

Potential terrorist threats and activity.

Missing persons.

Harassment

Bribery & Corruption

Littering

The above highlight the most prevalent areas that will need careful and focused attention. The management security teams and staff, together with supporting consultants will deliver such focus and professionalism to ensure visitors and the local communities are kept safe. The above-mentioned partnership approach will be key to a successful delivery of reducing and maintaining low levels of crime and disorder.

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5. SECURITY STRATEGY

Securing the services of a recognised good quality security which is professionally managed is essential to the delivery of this policy. The DPS James Hoffelner is extremely experienced in the management of large venues of this nature and the security teams within. With his management experience and expertise working with the premise's owners, security company and consultant professionals, the following will be adopted and delivered:

- Intelligence is gathered from previous day's activities. (Incident Logs)
- Relevant information and intelligence are gathered from partnership group.
- Clear and concise briefings are prepared and delivered to security teams and Play House staff. These are to include security plans dependent on that day's planned entertainment activities.
- Briefings are to be held at planned staff changeover times as required to ensure a consistent delivery.
- Trained and qualified Medics will be available during the periods of licensable activity within the night club.
- Welfare officers will be available to clients during the periods of licensable activity within the nightclub. (Supportive role with regard to personal health, sexual assaults, personal safety etc)
- Security management are to ensure staff are well motivated and given differing roles to maintain focus and interest.
- Concise and consistent messages are to be delivered to clients from the venue regarding securing their personal items of property.
- Any potential terrorist threat will be delivered to security staff and visitors, dependent on the latest Government threat level assessment.

The venue is looking to operate varying client opportunities through the day, making the best use of business opportunities. The Essex Rooftop Garden, gym and fitness classes and a high-end night club. All of which can be run successfully and seamlessly. To achieve this, the following will be adopted by the management, security teams and staff.

- The Closed-Circuit Television (CCTV) system will be installed, including the numbers and position of all cameras which will be agreed with the Essex Police. This shall be recorded on a plan of the premises which shall be kept with the licence.

- The CCTV system shall be maintained in effective working order and shall be in operation and recording 24 hours every day, using motion detectors out of hours. During the hours of licensable activity within the club, a CCTV operator will be deployed in the CCTV room on the lower ground

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floor to monitor all activity within the premises. This will allow an early response to any incident that may occur.

- The DPS, duty managers, security team members, medics and welfare officers will be issued with body worn CCTV cameras.

- All recordings made by the CCTV system and body worn cameras shall be retained and stored in a suitable and secure manner for a minimum of 31 days, and shall be made available on request to Police, the Licensing Authority, or other Responsible Authorities. Any such request must be in writing and comply with the Data Protection Act 1998 and General Data Protection Regulation.

- At all times the premises are open to the public, a minimum of one member of staff on duty will be able to operate the CCTV system.

- The management and security teams will ensure that at all times there is a sufficient supply of portable media (USB sticks, DVDs or similar) to be provided to the police in the event of a crime or some other public safety reason that CCTV is required to be viewed or secured for evidential purposes. This is only to be released on receipt of the required signed and dated data protection request form.

- A minimum of 1 Security Industry Authority (SIA) security staff member shall be employed for every 75 people at the premises. It is proposed due to the very layout of the premises the security requirements will require a ration of 1 Security staff member for every 50 people on the premises. This will allow a speedier and concise search process.

- Two security staff will be deployed from 8.00pm daily. This will increase to 6 security team members from 8.00pm during the days of licensable activity within the night club. A further two will commence at 9.00pm and a further four at 10.00pm. The medics and welfare officers will also commence at 10.00pm. Security staff, welfare officers and medics will be available until 3.00am the following day.

- Each of the two entrances will have in place an ID Scanner which is a condition of entry. Only suitable photographic ID will be accepted. The ID scanner to the main entrance will be a permanent fixture. A portable model will be deployed at the Garden entrance. Any client refusing to produce the required ID will be refused entry.

- Each of the two entrances will have in place a metal detector arch. The main entrance will have one as a permanent fixture and the Garden entrance will have a portable model in place. Both male and female security team members will be placed at each entrance to conduct searches of clients. This

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will include bags and outer clothing. Such searches are a condition of entry. Any clients refusing such a search will be refused entry.

- Customers who have been previously been using the Play Room bars and facilities will be required to leave and re-enter through the normal entry process and security checks.

- Security team personnel and Play House staff will deliver crime prevention advice to visitors based on current relevant intelligence and information. (Keep personal possessions with you etc).

- Security messages will be delivered as per the current threat level assessment.

- Security will patrol all relevant areas on a regular basis as requested from daily briefings.

- Security staff will adopt a friendly and welcoming style. Overpowering and aggressive behaviour from security staff will not be tolerated. However, the focus during the periods of licensable activity must remain to ensure that such periods are not subject of criminal activity, anti-social behaviour, public nuisance and that children and young persons are protected.

- For private functions where access is restricted to ticket only, after 2200 hours Door Supervisors will be used in accordance with the premises risk assessments of such events.

- When engaged, security team members shall always display their individual SIA security badges.

- Security team members and duty managers at the venue will be in possession of closed circuit back to back radios to ensure that a quick response to incidents and general updates can be delivered across the entire venue.

- Security team members and staff will be mindful of the current terrorist threat and operate accordingly.

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6. CUSTOMER WELFARE POLICY

Two areas of the licensing objective focus clearly on public safety and health. The management and staff of Play House will adopt a committed and professional approach to meeting these two areas of the licensing objectives.
This will be achieved by adopting two areas of additional support for the staff and security teams at the premises. These are as follows:

- Two trained medics will be on duty during the core business hours of the night club between 10.00pm and 3.00am. They will be able to provide a speedy response to medical requirements within the premises and nearby surrounding areas. These team members will be clearly identifiable in green medic uniforms. They will administer first aid in the first instance in an effort to reduce the requirement of East of England Ambulance Service, local first responders or other public services.

- Welfare officers will also be provided through the core business hours. They will on hand to support security teams, medics, and staff. Their key role will be safeguarding and protecting vulnerable persons. They will assist in ensuring those clients deemed to be at risk from varying situations are protected. These will include:
- Harassment.
- Drunkenness.
- Being under the influence of controlled substances.

- Welfare officers will secure transport services if required for vulnerable customers and ensure a safe passage to home addresses.

- Complete Licensing Ltd will follow up welfare calls on such vulnerable customers.

- Engage the services of police if required.

To support the medics and welfare officers, Play House staff will be trained to adopt the **Challenge 25 Policy.** It may be easily considered by bar staff that clients and customers, having been subject of an ID scanned entry, are of age. However, staff will be expected to follow the following 3 step approach through all periods of licensable activity.

1. Assess the age of every customer.

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2. If staff believe the customer to be under the age of 25, they will be required to ASK for ID. The following forms of documentation will only be accepted as proof of ID.
   (A) Valid Passport
   (B) Valid photo drivers' licence.
   (C) A "Pass" approved card from the national proof of age standards scheme.

Challenge 25 will always apply to Play House staff and it will be emphasised by the Management that:

- Staff are not to rely on security staff and ID scanners at the point of entry.
- That staff are not to use the excuse they are busy.
- That staff believe they have already viewed a suitable form of ID for that customer.

Suitable Training Will Be Given!

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7. DRUNKENNESS & DISORDER POLICY

To support the premises commitment to the licensing objectives, the following policy will be adopted regarding drunken and disorderly behaviour. The owners, management, DPS, security teams and all other staff are fully aware of their legal responsibilities to sell alcohol and operate professionally and responsibly. All staff will receive the appropriate training and will be required to adopt the following approach:

- Customers will be refused access to the venue should they show signs of drunkenness or are acting in a disorderly manner at the point of entry.
- Staff will refuse to serve customers who appear to be drunk.
- Staff will refuse to serve customers who are attempting to purchase alcohol for someone who appears to be drunk.
- Staff will refuse to serve any customers that are acting in a disorderly manner.

In addition to this, staff will be asked to be vigilant in looking for the following behavioural traits:

- Disruptive behaviour.
- Raised voices and arguments.
- Customers purchasing drinks or shots in quick succession.
- One or more people playing to a crowd.
- People being irresponsive to or being supported by friends.
- Customers with glazed eyes, slurred speech and unsteady on their feet.
- Customers that are quiet or asleep.

The security teams and staff will be expected to take positive action around such behaviour and deal robustly if required to avoid the escalation in behaviour. The intervention of medics and welfare officers will be an option if deemed appropriate.

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8. THEFT & LOST/FOUND PROPERY POLICY

The Play House team are committed to ensuring their customers and clients enjoy the best possible experience. It is imperative that management, security teams and staff within the premises ensure that customers personal property remains safe and secure and that the police are not burdened with unnecessary crime investigations for theft offences. Equally, the Play House do not want to be continually attempting to reunite customers with their lost/found property. However, the very nature of the business will inevitably see people losing possessions.
To ensure these numbers are kept to a minimum and always looking to achieve no theft offences and no persons losing personal items, the Play House will adopt the following policy:

- Customers will at point of entry be verbally reminded by security staff to look after items of personal property.

- Clear signage will be placed at points of entry/exit highlighting the message.

- Customers will be directed to use the cloakroom facility for the safe storage of personal items.

- Security teams and Play House staff will continue to patrol the venue and deliver the same message regarding personal items of property.
- Security teams and staff will recover any items of property deemed to be vulnerable and take them to the cloakroom and property storage area for safe keeping. Such items of property will be placed in bags with a unique reference number and the location, time, and date the item was recovered accurately recorded in the found property register. The details of the security team member or staff member will be recorded against the entry.

- No property will be returned to any customer without full confirmation and proof of ownership. If this is not available at the time, the Play House will safely retain such property until such proof can be obtained.

- Lost items of property will be collected by security teams and staff in the same manner and the same proof of ownership criteria will apply.

- Customers reporting lost items of property can do so via the email address posted on the Play House website, or by contacting the venue by telephone. Full details of the person concerned together with an accurate description of the property and possible location within the venue where the item of property was last in the possession of the reporting person.

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- Once such a report has been received it will be brought to the attention of the duty manager for immediate investigation. Every effort will be made to identify items of lost/stolen property and return them to the owner.

- Items of recovered property will be accurately recorded, and every effort made to return them to the owner. Any such items unclaimed after 28 days will be disposed of or handed to police if deemed to be of sufficient value.

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9. PREMISES DRUG POLICY

The premises will operate a zero-tolerance policy regarding the possession of drugs to support the licensing objectives. All management, security teams and staff will be trained and will be subject to random drug searches and testing. This shows our strong commitment to supporting this drug policy and the licensing objectives. This policy is detailed as follows:

- As already detailed above, all customers/clients, and artists providing entertainment will be subject of a search as a condition of entry to look for any form of controlled substance.

- Working within the boundaries of the legal framework and Human Rights Act, Clients and performers will undertake a thorough search. This will include their outer clothing, shoes, and bags. All searches will be conducted under the premise's CCTV surveillance. Female customers and performers will only be searched by a female member of security.

- If a client or performer is found in possession of what is believed to be a controlled drug or substance and believed to be for personal use only, the security teams will seize the items in question. The duty manager will be informed and will attend. The items will be placed in a numbered and sealable bag. Such exhibit bags will be provided by the police and be available on the premises. All details will be recorded in a separate drug register and placed into a suitable safe as soon as reasonably practicable. The person who was subject of the search and seizure will be refused entry, and their details will be placed before the local pub and club watch scheme for consideration. Persons found in possession of such drugs will be subject of a lifetime ban from Play House. The register will include the SIA number of the team member seizing the items, the location of the seizure, a description of the seized items and the time the items were deposited in the safe. Any subsequent movement of the drugs will be recorded in the register for continuity.

- For reference: personal use would indicate the person in question was in possession of no more than 4 either wraps or pills. Any amounts over this would be considered possession with intent to supply and consideration will need to be given to involving the police for further investigation should they see fit to do so.

- In all circumstances, once drugs or substances have been identified, the person in question should be moved to a quiet and secure area if compliant, and a complete search undertaken. Consideration should be given to requesting police attendance for a more in-depth search, if felt appropriate.

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- Security teams will only detain persons/suspects who are found to be in possession of drugs providing they are compliant. No SIA security team members are to place themselves or any colleagues at risk. Police should be requested to attend immediately should any detained persons become non-complaint or show signs of violence. All company policies and health and safety assessments must always be complied with.

- Should any persons become non-compliant or violent, under no circumstances are SIA Security or any other staff members to use the citizens power of arrest that could be available to them. Diffuse the situation as best you can, and release the detained person if required for the safety of all. Security staff will ensure the person has left the premises. A full and accurate incident report must be completed.

- At the beginning of every month, the premises will contact Essex Police Licensing and arrange for the licensing officers or local Police teams to come and collect the drugs. The drugs register entry must be signed by the police to confirm they have taken possession of the seizures.

- The venue will display on its website its procedure for entry. On this page, it will display that it has a zero tolerance to drugs. The Venue will also partner with "The Loop" a harm reduction organisation and display a link to their website: https://wearetheloop.org

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10. PREMISES WEAPON, ACID & CORROSIVE SUBSTANCE POLICY

The premises will operate a zero-tolerance policy regarding the possession of weapons, acid or other corrosive substances, to support the licensing objectives. All management, security teams and staff will be suitably trained in the identification of and dealing with those in possession of such articles. The management and staff at Play House have a strong commitment to public safety and health to support the licensing objectives.

- As already detailed above, all customers/clients and artists providing entertainment will be subject of a search as a condition of entry to look for any form of controlled substance.

- Working within the boundaries of the legal framework and Human Rights Act, Clients and performers will undertake a thorough search. This will include their outer clothing, shoes, and bags. All searches will be conducted under the premise's CCTV surveillance. Female customers and performers will only be searched by a female member of security.

- If a client of performer is found in possession of, or what is believed to be, any weapons, acid, or other corrosive substance, only the security teams will seize the items in question. The duty manager will be informed and will attend. The items will be placed in a numbered and sealable bag. If it is a bladed or pointed article, a weapons tube or suitable exhibit box will be required for safety. Such exhibit bags and safety tubes and boxes will be provided by the police and be available on the premises.

- Security teams will attempt to detain persons/suspects who are found to be in possession of any weapons or corrosive substance providing they are compliant. No SIA security team members or other staff are to place themselves or any colleagues at risk. Police should be requested to attend immediately to deal with any persons suspected of being in possession of such articles. All company policies and health and safety assessments must always be complied with.

- Should any persons become non-compliant or violent, under no circumstances are SIA Security or any other staff members to use the citizens power of arrest that could be available to them. Diffuse the situation as best you can, and release the detained person if required for the safety of all. Security staff will ensure the person has left the premises. A full and accurate incident report must be completed.

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- All details will be recorded in a separate weapon register and placed into a suitable safe as soon as reasonably practicable. The person who was subject of the search and seizure will be refused entry and details put before the local pub/club watch schemes. Persons found in possession of such articles at the point of entry to Play House will be subject of a lifetime ban. The register will include the SIA number of the team member seizing the items, the location of the seizure, a description of the seized items and the time the items were deposited in the safe. Any subsequent movement of weapons or other corrosive substance will be recorded in the register for continuity.

- Should any weapons or corrosive substances remain in possession of the Play House for whatever circumstance, they must be handed to Essex Police for further investigation as seen fit, evidential purposes and for the safety of all staff. The weapons register entry must be signed by the police to confirm they have taken possession of the seizures.

- Regarding any injuries inflicted to any person being subject of a weapon, acid or corrosive substance, the Play House medics will deliver care in the first instance.

- Medics will adopt the NHS advice and policy “Report Remove Rinse” for dealing with individuals with acid and corrosive substance attacks. Further training will be made available to staff and management and safety and advice signage made available for information.

- All safety protocols and scene preservation as detailed in the major incident policy will be adopted.

- The venue will display on its website its procedure for entry. On this page it will display that it has a zero tolerance to weapons.

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11. SEXUAL ASSAULT POLICY: (Ask Angela)

The Play House will adopt the following Sexual Assault Policy to forefill the venues objectives to the safeguarding of vulnerable people and the licensing objectives regarding crime & disorder, public safety, and health.
The Play House owners, management security teams and staff will take all allegations of sexual assault, harassment, stalking, domestic violence and other related issues seriously. All such incidents will be dealt with speedily and professionally and all efforts made to negate any such incidents taking place in the first instance. All those that take advantage of what the Play House has to offer should be able to do so safely and be made to feel comfortable in that environment.
The following will be adopted:

- All staff will be trained and the "#Ask for Angela" scheme adopted.
- Management, Security Teams and Staff will be required to be vigilant and bring to the attention of any supervisor suspicious behaviour or activity that may cause them concern.
- "#Ask for Angela" is a request that can be discreetly made to any staff member by a person who is feeling vulnerable and uncomfortable with their surroundings and could become subject of sexual assault or harassment.
- Should such a request be made, the Play House Welfare Officer will be asked to attend immediately and the person in question will be taken to a safe area.
- The welfare officer will then ascertain if any medical attention or police attendance is required.
- The duty manager will be informed.
- If no further action is required, the Welfare Officer will ensure the person has safe passage home or can be reunited with friends or family.
- No person(s) will be left without a suitable and safe outcome.
- If any offences are disclosed, then the police will be requested to attend immediately. Staff will then recognise they are dealing with a victim of crime.
- If required, medical attention will be delivered from Play House medics.
- At all times consideration must be given to potential forensic evidence from the identified person/victim.
- Security staff and CCTV controller are to be informed of the incident.
- If possible, the crime scene will be identified and sealed by security team members and staff.
- If any suspect is identified and can be detained, this will be done so by the security teams only. Only detain the suspect is he is compliant. Do not attempt to make any arrest using Citizen Arrest powers that may be available to you.

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- The suspect should be detained in area away from public view. The suspect and victim must not come into contact with each other. No Play House staff in contact with the suspect should contact those having care and control of the victim. Cross-contamination must be avoided at all times.
- Any allegations or comments made by either the victim or suspect should be written down and recorded accurately and immediately.
- As soon as reasonably practicable, a full and accurate incident book report should be completed by the duty manager. This is to include individual comments from all staff members involved. CCTV should be gathered and safely recorded and be available speedily for the Police and continued investigations.
- Consideration will be given to obtaining the services of a suitable consultant to assist with incidents of this nature.
- No allegations or people requesting assistance from Play House Staff will be dismissed. A focused and supportive approach will be adopted from the outset.
- Suitable signage will be placed within the venue at entry/exit points, toilet lobbies etc detailing the #Ask for Angela scheme.

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12. NOISE, NUISANCE & ANIT-SOCIAL BEHAVIOR POLICY

The Play House owners, management, security teams and staff recognise that a venue such as this will have members of the public dispersing from the venue in the early hours of the morning. The Play House recognises the fact that there are both residential and commercial properties located in the vicinity of the Play House premises and as such, there may be concerns from these communities that they may be subject of noise, nuisance, and anti-social behaviour.

The Play House team also recognise the fact that the transport links in Epping need to be managed and used to their full potential to ensure customers leave the area in a quiet and respectful manner.

To reduce the likelihood of noise, unnecessary nuisance, and anti-social behaviour, the following policy will be adopted once the venue has closed and customers leave the venue.

- The Play House will provide a fully liveried vehicle containing security guards to patrol the Epping area.
- The Play House will provide a vehicle which will contain medics who will be available to patrol and give assistance if required in the Epping area, reducing the likelihood of local ambulance services being utilised.
- The Play House welfare officers will also patrol the Epping area with a security guard to deal with and safeguard vulnerable persons. Welfare officers will also be available to assist victims of crime should they so be required.
- The Play House management and security teams will also link in with local police teams to work in partnership to reduce the likelihood of offending, anti-social behaviour, noise, and nuisance in the Epping area.
- Clear verbal and signed messaging will be delivered to customers as they leave the premises to respect the local area and residents.
- This policy will work in conjunction with the Play House 'Noise, Nuisance & Transport Policy which is presented as a separate document in the application.
- The Play House team will look to work in partnership with Essex Police, transport companies, business associations and residents' associations to deliver a safe and nuisance free environment in the Epping area.

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13. OVERCROWDING POLICY

The Play House will operate with a capacity of 700 customers. Obviously, this figure has been set through all the various planning and health and safety requirements.
The Health and Safety Executive states that in owning, managing and running a venue, we must think about what may cause harm to staff and customers through crowd movement, dynamics and behaviour as people arrive, enter, move around a venue, exit and disperse. We also have to consider customers who could become more vulnerable such as young or elderly people and people with disabilities or learning difficulties.
To support the licensing objectives in particular those highlighting Public Safety and Public Health, the venue will operate with the following overcrowding policy:

- Management Security Teams and staff at the venue will be trained in dealing with overcrowding issues.
- Potential problem areas and pinch points will be identified.
- Clear briefings and expectations will be delivered from duty managers on the daily events and expected numbers of customers etc.
- Security teams will be issued with footfall counters at entry and exit points and smoking areas to monitor numbers accurately.
- Management, Security Teams, and staff will be vigilant in monitoring crowd dynamics.
- Management, Security Teams, and staff will look for crowds where they are unable to see the head, chest and shoulders of individuals which would indicate increased density and potentially dangerous overcrowding.
- Should such overcrowding be identified, the duty manager and security teams will be immediately notified by the person witnessing the overcrowding.
- The crowded area should be approached and assessed.
- Every effort should be made to disperse the crowd safely and speedily. If inside the venue, identify a clear area in which to disperse the crowd to.
- Duty managers are to immediately check capacity numbers with entry/exit security teams to confirm numbers.
- A full and concise incident report to be completed.
- All relevant CCTV to be gathered and stored for further investigation if required and future training.
- Consideration should be given to activating the major incident strategy/policy, if required.
- Managers to constantly review incident logs for future briefings and planning to negate any further related incidents of overcrowding.

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14. ANTI-BRIBERY & CORRUPTION POLICY

The Play House are committed to trading within the law and maintaining the highest ethical standards. The owners and management of Play House recognise the risk of bribery and corruption across corporate and public life. To combat any such behaviour the following policy has been adopted:
The Play House prohibit the offering, giving, the solicitation or the acceptance of any bribe, whether cash or inducements, to or from any persons or company, whether they are public official or body, private person or company to gain any commercial, contractual or regulatory advantage in an unethical way or to gain any personal advantage, pecuniary or otherwise for the individual or anyone connected with the individual.
For the avoidance of doubt, this includes:

- The making of facilitation payments to government officials, (Typically used for securing or accelerating routine government procedure)
- Making payment to any other business to secure a commercial advantage.
- Authorising or providing travel benefits, gifts, entertainment, or political contributions for the benefit of a government official or other business contract without compliance with company policy regarding business hospitality and gifts or failing to follow due diligence procedures.
- Entering into a consultant or sales agent agreement that will result in contact with government officials or other business contact without conducting due diligence, obtaining the required internal business and legal approvals, retaining all due diligence for six years and accurately recording on our records all related payments, or
- Making any incomplete or false or inaccurate entries on our books and records.
- No staff member shall accept any form of financial reward, gift, inducement or other pecuniary advantage from any person, business, or other corporate body for the benefit of:

a) Securing entry to the Play House.
b) Obtaining free drinks from staff.
c) Avoiding being searched as a condition of entry.
d) Avoiding providing suitable ID as a condition of entry.
e) To obtain favourable positions within queues or secure VIP entry.
f) To obtain a booth or other service within the Play House.

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15. MAJOR INCIDENT & CRIME SCENE MANAGEMENT STRATEGY

n the event of a major incident or serious crime taking place within the venue or nearby, management and staff will have a responsibility to contain scenes and allow the successful access and egress of visitors and emergency services should they be required. This is where the joined up working between the management, security teams, medics, welfare officers and staff on duty will be key.

In the event of a major incident, the obvious and most important is the safe passage of visitors and staff from the venue. This will be co-ordinated by the head of security and the duty management at the time. It must be remembered that the egress of emergency services is as important as the safe access of visitors. Both will require strong and professional management. Such incidents can cause disorder in themselves and the overall plans for such are a matter for the appropriate risk assessments that will be prepared for the venue.

In the event of serious crime taking place within the venue or nearby, the following actions will need to be undertaken by the security team and duty management:

Identify victim and give first aid as required.

Call 999 and request the appropriate services.

Identify any potential witnesses to the offence in question and place them in a location where they can be identified to Police/Ambulance/Fire as required.

If witnesses are unwilling to remain, then please make every effort to obtain their details and contact numbers/email.

Make every effort to locate the actual area the crime took place (Crime Scene). This is especially important, and the area should be cleared of people and sealed. Such actions will be required for offences of serious and sexual assaults. If staff are able, then an image of the scene should be obtained on a mobile device. Please note the time and date the image was obtained.

Victims of alleged sexual assault should be placed into a secure environment until such times the police attend. This will be undertaken by one welfare officer. Once the Police have attended the scene, direction should be taken from them.

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- If an offender is located or detained, every effort must be made to ensure the victim and offender are kept apart. Please ensure that staff do not cross-contaminate between offender and victim.
- Any property relating to crime should be identified and placed in a safe environment.
- Make a note of any action staff members undertake relating to victims/crime scenes/offenders.
- Quickly identify relevant CCTV and body camera images and secure. Download or place onto suitable storage options for the benefit of continued investigations.
- Ensure a concise and accurate incident report is completed and all associated relevant information secured (Images from ID Scanner, staff and witness details etc).
- Staff are not to place themselves at risk when dealing with such incidents.

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16. RECORDING

The venue's Management and security teams have a responsibility to record the following information for the benefit of various professional bodies. This must be done immediately, concisely, and contain all relevant material related to the incident. Hardcopy notes will be produced for immediacy and a subsequent electronic copy completed for storage and ease of access should it be required.
This will include:

(a) all crimes reported to the venue.
(b) all ejections of patrons.
(c) any complaints received concerning crime and disorder.
(d) any incidents of disorder.
(e) all seizures of drugs or offensive weapons.
(f) any faults in the CCTV system.
(g) any refusal of the sale of alcohol.
(h) any visit by a relevant authority, Police Service, Ambulance Service or Fire Brigade.
(I) This is an especially important process and the management should consider the service of a suitable Licensing Consultancy to assist in the accurate recording of such incidents.

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PLAYHOUSE EPPING

Dispersal Strategy

(With associated Transport Strategy & Noise Management Strategy)

Version 1.4

DRAFT – To be agreed with Officers

CK Entertainments Ltd

03.07.20

1. DISPERSAL STRATEGY

The dispersal policy will be implemented to assist in the promotion of the four licensing objectives. This document is subject to change from time to time as it is a working best practice document that may change through discussions with interested parties and more specifically with our neighbors. The effective dispersal of customers, especially in the later hours, is key in ensuring we meet our overriding aim of being a courteous and responsible neighbour. We will ensure that our guests are dispersed in a controlled fashion so as to avoid congestion or disturbance to the local area.

HOURS

Peak dispersal times to be:

Sunday to Thursday 21:00 to 21:45 hours.

Friday and Saturday 02:00 to 02:45 hours.

These hours have been identified following a detailed consideration of the unique nature of Play House (we are located within Epping with very few other late-night venues around.)

At least 4 members of staff will be deployed in Front of House and Street Management roles during peak dispersal times. This policy addresses peak times, although appropriate staff will be in place throughout operating hours to address customer needs and promote the Licensing Objectives.

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STAFF

Staff will come and go from the venue throughout the working day depending on their shift pattern. Due to our focus on staff awareness and the fact that they will be arriving/departing at different times, there should be no material disturbance to the local area. To support this, all staff will be briefed on the need to respect our neighbours and keep noise to a minimum when arriving and departing; adherence to this policy is to be a term of employment, giving Play House management effective control.

CUSTOMERS

Play House prides itself on having successfully managed to integrate our operation into Epping without causing noise nuisance or disturbance to our neighbours.

Due to our location, the vast majority of guests leaving Play House will make use of public transport or private hire transport.

Appendix 1 shows the typical dispersal direction that most guests will take when entering or leaving the venue. There are excellent transport links in the vicinity of Play House and staff are trained to make these clear to guests.

DISPERSAL PLAN

Our Dispersal Plan has been produced based on the above governing information, to assist in the promotion of the four licensing objectives:

- The Prevention of Crime and Disorder; and
- The Prevention of Public Nuisance; and
- Public Safety.
- Prevention of Children from Harm

This plan is subject to change from time to time as it evolves through operational learnings and discussions with local stakeholders.

Play House management are aware of the potential for neighbourhood noise and disturbance as customers leave at peak dispersal times. Play House management have implemented this written dispersal plan to move customers from the premises and its immediate vicinity in such a way as prevent disturbance or nuisance to our neighbours. It will be the responsibility of all members of staff to support this policy (enforced through terms of employment and supported through regular training). Every effort will be made to minimise any potential nuisance.

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Winding-down Period

1. We will operate an effective "wind-down" procedure in order to facilitate orderly dispersal of customers.
2. Members of Front of House staff are positioned in the main entrance areas near the entrance/exit on Cottis Lane. Customers are informed that the premises are about to close and are directed towards the exit.
3. The premises will promote the gradual departure of customers, controlling the flow of customers by carefully managing the cloakroom and lobby areas of the premises, along with general lobby area.
4. Internal lighting levels will be increased during the last 30 minutes of trading.
5. Music will be played at a lower level gradually reducing until it is at background level.
6. There are clearly signed toilet facilities in the premises which are available for customers at all times. Employee training includes the provision that any patron in the process of leaving the premises that requests re-admission to use the toilets is allowed to do so. Subject to security and other operational considerations non-customers will also be allowed access to our toilet facilities.
7. Our Medics and Welfare officers will also be stationed on High Street during dispersal.
8. All Staff, who are outside the venue, are required to use their Hi-Vis Jackets as per the Staff Uniform Policy.
9. The Duty Manager will be present outside the venue to aid/oversee dispersal
10. All staff outside the venue will use radios or mobile phones to communicate.

Door Supervisors to assist with Dispersal

11. SIA Licenced Door Supervisors will be stationed the corner of Cottis Lane, and High Street, as well as Cottis Lane and Bakers Lane at peak dispersal times, until customers have left the premises and the immediate area around the premises. We will also have further Door Supervisors.
12. SIA Licenced Door Supervisors will be provided with a liveried car. They will patrol High Street, St John's Road, Barkers Lane, and any other road as requested by council officers or local residents.
13. Door Supervisors are to be trained on the following:
    a. The nearest mode of public transport;
    b. Details of where to find taxis and a number of a local provider;
    c. General local knowledge so that Door Supervisors can help guests with directions;
    d. The allocation of roles during nightly team briefings.
    e. The identification of any action points to be put forward during the end of door-team meetings.
    f. Door Supervisors will be asked to reinforce the message to "leave quietly".
14. All Door Supervisors will be required outside once the venue is clear of customers. They should disperse along the High street with the Medics, Welfare Staff and Management.

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Notices

15. Notices shall be displayed at customer exits and in prominent positions, requesting that customers respect the needs of local residents and leave Play House and the neighbouring area quietly. (see Signage Appendix 1. General Combination 1)
16. On our website we will publish our customer conduct expectations that will include leaving the venue quietly.
17. On any booking form or email from the venue we will include the statement "when leaving the club please do so with consideration for our neighbours"
18. All employees are given appropriate instructions and training to encourage customers to leave the premises and the area quietly, using the notices to emphasise their message.

Taxi Service

19. Staff will ensure customers can wait inside Play House main lobby while waiting for taxis.
20. Staff will ensure that car doors are not slammed and will ensure that taxi drivers keep engines turned off if they are parked outside.
21. Arrangements are made with all local taxi firms for taxis to stop at a safe stopping place when collecting customers. A recommended list of local taxi companies is available to customers.
22. Staff are trained to be aware of the location of taxi ranks, bus stops and hire car offices and advise customers accordingly.
23. Taxi drivers will be asked to remain in their vehicles and radios should not be played at a volume likely to disturb the neighbourhood.
24. At the end of the shift, employees will say goodbye to each other inside the premises and arrange for lifts or taxis to collect them at a convenient and safe stopping point away from residential properties
25. We will publish on our website a list of local Taxi companies, and their numbers.
26. We will regularly post on our social media asking if people have planned their route home.
27. We will employee a Taxi Marshal at closing if needed.

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Overall

Staff will be in place at the exit to wish customers farewell and ask them to leave quietly and will answer any questions regarding onward transport options. Staff will address any departing customers congregating outside of the premises. Staff will at all times be aware of activity outside of the premises and employ best efforts to minimise bad behaviour.

Management will identify areas of particular sensitivity (nearby residences) and provide a presence in those places to minimise potential problems. Whilst carrying out their duties outside of the premises, all staff are trained not to behave in a manner likely to disturb the neighbourhood, conversation and laughter must be quiet. Most long-range communication should be through an earpiece, avoiding the need for raised voices.

Management staff will attach the utmost importance to the investigation of any complaints of noise nuisance or antisocial behaviour linked to Play House. We will build (and will maintain) close links with local residents including hosting meetings here at the premises, where our neighbours have been able to raise any issues with us direct. This will be continued moving forward. The telephone number of Play House management representative has been provided to all our immediate residential neighbours.

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2. TRANSPORT STRATEGY

There are a number of transport methods that customers will use in order to travel to the premises. However, when customers are leaving, they are extremely limited and most will have to be taken away in taxis or be collected. This situation will be monitored and the policy updated if required.

The main methods of transportation available are as follows:

Tube – it is envisaged that this will be the most popular method of transport to and from the site. The nearest underground station is Epping; however, the last train departs towards Loughton at 01:20. The nearest Night Tube is Loughton; however, people will not be able to walk to this and will still require a taxi to the station.

Bus – this will be a less popular method of transport for people travelling to and from Play House, as the buses do not operate later than working hours.

Taxi – this will be a popular transport option for people leaving the venue in the later hours. Appendix 1 shows the main roads where customers will be most likely to hail a taxi. With the introduction of taxi apps, i.e. Uber, guests will also be able to pre-order their taxis/cars and be picked up from outside the premises.

Car – we do not anticipate that a significant proportion of guests will drive to the venue, however those that do there is a large car park located very close (see Appendix 1).

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3. NOISE MANAGEMENT STRATEGY

We operate a considerate business. There are a number of residential properties in the area around us and we will manage all noise from our premises so we do not disturb people resting and sleeping in their homes.

There are other licenced premises in the area and these may create noise, but there is no reason why our operation should not be rigorously controlled so that any noise we or our customers make is kept to a minimum. We therefore have a comprehensive approach to managing noise from our premises, and from the area outside our premises. The following points are critical to our Noise Management Strategy and are used in conjunction with our end of night Dispersal Strategy:

We will ensure that noise emanating from our premises will not cause a nuisance at any nearby residential properties.

Doors and windows will be kept closed except for access and egress after 21:00hrs.

The Terrace Area is not to be used after 2200 daily, except for smokers. The doors to the garden seating area will therefore be closed and maintained closed from 2200 until close of business each day.

The Terrace Area is monitored throughout all hours of operation. Noisy behaviour will not be tolerated. Any customers found to be making excessive noise or any noise that may cause a nuisance to our neighbours will be required to leave the premises.

Drinks will not be allowed to be taken outside save for consumption in the designated Terrace Area (Part of our Licensed Premises). Prominent signage is placed to that effect and this will be enforced with vigilant security presence as customers leave.

No regulated entertainment will take place outside.

Arrangements are in place to ensure that deliveries will only take place between the hours of 07:00-21:00hrs, Monday-Saturday except where the need for access at other times is unavoidable and specific procedures are in place to limit disturbance.

Glass recycling can make noise. No empty bottles are to be tipped or thrown into outside storage receptacles between 21:00 - 07:00hrs.

Refuse collections are made during the daytime. We will ensure that waste is correctly packaged and refuse can be removed quickly and efficiently.

Our sound system uses high quality, high directivity speakers and includes a limiter which is set and locked so that the system cannot operate beyond a present maximum level.

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Any glass or bottles in the immediate vicinity of the venue will be cleared and then safely disposed of. Bottles and glasses will not originate from our premises because we do not allow them to be take off our Licensed Premises, but we still make an effort to keep the public areas tidy and safe.

We are proud of the area we work in. We will endeavour to keep the area clean and attractive for our guests and our neighbours. This means dealing with debris outside that may have nothing to do with us but in the interests of making this a better area, we will still clear it up. This aids in influencing customer perception and thereby moderating behaviour.

We will constantly review our Noise Management Strategy and respond quickly to the needs of our neighbours.

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Appendix 1.

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COMPLETE
LICENSING

PLAYHOUSE EPPING

Staff Uniform Policy

Version 1.0

DRAFT – To be agreed with Officers

CK Entertainments Ltd

03.07.20

1. GENERAL POLICY

Play House staff should always be easily identifiable as staff members. They should be smart and at all times in uniform when on site.

Attached is our uniform expectations that must be adhered to at all times when at work.

HI-VIS VESTS

All Staff must wear their Hi-Vis vest when outside the venue or upon the declaration of a Major Incident (such as Fire).

SUMMARY TABLE

	Shirt	Identification Sliders	Hi-Vis Vest
Security	Black (embroidery)	Blue	Blue/Yellow
Deputy Head of Security	Black (embroidery)	White	Blue/Yellow
Head of Security	Black (embroidery)	Red	Blue/Yellow
Medical Staff	Green (embroidery)	Green	Green/Yellow
Welfare Staff	White (embroidery)	Purple	Purple/Yellow
Traffic	Non	Non	Orange/Yellow
Other Staff	T shirts	Non	Yellow
Management	Smart Business Attire	Non	Black/Yellow

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2. SECURITY STAFF UNIFORM

2.1 POLO SHIRTS (ALL SECURITY)

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2.2 IDENTIFICATION SLIDERS

All Security must wear sliders on their polo shirts (which are fitted with loops). There are three available, depending on rank.

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2.3 HI-VIS VESTS

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2.4 HI-VIS VESTS (DEPUTY HEAD OF SECURITY)

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2.5 HI-VIS VESTS (HEAD OF SECURITY)

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3. MEDICAL STAFF UNIFORM

3.1 POLO SHIRTS

3.2 IDENTIFICATION SLIDERS

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3.3 HI-VIS VESTS

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4. WELFARE STAFF UNIFORM

4.1 SHIRTS

4.2 IDENTIFICATION SLIDERS

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4.3 HI-VIS VESTS

JAMES HOFFELNER
© COMPLETE LICENSING, 2020

5. TRAFFIC CONTROLLER

JAMES HOFFELNER
© COMPLETE LICENSING, 2020

6. BAR STAFF, AND FLOOR STAFF UNIFORM

With the exception of the staff detailed above, Bar staff, Floor staff and other non-management staff will have a more relaxed uniform policy. We will provide branded t-shirts that will change depending on events/time of year. Below are two examples of t-shirts that we will be providing.

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6.1 HI-VIS VESTS

All staff will have access to Hi-Vis Vests for use in emergencies, or when they are helping clean up outside of the venue at the end of the night. This is so that customers and local residents can easily identify staff coming from Play House.

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7. MANAGEMENT

Management will not have a set uniform. They will instead be expected to wear “smart business attire”. It is generally up to the individual member of staff’s best judgment as to what this entails.

7.1 HI-VIS VESTS

Management will be expected to use Hi-Vis jackets during emergencies or during dispersal at the end of the night. They will not be expected to use them outside of the venue during regular operation.

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PLAYHOUSE EPPING

Signage Appendix

Version 1.0

DRAFT – To be agreed with Officers

CK Entertainments Ltd

03.07.20

1. GENERAL COMBINATION 1

COMPLETE LICENSING

We use Complete Licensing as external auditors, they indipendently review and monitor any complaint in the venue if you have a complaint about our staff and feel unable to raise it with someone on site please visit **www. completelicensing.uk** and fill in the complaint form.

Uniformed Door Supervisors & undercover security operate in this venue.

Door Supervisors use Body Warn Video (BWV) cameras that record both video and audio.

A digital Closed Circuit Television (CCTV) system covers all areas of the venue (including toilets) and is monitored by a CCTV operator.

You will be required to provide ID as a condition of entry.

This will be elecronically scanned & retained

ico.

xxx is registrated with the informationCommissioner. Registration Number: xxx

AVOID

We have a **Zero Tolerance** to the posession of weapons or drugs. Anyone entering the venue must consent to a search at any time whilst they are in the premises. Anyone found in posessions of wapons or drugs will be detained and the police called.

NO SMOKING!

It is against the law to smoke in these premises.

KEEP IN MIND

Please leave quietly. Please respect our local residents, many of whom are sleeping. Keep noise to a minimum when leaving.

If you feel unwell, please seek attention from our onsite medical team who are there to support you and keep you safe.

WARNING

Strobe lighting, smoke and CO2 smoke are all used as special effects in this venue.

CCTV, Audio Surveillance, BWV and ID scanning used for maintaining the security of property and premises and for preventing and investigating crime, it may also be used to monitor staff when carrying out work duties. For these reasons the information processed may include visual and audio images, personal appearance and behaviours. The Information may be about staff, costumers and clients, offenders and suspected offenders, members of the public and those inside, entering or in the immediate vicinity of the area under surveillance. Where neccessary or required this information is shared with the data subjects themselves, employees and agents, service providers, police forces, security organisations.

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2. GENERAL COMBNATION 2

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3. USE OF ID NOTICE

IF YOU ARE CAUGHT USING SOMEONE ELSE ID OR AN ID THAT IS FAKE, YOU WILL BE ARRESTED, AND HANDED OVER TO THE POLICE.
THE PENALITY FOR POSSESSING OR USING A FAKE ID IS 12 MONTH IN PRISSON AND/OR AN UNLIMITED FINE.

PLAYHOUSE

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4. GET HELP (DRUGS) NOTICE

PLAYHOUSE DOES NOT CONDONE DRUG TAKING.
HOWEVER IF YOU HAVE TAKEN SOMTHING
AND START TO FEEL UNWELL PLEASE TELL A
MEMBER OF STAFF. THERE IS A TEAM OF
TRAINED MEDICS ON SITE EVERY NIGHT,
AND YOU WILL BE TREATED ON THE PREMISES INITIALLY
PLEASE DONT WAIT TO GET HELP. TELL SOMEONE AS
SOON AS YOU CAN. ALERT A MEMBER OF BAR STAFF
OR SECURITY WHO CAN NOTIFY THE MEDICAL TEAM
WHO ARE ALWAYS THERE TO HELP. LIKEWISE IF YOU SEE
SOMEONE WHO LOOKS LIKE THEY NEED HELP,
PLEASE LET A STAFF MEMBER KNOW
AS SOON AS POSSIBLE.

PLAYHOUSE

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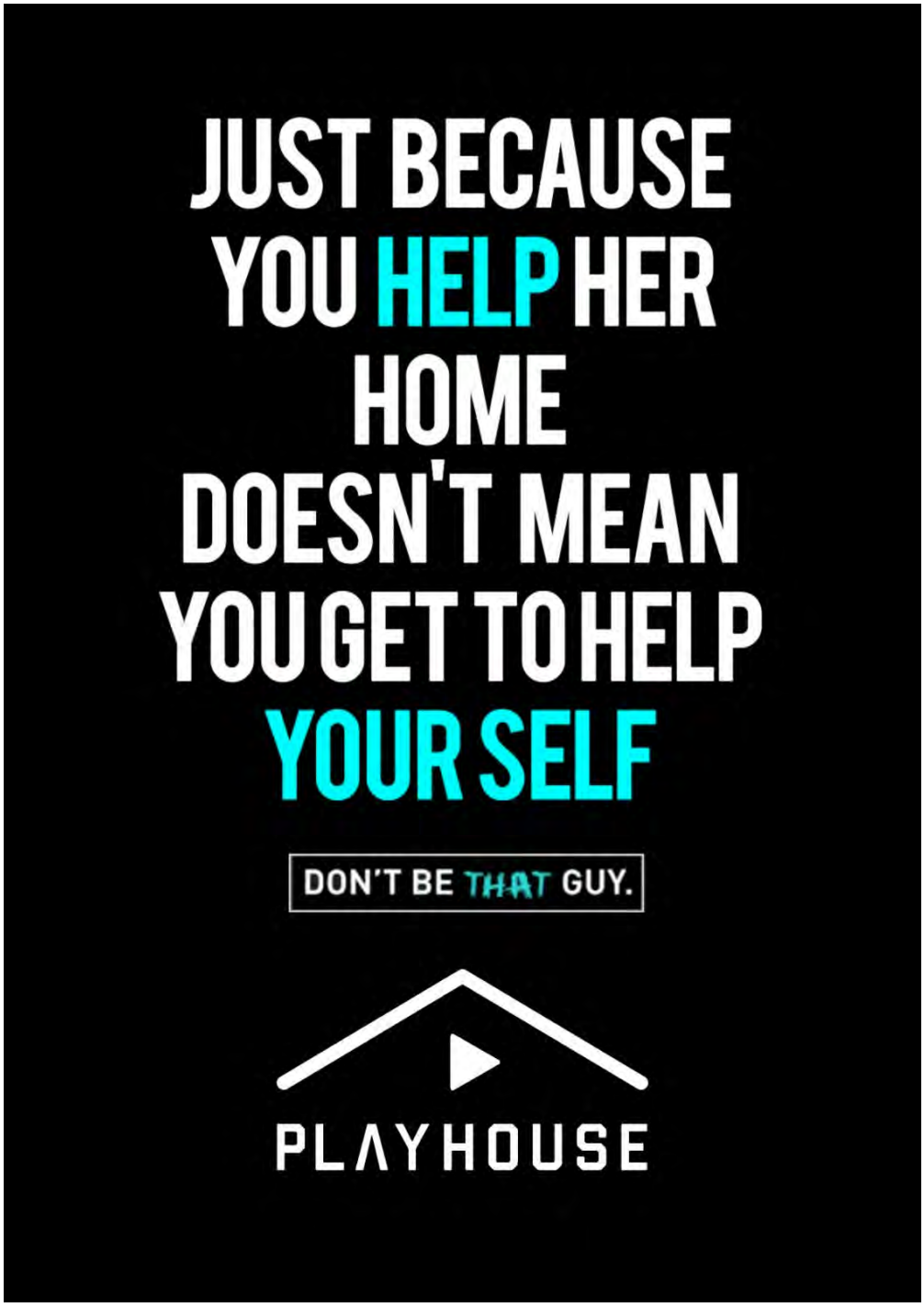
5. DON’T BE THAT GUY 1 NOTICE

JAMES HOFFELNER
© COMPLETE LICENSING, 2020

6. DON’T BE THAT GUY 2 NOTICE



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7. DON’T BE THAT GUY 3 NOTICE

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8. DON’T BE THAT GUY 4 NOTICE

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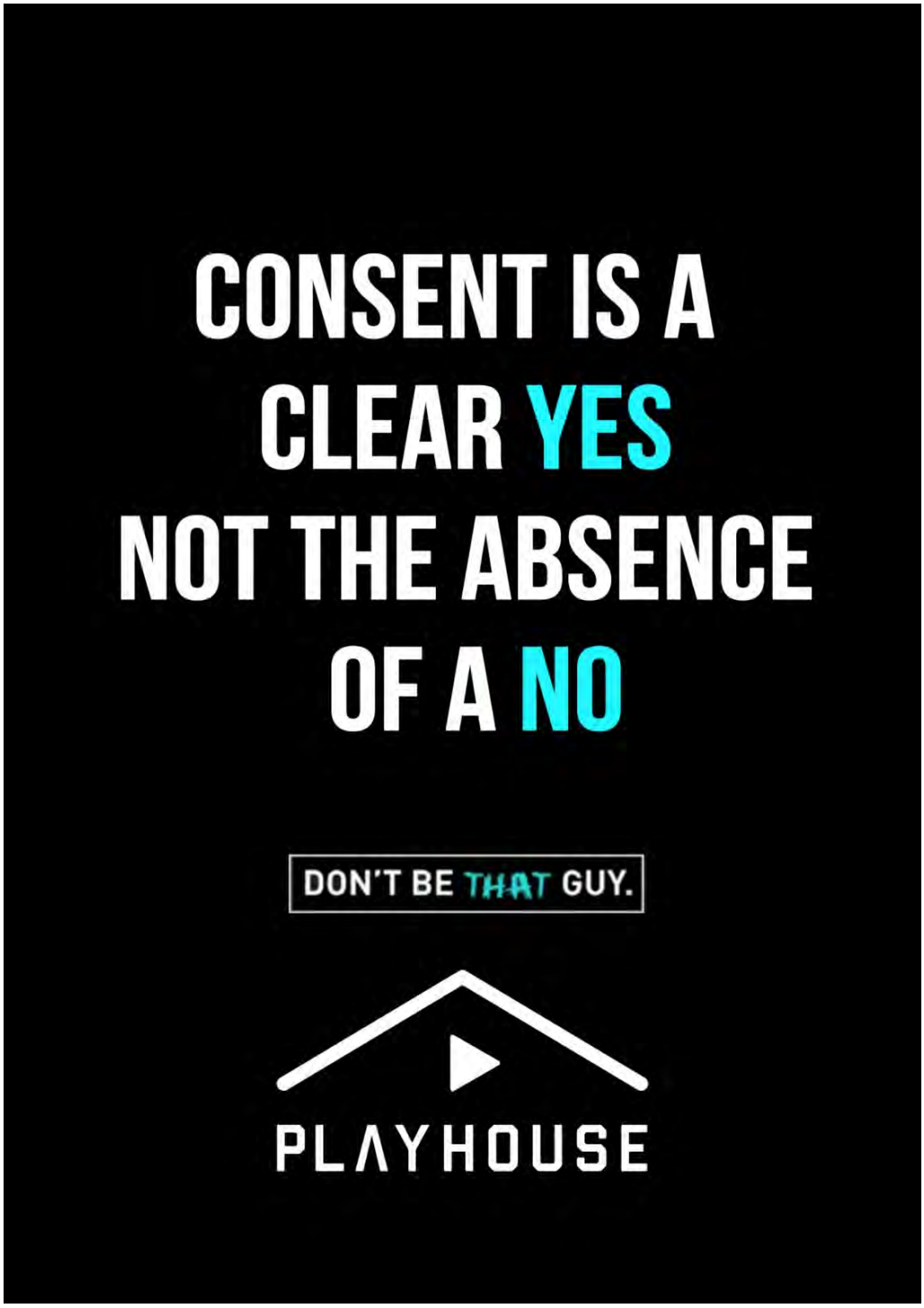
9. DON’T BE THAT GUY 5 NOTICE



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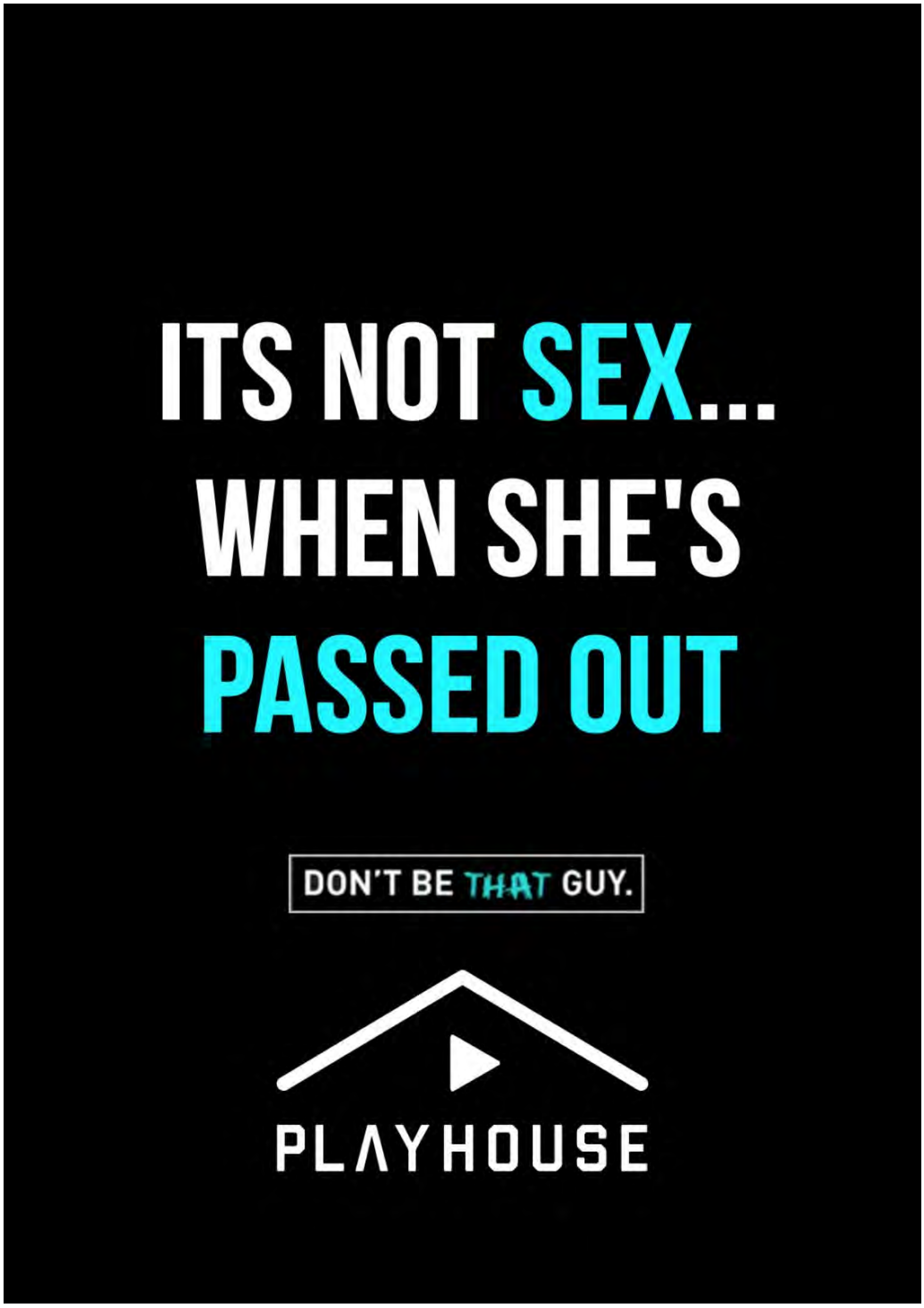
10. DON’T BE THAT GUY 6 NOTICE



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11. DON’T BE THAT GUY 7 NOTICE

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12. ASK FOR ANGELA

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PLAYHOUSE EPPING

Proposed CCTV Layout

Version 3.0

DRAFT – To be agreed with Officers

CK Entertainments Ltd

03.07.20

CL096PH

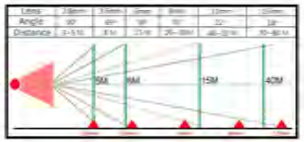
CCTV KEY	
88	Internal Camera
88	External Camera
88	360° Camera
NVR	NVR (Recorder)
POE	POE Switch
CAB	IT Cabinet
	PTZ Joystick
MON	CCTV Monitor
EX	HDMI Extender
	Horn Speaker
AMP	PA Amplifier
PSU	PSU
JB	Junction Box
13A	13Amp Spur
	CAT5/6
	Coaxial Cable
	Speaker Cable
	8 Core Cable
	12 Core Cable
	Beldon Cable
	HDMI Lead
	Centenary
	Cable Duct

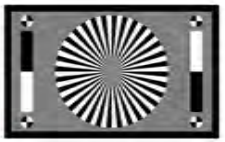
DRAWING CHANGES		
Issue	Date	Reason(s)
1	06/20	Issue 1
2	06/20	Issue 2 - Add Cam
3	15/20	Issue 3 - Add Cam

GROUND FLOOR
Cameras 1 - 18

Notes:

1. CCTV Camera icons show a maximum 2.8mm approximate field of 90 degree vision
2. Internal CCTV Dome Cameras to be installed at ceiling height of approximately 3m from ground level
3. External CCTV Dome Cameras to be installed at height of approximately 3-5m from ground level





Platinum Security
Electronic Security Specialists

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125 ALBANY ROAD, HORNCHURCH, ESSEX RM12 4AQ TEL: 01708 733264 office@platinumsec.co.uk

NOT TO SCALE	DATE: 15/06/20	ISSUE No: 3	DRAWN BY: DFB

TITLE: Proposed CCTV Camera locations within CLUB 195 Epping

DRWG No: club195cctv3

www.platinumsec.co.uk

CL097PH

CCTV KEY	
88	Internal Camera
88	External Camera
88	360° Camera
NVR	NVR (Recorder)
POE	POE Switch
CAB	IT Cabinet
	PTZ Joystick
MON	CCTV Monitor
EX	HDMI Extender
	Horn Speaker
AMP	PA Amplifier
PSU	PSU
JB	Junction Box
13A	13Amp Spur
	CAT5/6
	Coaxial Cable
	Speaker Cable
	8 Core Cable
	12 Core Cable
	Beldon Cable
	HDMI Lead
	Centenary
	Cable Duct

DRAWING CHANGES		
Issue	Date	Reason(s)
1	06/20	Issue 1
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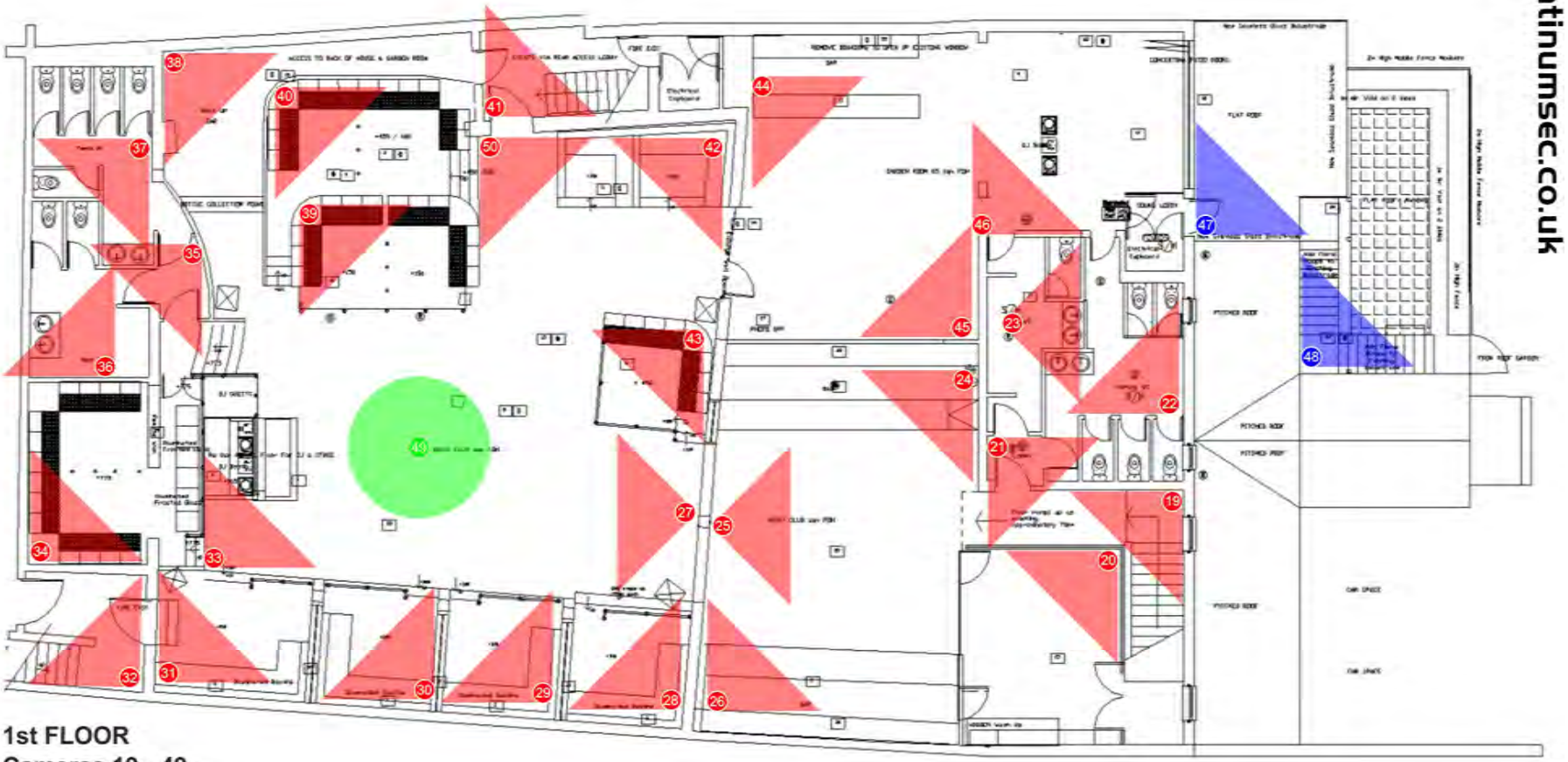
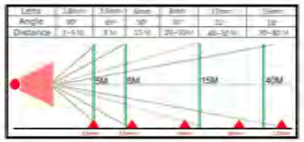
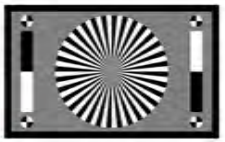


1st FLOOR
Cameras 19 - 49

Notes:

1. CCTV Camera icons show a maximum 2.8mm approximate field of 90 degree vision
2. Internal CCTV Dome Cameras to be installed at ceiling height of approximately 3m from ground level
3. External CCTV Dome Cameras to be installed at height of approximately 3-5m from ground level





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NOT TO SCALE	DATE: 15/06/20	ISSUE No: 3	DRAWN BY: DFB	DRWG No:
TITLE: Proposed CCTV Camera locations within CLUB 195 Epping				club195cctv3

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COMPLETE LICENSING

NUM8ER EVENTS

PLAYHOUSE EPPING

Risk Assessment & Method Statement

Version 1.1

CK Entertainments Ltd

03.07.20

Revision Status

Date	Status	Author	Revision
30.06.2020	Proof	Hannah Nash	1.0

Document Control

The following table identifies persons who have reviewed and contributed to the contents of this document:

Name	Company	Date	Version
Hannah Nash	Number 8 Events Ltd	30.06.2020	1.0
Wes Pierce	Number 8 Events Ltd	01.06.2020	1.0

Distribution

The following table identifies persons who have received a copy of this document;

Name	Company	Date	Version
Hannah Nash	Number 8 Events Ltd	30.06.2020	1.0
Wes Pierce	Number 8 Events Ltd	01.07.2020	1.0

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Introduction to the Purpose of the Document

The purpose of this document is to describe in a logical sequence the plans for the activity and how it is to be carried out in a safe manner and without risks to health. It includes all the risks identified in the risk assessment and the measures needed to control those risks.

This allows for clear communication and relevant discussion with stakeholders as to how the activity will be properly planned and resourced.

In turn, this will assist to provide:

- Information to employees about how the work should be done and the precautions to be taken
- The venue with information to assess the scope of works for the event and the proposed actions, with knowledge of other activities onsite and the specific risks to the venue.

This method statement is supported by a risk assessment - see appendix A.

Whilst every precaution has been taken in the preparation of the document, the author assumes no responsibility whatsoever for errors or omissions resulting from the event organiser's failure to share or disclose relevant information.

Information relating to the event is as outlined in emails and discussions between Number 8 Events Ltd (Number 8) and the client.

This document does not include any areas, activities or processes which the author was not made aware of or where information was not provided during the preparation of, or subsequent communications prior to or post issue of this document.

This method statement and risk assessment has been compiled by the appointed event safety advisor of Complete Licensing Ltd on behalf of CK Entertainment Ltd. CK Entertainment Ltd is responsible for the health and safety arrangements for the event, for complying with arrangements outlined in this plan and any other requirements of the individual venues licence.

This is a pre-installation plan and will be updated as plans are amended and fire risk assessments carried out.

As the appointed event safety advisor, Hannah Nash cannot be held responsible for measures taken by the responsible person which differ from those laid out in this plan.

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Relevant Guidance

General provisions and work practices are covered by the Health and Safety at Work Act of 1974 (UK), whilst provisions relating to fire precautions are covered by The Regulatory Reform (Fire Safety) Order 2005.

In producing this event documentation, guidance has also been drawn from the following publications;

Fire Safety Risk Assessment - Large Places of Assembly: HM Government, (2007)

Fire Safety Risk Assessment - Open Air Events and Venues: HM Government, (2007)

BS9999:2017 Fire safety in the design, management and use of buildings. Code of practice

The Event Safety Guide: A guide to Health, Safety and Welfare at Music and Similar Events, HSG 195, HSE Books, (1999)

The Purple Guide to Health, Safety and Welfare at Music and Other Events, EIF Ltd, (2014)

Managing Crowds Safely, 2nd ed, HSG 154, HSE Books, (2000)

The Construction (Design and Management) Regulations, (2015)

The Licensing Act, (2003)

The Management of Health and Safety at Work Regulations, Approved Code of Practice and Guidance, (1999)

The Health and Safety at Work Act, (1974)

Temporary Demountable Structures, Guidance on procurement, design and use, 4th Ed, (2017)

18th Edition IET Wiring Regulations (BS7671:2018)

BS7909:2011 Code of Practice for Temporary Electrical Systems for Entertainment and Related Purposes

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Commercial Confidentiality

This document remains the property of Number 8 Events Ltd at all times and must be returned on request.

Copyright exists in all information included in this safety documentation resting with the original authors.

Therefore, the recipient is only authorised to use it as follows:

Clients may pass it on to stakeholders within the event where the event safety management plan or risk assessment has an impact on their business or site. They may also pass it on to an enforcing authority with regulatory powers over the event, and to their clients' internal health & safety department.

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Hannah Nash

hannah@number8events.com

Number 8 Events Ltd

0203 743 7292

Overview of the Activity

Event Details	
Name of event:	Play House
Dates and times:	2020 onwards
Location:	195-199 Cottis Lane Epping CM16 4BL
Key person:	James Hoffelner
Attendance:	Public
Overview:	Play House will be split in to three distant operations, Play House – Play Fit, Play House – Play Room, and Play House. The venue will operate as a high-end night club & cocktail bar. Play House – Play Fit will be a high intensity aerobic studio that will use the same space as the night club when the night club is not trading. The Venue will house approximately 3 bars managed internally opening during the day from 0900 serving tea and coffee and other non-alcoholic items. 1100 the bar will serve alcoholic items. The night club will open from 2200 on Friday and Saturdays. • The Ground Floor will house back of house offices and the entrance for the night club. • The First floor is the main trading area with the night club, bar and terrace. Play House – Play Fit will operate from 0630 to 2000 Monday – Friday, and 1000 to 18000 Saturdays and Sundays. Entrance to Play House – Play Fit will be through the front doors of the venue and two changing rooms are being built behind reception. Customers who enter the night club will go through a strict entrance procedure of searching and ID scanning. Customers then go through the cloak room and walk up the stairs to the club. The venue is looking to operate varying client opportunities through the day making the best of business opportunities. The Essex Rooftop Garden, gym and fitness classes and a high end night club. The capacity for the venue is currently planned for 700, but will adhere to COVID-19 regulations on capacity limits. CCTV will be installed and monitored by a security team during operating hours.

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Plans and Visuals

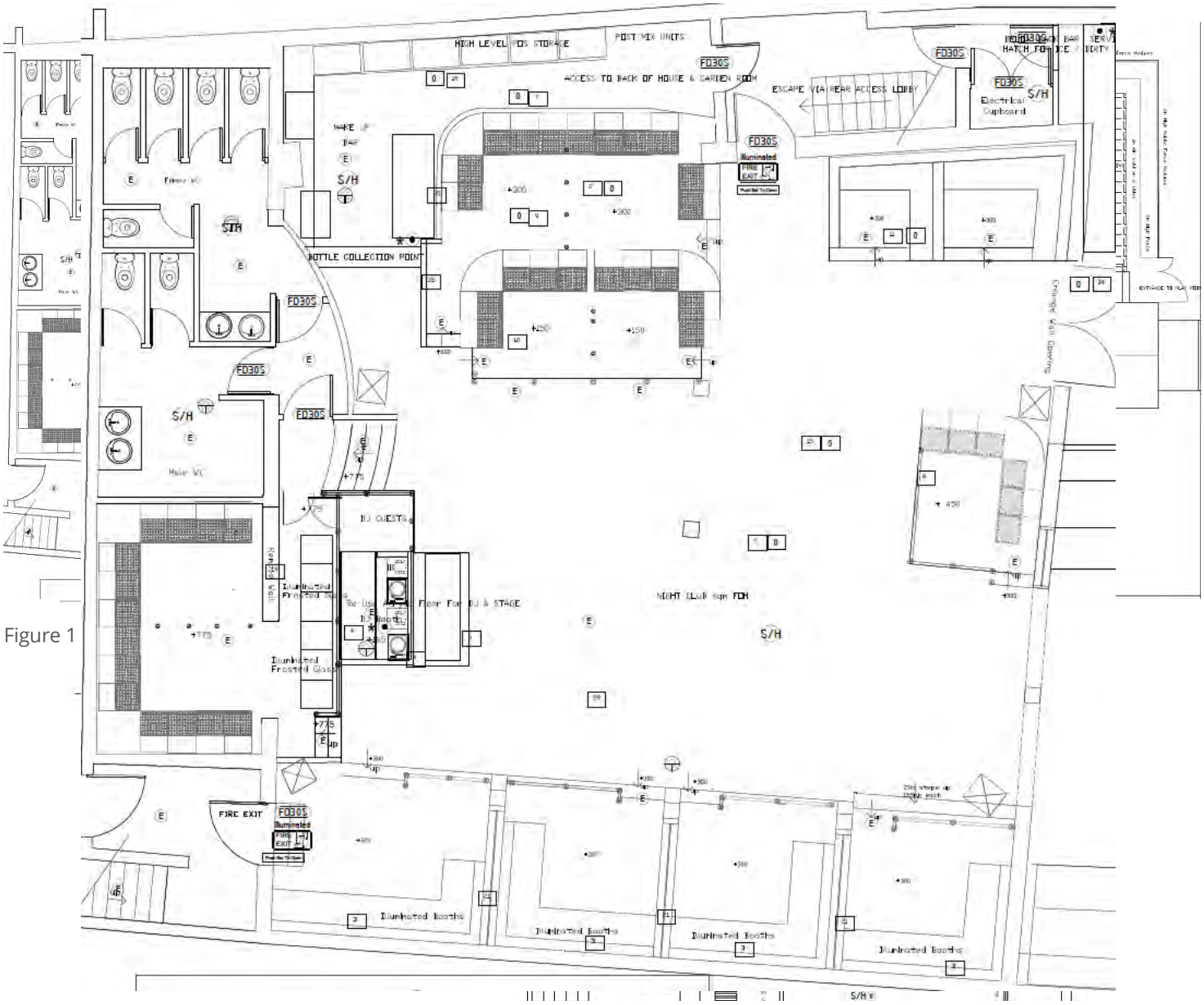
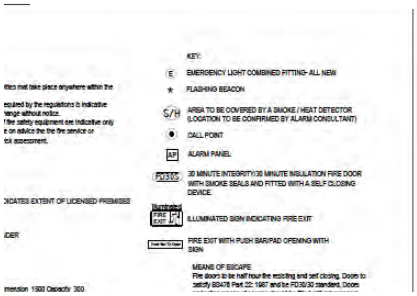


Figure 1

Figure 3 First Floor Close up (Left)



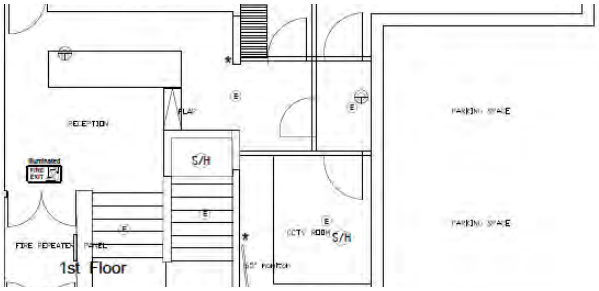


Figure 2 Ground Floor

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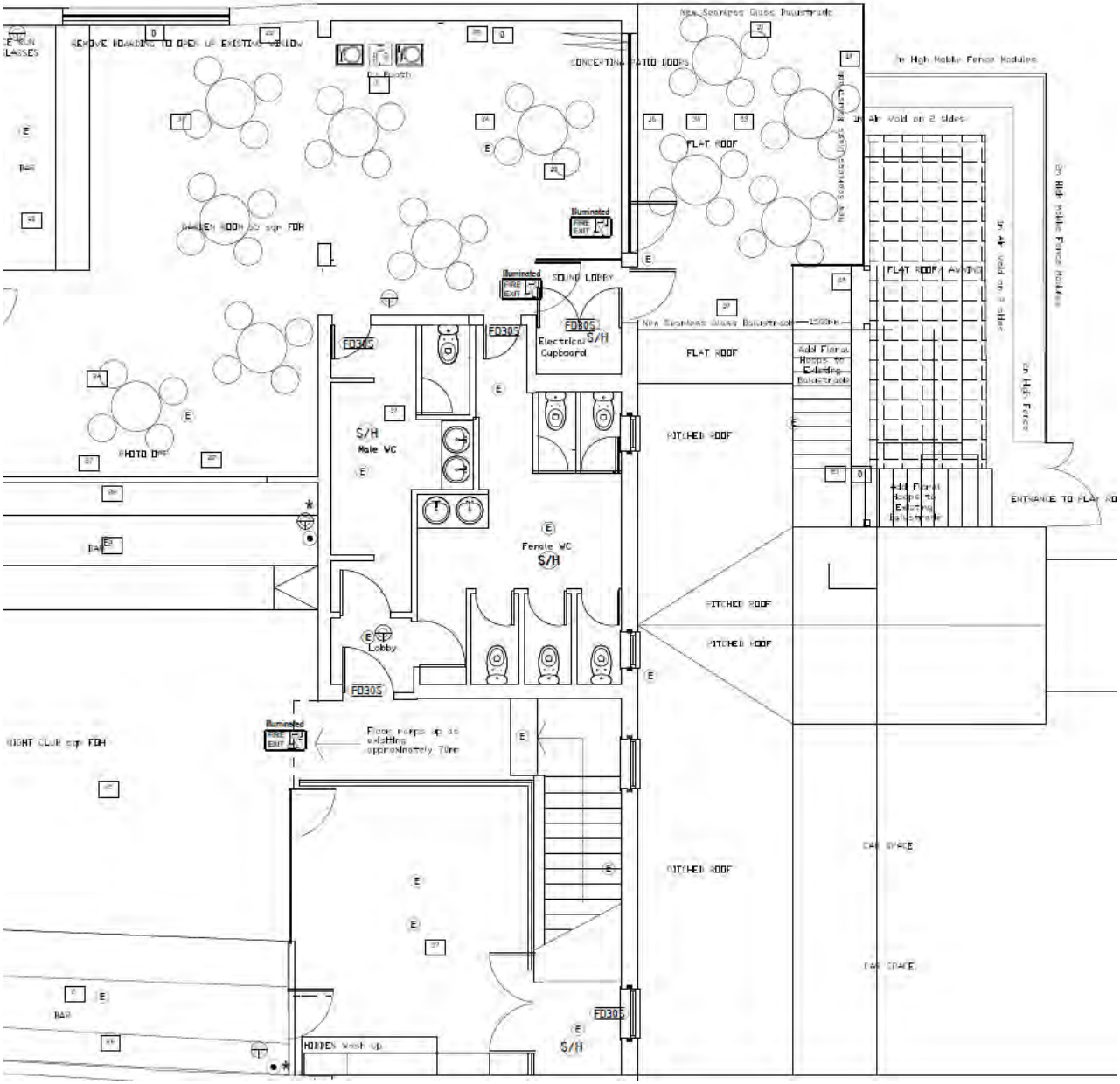

Figure 4 First Floor Close up (Right)

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Proposed Operating Schedule

NIGHT CLUB (PLAY HOUSE OPENING HOURS AND SUPPLY OF ALCOHOL)

Sunday to Thursday CLOSED

Friday and Saturday 22:00 to 02:00.

BAR & TERRACE (PLAYHOUSE'S PLAY ROOM)

Monday to Saturday 09:00 to 21:00

SUPPLY OF ALCOHOL (PLAY HOUSE'S PLAY ROOM)

Monday to Saturday 11:00 to 21:00

AEROBIC STUDIO (PLAY HOUSE'S PLAY FIT)

Monday to Friday 06:30 to 20:00

Saturday and Sunday 10:00 to 18:00

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Insurance

CK Entertainment Ltd holds sufficient insurance for the activities described in this document

Certificates are contained within the appendix

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Contacts

Organisation	Role	Name	Contact Number
Complete Licensing	DPS	James Hoffelner	james@completelicensing.uk
	Operations Manager		
	Bar Manager		
	Security Manager		
	First Aid		
Number 8 Events Ltd	Safety Advisor (off-site)	Hannah Nash	hannah@number8events.com

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Roles & Responsibilities

Site Owner
CK Entertainments Ltd
The site owner has overall responsibility for the site including the live operations and installation of infrastructure. They will be responsible for the health, safety and welfare of all staff, contractors and public. They are responsible for appointing a competent team and providing sufficient resources in order for them to complete the project safely and represent CK Entertainments Ltd on the ground.

Project Manager
James Hoffelner, CK Entertainments Ltd
The appointed project manager has responsibility for the site including the live operations and installation of infrastructure. They will be responsible for the health, safety and welfare of all staff, contractors and public. They will ensure that a fire risk assessment is carried out by a competent contractor and that the necessary resources are made available for safe operation of the venue. They will ensure that all staff receive the relevant training, supervision and support for the duration of the venues operating period. They will not always be on site during the live period but all responsibilities will be delegated to the operations manager

Contractor Project Managers
The project managers from each of the contractors are be responsible for ensuring their contracted elements are installed in a safe manner and carried out in line with their own risk assessment and method statement. The project manager from each contractor will sign a completion form and hand over to the project manager on safe completion of the installation.

Operations Manager
The operations manager will be responsible for the management of the venue during the live period. They will deputise for the project manager whenever the PM is not on site They will manage the venue team and take primacy in emergency situations until such a time as the emergency services attend. They will be responsible for the recruitment of staff and ensure that health and safety inductions take place.

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Security Manager
The security manager will ensure that the venue is secure at all times and that staff and public welfare is monitored throughout all periods on-site. The security manager will lead a team of SIA staff located at pre-agreed positions. They will ensure that all security staff are suitable for the type of venue and SIA licences are on display at all times whilst on duty. They will ensure that the security provide one of the first points of contact for public in any incidents.

Bar Manager
The bar manager is responsible for the safe operation of the bar and provision of alcohol according to the Licensing Act 2003 and any specific licensing conditions on the premises licence. They will brief staff on the event, accepted practices, the implementation of the Challenge 25 policy and refusal logs. The bar manager will raise issues to the project manager or operations manager as required.

Medic
The role of the appointed medic is to provide medical cover for the duration of the live period. They will be responsible for providing an appropriate level of service, directing appropriate resources to incidents and to liaise with the ambulance service and local accident & emergency department, as required.

Health and Safety Advisor
Hannah Nash, Number 8 Events Ltd
The event safety advisor will review the information provided by CK Entertainment Ltd and compile versions of this document based on industry good practice. Hannah will not have any on-site responsibilities for this activity .

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Contractors

The contractors must ensure that they comply with the following legislation;

- Health and Safety at Work Act, (1974)
- Management of Health and Safety Regulations, (1999)
- Workplace (Health, Safety And Welfare) Regulations, (1992)
- Lifting Operations and Lifting Equipment Regulations (LOLER), (1998)
- Supply of Machinery (Safety) Regulations, (2008)
- Manual Handling Regulations, (1992)
- Electricity at Work Regulations, (1989)
- 18th Edition IET Wiring regulations (BS7671:2018)
- BS7909:2011 Code of Practice for Temporary Electrical Systems for Entertainment and Related Purposes
- Working at Height Regulations, (2005)
- Control of Substances Hazardous to Health Regulations (COSHH), (2002)
- Regulatory Reform (Fire Safety) Order, (2005)
- The Personal Protective Equipment at Work Regulations (PPE), (1992)
- The Provision and Use of Work Equipment Regulations (PUWER), (1998)
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations(RIDDOR), (2013)
- Construction (Design and Management) Regulations, (2015)
- The Equality Act, (2010)

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Contractor Documents

Contractors are required to submit documentation for review. The following will be sought.

Required from all contractors:

- Risk assessment
- Method statement
- Proof of public and employers liability insurance
- PAT (portable appliance test) certificates for any electrical equipment
- Proof of competency for operators of plant/machinery (IPAF, FLT, PASMA etc)
- Flame retardant test certificates for materials

Required from structure providers, in addition to the above:

- Structural calculations or technical data detailing design (max) wind speed and ballast requirements if structure is subject to dynamic loads or positioned outdoors
- Structural drawings

Required from caterers, in addition to above:

- HACCP - if applicable
- Food safety risk assessment
- Proof of at least Level 2 food hygiene training for food handlers and level 3 for head chef
- Gas Safe certificates for any gas installations and appliances
- Electrical test and completion certificates for any electrical installations and appliances
- Copies of personal licenses
- Risk assessment to cover use of gas and electrical appliances
- Safety data sheets for use of hazardous substances – such as cleaning products

Required from activity providers, in addition to the above:

- Proof of competency whether in-house trained or external qualifications
- Site specific risk assessment and method statement
- Evidence of maintenance records, including details of visual inspections prior to each use.

Required from medical providers:

- Proof of memberships with such as the Care Quality Commission
- Proof of each staff member's training

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Structures

- Temporary structures will be installed by the contractors and be signed off as complete
- All temporary structures (where appropriate) will be constructed in line with the contractor's method statement, risk assessment and IStructE guidance on temporary demountable structures
- All structures will be suitable for the imposed loads they are being used for
- All stage platforms will be able to withstand 5kN/m2, and handrails 3kN per m run
- There will be a suitable step access with handrails and contrast nosing as per the regulations
- All back set pieces and walls will be secured to existing infrastructure, weighted and return braced
- All display screens will be ground supported on a suitable base, with white tape placed around the base section
- Where structures are built outdoors, or subjected to dynamic loads they will be installed according to the recommendations of an independent structural engineer to ensure stability

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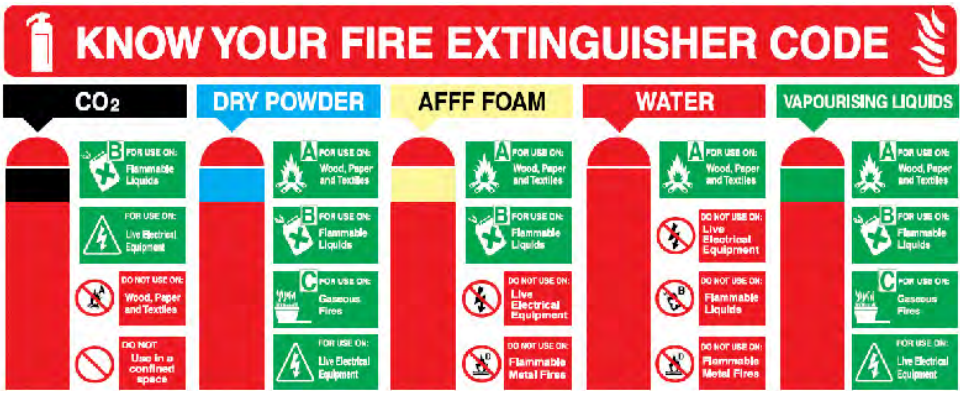
Fire Safety

Fire Safety Information	
Management:	Fire strategy to be devised following the fire risk assessment. Marshals to be appointed each day.
Smoking:	No smoking indoors or within enclosed spaces. Staff must use designated smoking areas
Fire Exits:	The venue has four fire exits in the four corners of the venue. Additional exit capacity can be achieved via the ramps between levels of the structure. Exit door and routes to be checked daily by the operations manager and maintained as necessary.
Fire Retardancy:	All materials supplied carry flame retardant certification, or will be treated with a suitable flame retardant product
Schedule of firefighting equipment:	Fire-fighting media will be provided as required by the fire risk assessment which is to be carried out. 
Fire alarms and emergency lighting	A suitable fire detection system will be installed to the specification as determined by the fire risk assessment. Emergency lighting to be fitted to all exit routes and at final exits doors to allow staff and customers to exit safely.

Materials and FR Certification	
Item	Certification
Timber and MDF	All timber and MDF installations will be treated with a class 1 or class 0 fire retardant
Drape	Drape will meet the test type B standards as specified in BS 5867-2:2008 – 'Fabrics for curtains, drapes and window blinds – Part 2: Flammability requirements – Specification.
Soft furnishings	Any items of furniture which fall under The Furniture and Furnishings (Fire Safety) Regulations 1998 (amended 1989 & 1983) must among various criteria, at the point of sale display a match/cigarette resistant label. This will be regarded as a satisfactory check if the fire retardant test certificates are unobtainable through typical retail outlets. These will be checked on-site - any unusual labelling (as the label is standardised) will be deemed as counterfeit, and the item will be removed.

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Materials and FR Certification	
	 This labelling only applies to items sold in the UK (of which there are exceptions). As such, items without this label should be subject to further checks for fire retardant test certificates Referring to BS7176 (contract regulations): If products meet the requirements of the domestic regulations then it is considered compliant in the low hazard category for contract use, which guidance suggests is normally suitable for most office environments or those without obvious sources of ignition.

EVACUATIONS

An emergency plan to be drafted for the venue detailing assembly points for staff.

Staff will be informed by the PM of the site evacuation procedure, the emergency assembly point and will be aware of the nearest fire extinguishers at the venue.

The use of firefighting equipment by staff or others employed on the site will be considered an emergency first measure only and they will only use them if safe to do so.

In the event of an evacuation, the staff will stop the activity and leave with the public within the venue.

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Counter Terrorism

For any incident that requires an immediate police response – dial 999.

To report any suspicious activity that does not require an immediate response, contact the Anti-Terrorist Hotline – 0800 789 321.

AWARENESS

- All staff to be briefed on the following
- In the event of an attack take these three actions:

Full briefing video is available at: https://www.youtube.com/watch?v=QUCW_mk35Xc

SECURITY

- Security on-site throughout the open period
- Proactive searching of areas within the space by security staff.
- Activity is low risk

N.B. the nature of all crises (including terrorist attacks) is that they are unpredictable, confusion surrounds the scene, events escalate and information can be conflicting. As such the following information (provided in NaCTSO's Crowded Spaces guidance document) is not intended to provide specific responses or prevention measures but as a broad guide to counter terrorism at events, a background of which should be of practical use to teams responsible for managing them.

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For the full guidance from NaCTSO on counter terrorism advice for venues please see:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/619411/170614_crowded-places-guidance_v1.pdf

HOUSE KEEPING

- The use of clear bags for waste disposal is a further alternative as it provides an easier opportunity for staff to conduct an initial examination for suspicious items.
- Keep public and communal areas – exits, entrances, reception areas, stairs, halls, lavatories, washrooms – clean and tidy, as well as service corridors and yards.
- Keep the furniture in such areas to a minimum – ensuring that there is little opportunity to hide devices, including under chairs and sofas.
- Lock unoccupied offices, rooms and store cupboards.
- Ensure that everything has a place and that things are returned to that place.
- Keep external areas as clean and tidy as possible.

SEARCHES

Key personnel will be provided with sectors of the space to search in the event of a raise in the threat level or an issue onsite.

Ensure the searchers know what to do if they discover a suspicious item. Action will depend on the nature of the device and the location, but the general "golden rules" are:

- Do not touch suspicious items.
- Move everyone away to a safe distance.
- Prevent others from approaching.
- Communicate safely to staff, visitors and the public.
- Use hand-held radios or mobile phones away from the immediate vicinity of a suspect item, remaining out of line of sight and behind hard cover.
- Notify the police.
- Ensure that whoever found the item or witnessed the incident remains on hand to brief the police.

All staff to be briefed on the below guidance relating to spotting a person who may be undertaking hostile reconnaissance;

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WHAT TO LOOK FOR.

- Significant interest being taken in the outside of your premises including parking areas, delivery gates, doors, entrances and queues.
- Groups or individuals taking significant interest in the location of CCTV cameras and controlled areas.
- People taking pictures – filming – making notes – sketching of the security measures in and around your premises. Tourists should not necessarily be taken as such and should be treated sensitively, but with caution.
- Overt/covert photography, video cameras, possession of photographs, maps, blueprints etc, of critical infrastructures, electricity transformers, gas pipelines, telephone cables etc.
- Possession of maps, global positioning systems, (GPS), photographic equipment, (cameras, zoom lenses, camcorders). GPS will assist in the positioning and correct guidance of weapons such as mortars and Rocket Propelled Grenades (RPGs). This should be considered a possibility up to one kilometre from any target.
- Vehicles parked outside buildings of other facilities, with one or more people remaining in the vehicle, for longer than would be considered usual.
- Parking, standing or loitering in the same area on numerous occasions with no apparent reasonable explanation.
- Prolonged static surveillance using operatives disguised as demonstrators, street sweepers, etc or stopping and pretending to have car trouble to test response time for emergency services, car recovery companies, (AA, RAC etc) or local staff.
- Simple observation such as staring or quickly looking away.
- Activity inconsistent with the nature of the building.
- Noted pattern or series of false alarms indicating possible testing of security systems and observation of response behaviour and procedures, (bomb threats, leaving hoax devices or packages).
- The same vehicle and different individuals or the same individuals in a different vehicle returning to a location(s).
- The same or similar individuals returning to carry out the same activity to establish the optimum time to conduct the operation.
- Unusual activity by contractor's vehicles.
- Recent damage to perimeter security, breaches in fence lines or walls or the concealment in hides of mortar base plates or assault equipment, i.e. ropes, ladders, food etc. Regular perimeter patrols should be instigated months in advance of a high profile event to ensure this is not happening.

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- Attempts to disguise identity – motorcycle helmets, hoodies etc, or multiple sets of clothing to change appearance.
- Constant use of different paths, and/or access routes across a site. 'Learning the route' or foot surveillance involving a number of people who seem individual but are working together.
- Multiple identification documents – suspicions, contrefit, altered documents etc.
- Non co-operation with police or security personnel.
- Those engaged in reconnaissance will often attempt to enter premises to assess the internal layout and in doing so will alter their appearance and provide cover stories.
- In the past reconnaissance operatives have drawn attention to themselves by asking peculiar and in-depth questions of employees or others more familiar with the environment.

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Emergency Situation Response Plan

All staff will also be briefed of the following which is intended to complement the venue emergency plans

ON DISCOVERING A FIRE OR EMERGENCY

DO – call for assistance

DO – tackle the fire only if safe to do so

DO – always use the correct extinguisher

ON HEARING THE VENUE'S ALARM

DO – leave the venue by the nearest available exit

DO NOT – stop to collect personal belongings

DO NOT – use the lifts

AFTER LEAVING THE LOCATION

DO – go to the assembly point

DO – move well away from the building

DO – leave clear access for emergency services

DO NOT – attempt to re-enter the venue until you are told it is safe to do so

SETTING THE ALARM OFF ACCIDENTLY

DO – report the matter to the operations manager or security staff.

SUSPICIOUS PACKAGES

All suspicious packages (or persons) will be reported through to security management.

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ASSEMBLY POINTS

The assembly point will be identified by the emergency plan. The operations manager will disseminate this (along with any other salient information) to the staff and contractors

Do not re-enter the building until the fire brigade have given the all clear and you have been advised to do so by your manager.

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Event Specifics

ACCIDENT REPORTING

- **All accidents and incidents** to be reported to the venue contact by the PM
- The PM will obtain accident, incident and near miss logs for future analysis, and pass through to office staff.
- The Health and Safety Executive (HSE) will be informed of any reportable incidents (as defined under RIDDOR)
- The PM is responsible for filing accident report forms on-site and gathering evidence by way of statements and photographs.

ADMISSIONS POLICY

- Children to be allowed in the venue until 8pm.
- Over 18's only between 8pm and closing.
- Access to the venue to be controlled by the security team

ALCOHOL & BARS

The bar manager will take measures to ensure the licensing conditions for the premises are upheld. The designated premises supervisor is the nominated person with overall responsibility on-site.

- The bar manager will brief agency staff on the salient points in respect of the licensing conditions and the implementation of the Challenge 25 policy
- Only official forms of identification to be accepted as proof of age
- No alcohol will be removed from the venue
- Intoxication to the point of impairment of physical and mental faculties will result in refusal of service. A refusal log will be held on-site
- The bar manager is responsible for all controls to the storage of drinks, use of glass wear, product checks (dates etc), cross contamination and quantities etc
- Food handlers will be trained to level 2 food hygiene
- Staff will ensure that:
  - All drinks and receptacles are stored in a cool dry place off the floor, away from contaminants
  - Drinks are checked for obvious signs of contamination (around lids etc)

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  - Drinks are checked to be within date and packaging intact
  - Staff to wash hands regularly
  - No staff which have been ill within last 48hrs to attend
  - Sanitisers (BS EN 1276) to be used along with disposable towels for cleaning down preparation and serving areas
- All drinking glasses provided for use will be of toughened safety glassware or plastic
- Security will remain on-site until all guests have left the venue (including car park areas)
- Security will close down the venue and usher people toward cars/taxis/buses.

CLEANING

- A cleaning cupboard which is lockable and signed to notify others that hazardous substances are stored inside, will be identified on-site, or cleaners will bring equipment with them each time they attend the site
- A COSHH (control of substances hazardous to health) assessment will be undertaken by in respect of cleaning substances (sanitisers etc)
- The cleaners will hold safety data sheets on-site for hazardous substances, train staff in their use and provide PPE accordingly.
- PAT certificates will be provided for all electrical equipment (hoovers etc)
- Cleaners will keep storage spaces tidy
- Cleaners will dispose of waste in the waste collection bins on-site, not allowing combustible material to build up at the venue. Waste transfer notices to be held of file for 2 years
- The event manager will ensure that waste bins are emptied regularly to ensure there is always space for future generate waste
- In the event of a spillage, the staff member spotting it will remain at the location until the cleaning team can respond.
- A cleaning schedule will be agreed so as to ensure the venue is kept clean and tidy
- Sanitary waste bins will be located in each female toilet cubicle. A specialist will be contracted for collection and disposal

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

- Number 8 has not been made aware of any hazardous substances
- Where low risk sanitisers are used, the manufacturer's instructions will be adhered to

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- It is anticipated that venue cleaners will have some hazardous substances on-site. The contracted cleaner is responsible for a suitable risk assessment and the implementation of measures to ensure these substances are used safely. Material safety data sheets (MSDS) to be kept on-site for reference.

CONFINED SPACES

- Number 8 has not been made aware of any work in confined spaces

CROWD MANAGEMENT

- The plans laid out in this document are for an intended capacity of 700 persons. This number will be redefined on the outcome of the fire risk assessment.
- The venue management team will monitor crowd densities and ensure that they do not exceed 2 people per m^2 in any area
- The venue management team will maintain safe working areas on-site with a solid barrier line, closed rooms (with signage on entrances) or a closed event site where access is controlled by security
- The event team will monitor walkways between event spaces and check them for obstructions ahead of each main crowd movement
- Security will be on-site and able to deal with disruptive and intoxicated guests. See "Security" section
- Crime and disorder policy in place which will be reviewed periodically

Recommended maximum crowd densities (BS9999):*

Occupancy	Floor space factor – m^2 p/person
Bar	0.3
Night Club	0.5
Garden Room	0.3
Foyers	0.3

*Relative to the COVID-19 venue regulations on social distancing

ELECTRICITY

- Venue mains supply to be tested prior to occupation and electrical installation condition report (EICR) certificate obtained.
- Electricity for the activity will be drawn from the venue mains supply.

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- Installation of plug and play distribution equipment will be carried out by competent persons from the contractors
- All electrical work (distribution) will be installed, tested and signed off as complete in accordance with the Electricity at Work Act 1989, BS7671:2018 (18th Ed Wiring Regulations), BS7909: 2011 – The Code of Practice for the creation and operation of Temporary Electrical Systems for Entertainment and Related Purposes
- All items of electrical equipment brought to site are to be visually assessed by the operator for signs of damage prior to installation. Items deemed to be in doubt will be removed to a separate store and will not be installed unless deemed to be safe by a competent person. No repairs are to be undertaken on equipment in service and all such repairs shall be undertaken by a competent person only.
- Portable equipment shall be covered by current PAT test where appropriate.
- Hand held tools should, where possible, be 110V or battery operated. Where this is not possible, and for other hand held equipment, residual current devices having a 30mA tripping current and a maximum operating time of 30 milliseconds should be used. Test buttons should be incorporated.
- Fixed electrical systems in mobile catering units (Coffee Van) to be tested and certified to BS7671.

EMERGENCY LIGHTING

- The venue will install a fully operational emergency lighting system designed to activate during power outages or during an evacuation
- The lighting is to cover all exits, protected routes and final exit doors

FACILITIES FOR PEOPLE WITH SPECIAL NEEDS

- Viewing areas available in the nightclub
- All areas will be assessed prior to the public attendance with a view of reducing slips trips and falls and ensuring the site is compliant.
- The venue will maintain at least 1050mm between installations
- Steps and/or edges will be marked in stark contrast to the floor surfaces below either using white/black/contrasting tape, or aluminium edging as required to be effective.
- Welfare officers will be available to anyone with needs or difficulties

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FIRE SAFETY

- Comprehensive fire risk assessment to be carried out at the venue
- All issues identified within the fire risk assessment to be remedied prior to the venue opening
- Fire early warning system, call points and emergency lighting to be installed as required.
- Secondary assessment to be carried out once the venue is ready to open
- Review of the assessment to be carried out annually

FIRST AID

- A&E locations identified below
- Medical contractor to be appointed to provide suitably trained first aid staff for the venue and any activities
- The emergency services may be called if deemed necessary by the first aiders.
- Staff and contractors to be briefed on location of first aid facilities on-site and how to locate first aid
- First aid will be contactable by two-way radio

HOSPITALS

- The following table shows the nearest accident & emergency hospital and its approximate distance from the venue.

Princess Alexandra Hospital A&E

Tel: 01279 444455
Hamstel Road
Harlow
Essex
CM20 1QX

Open now
5.1 miles
More information

Opening Hours
Today: Open 24 hours

This service is for:
People of all ages

King George Hospital A&E

Tel: 0330 400 4333
Barley Lane
Ilford
Essex
IG3 8YB

Open now
8.2 miles
More information

Opening Hours
Today: Open 24 hours

This service is for:
Anyone aged 16 or over

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HOUSE KEEPING

- The PM responsible for ensuring that the venue is kept in a clean and tidy state.
- The need for good housekeeping will be briefed to the staff and contractors during their on-site briefing.

INSTALLATIONS

- Competent contractors with experience have been chosen to supply this event
- RAMS and proof of insurance to be submitted by the contractors for review
- Contractors to carry out installations in accordance with the procedures set out in their RAMS
- Installations to be suitably braced or supported with ballast as laid out in the contractor's RAMS
- Where items are not secured with ballast they should be fixed or tethered to immoveable objects (such as the building) with fixings of the appropriate and type and rating for the materials and proposed loads
- PM to visually inspect the structure with the contractor
- Contractors to carry out checks and provide a completion certificate on-site.
- Plasma screens, lights and PA will be positioned on stands
- Each base plate will be highlighted with white tape to prevent tripping
- Each base or tripod will be used according to the manufacturer's guidelines
- Where items are installed "in-house" they will be fitted according to the design drawing or manufacturer's guidelines and signed off as safe for public access

LONE WORKING

- Staff and contractors will not be undertaking any lone working during this event

MANUAL HANDLING

- Staff and contractors to have been instructed in the correct methods of manual handling, and the use of PPE where required
- Staff to be provided with manual handling training.
- Manual Handling Regulations to be adhered to when moving and positioning components
- Work activity has been designed to ensure that materials are stored close to the designated destination to reduce the distance required for manual handling
- Weights of objects identified prior to arrival on-site

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- Items over 20kg should be considered a two-man lift (depending on shape/size/complexity of the item)
- The following diagram serves as a useful guide in terms of weights and positioning:

PRINCIPLES OF SAFE LIFTING PRACTICE

Before you start

- Think about the job
- Does it need carrying or can a trolley or other equipment be used instead
- Think about what you are going to do before you do it
- Where is the load going
- Does it need more than one person to lift it safely
- Is there enough room
- How can you avoid having to twist when lifting or putting the load down

Think about you

- Are you dressed for the job? Tight clothing can restrict movement, high heels are never suitable
- Do you have a health problem that might make you vulnerable to injury
- If you are not sure of how heavy a load is, test it out before you try to lift it. Gently rock the load to test the weight and its distribution.
- Work out where and how to take a rest if moving a heavy load over a long distance.
- Are there any sharp edges? If so, then you may need to wear gloves to protect yourself

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- If load is bulky, look at ways in which to break it down.

Lifting Technique

- Place your feet apart to make a stable base for lifting
- Placing one leg forward in front of the other will help improve balance and control
- If you have to reach out to the load, try sliding it towards you before attempting to lift
- If lifting from a low height, bend your knees NOT your back
- Stand correctly, keeping your back straight and your chin tucked in.
- Keep your shoulders level and facing the same direction as your hips
- Lift smoothly, avoiding jerking movements
- Lift your head first – your back then straightens automatically
- Grip the load with your palms, rather than just your fingers – if you need to change your grip rest the load first
- Keep your arms close to your body to help support the load
- Do not allow the load to obstruct your view – seek assistance if it is too large

Moving the load

- When carrying keep the load as close to the body as possible
- Keep the heaviest side of the load closest to your body
- When pulling or pushing use your body weight to move the load – if possible, let the momentum of the load do some of the work e.g. when pushing trolleys
- When pulling keep your back straight and your arms as close to your body centre line as possible
- Avoid twisting your body when turning

NOISE

Organisation

- Nosie policy in place
- Site working hours are agreed in advance

For Attendees:

- The following control measures will be implemented to protect the public (event attendees and non-attendees) from exposure to damaging noise levels:
- Individual stage area levels will be set to avoid exceptionally loud levels occurring.

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For Workers:

- In line with the 'Sound Advice: Control of noise at work in music and entertainment' Health & Safety Guidance booklet produced by the HSE, it is recognised that the event organiser has a duty to protect the health and safety of workers – even if that noise is deliberately generated and people are willing to expose themselves. For this purpose, the following control measures will be implemented to reduce the risk of hearing damage to workers through exposure to potentially harmful levels of noise:
- Workers will receive adequate rest breaks away from the hearing protection zone to ensure their cumulative dose is reduced. Workers will be advised of the risk involved with prolonged exposure to high noise levels and advised not to use personal stereo devices on breaks as this prolongs exposure and increases risk of hearing damage.
- Competent monitor engineers will be employed to operate a well-balanced monitor system and maintain a reasonable work environment for all workers allowing them to operate at a comfortable level.
- Sound checking will be conducted with the minimum number of people present as possible, workers will be informed of sound checking timings before they occur. The duration of sound checking will be kept to a minimum to limit exposure.
- Speaker stacks and flown PA will be separated from workers to ensure it is impossible for workers to get too close to the source of sound. This will be done using elevation of speakers.

PERFORMERS

- All performers have been selected based on their competence and suitability to the performance brief.
- No unrehearsed performances will take place on-site.
- Performers are responsible for ensuring they are wearing suitable clothing and footwear for the activity.
- All performers will be responsible for warming up prior to the performance and warming down post the performance.
- Viewing areas are separate to performance areas.
- Overhead activities will be based on the following criteria being met:
  - Only over stages or areas cleared of public and defined with a solid barrier line for the duration of the performance
  - Only via rigging equipment designed specifically for use by people (not equipment)
  - Only via rigging equipment which is within its current thorough inspection period and certified as such (with a current LOLER certificate)

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  - Only via rigging points which have been deemed suitable by a structural engineer taking into account the dynamic/live loads imposed on the structure and equipment
  - Venue management in consultation with the entertainment providers will ensure that truss and venue rigging points are used with SWL/UDL's
- Appropriate contrast edging will be installed on raised stage areas
- Appropriate steps with hand and intermediate rails will be fitted to the rear and sides of raised stage areas (as per the Building Regs).
- Appropriate anti-slip surface on stage areas
- Where platforms are placed on stages, to be used periodically by performers, the point load limits will not be exceeded.
- All performers, bands & DJ's to hold adequate insurance cover and provide proof of PAT certification for equipment.

SPECIAL EFFECTS - HAZE

- A haze machine will be used according to the manufacturer's guidance, as supplied with the unit
- Haze solution will be from a reputable supplier and invoices will be held of file for traceability
- Haze solution will be stored in a back of house area according the instructions for storage and will at all times be kept in clearly marked containers

SPECIAL EFFECTS - FOG/SMOKE

- A fog machine will be used according to the manufacturer's guidance, as supplied with the unit
- Fog solution will be from a reputable supplier and invoices will be held of file for traceability
- Fog solution will be stored in a back of house area according the instructions for storage and will at all times be kept in clearly marked containers
- Fog solution to be handled with care by a competent person
- PPE such as rubber gloves, goggles and RPE are recommended when handling the fluid during refills

SPECIAL EFFECTS - LASERS

- The entertainment contractor and/or performer are responsible for carrying out a risk assessment. The risk assessment must take account of the main hazards associated with lasers, which are eye and skin burns, electricity and fire.

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- Laser hazard classifications are used to signify the level or hazards inherent in a laser system and the extent of safety controls required. All lasers should carry information stating their class and any precautions required during use. Lasers rated 3 class and above present a significant hazard and must be managed by a competent person (laser safety officer) to ensure safety during both installation and use.
- Laser beams shall be at least 3 meters above the highest affected floor level at all times and arranged so that they cannot scan onto any person. Supporting structures shall be rigid to avoid any accidental misalignment of the laser(s). Where scanning is requested, a specific risk assessment should be provided by CK Entertainment Ltd.
- Laser equipment, including mirrors shall be placed out of the reach of the public. All fixed mirrors, if approved for use in the display area and having been correctly set, must be locked or otherwise secured in position so as to prevent subsequent or unauthorised readjustment.
- The alignment of the laser installation including any mirrors must be checked on a daily basis.
- The means of electrical isolation of the mains supply must be provided adjacent to the laser machine.
- Adequate mains water supply must be provided to the laser where the laser is water-cooled.

SPECIAL EFFECTS - LIGHTS AND STROBES

- Warning notices will be displayed throughout venue when this effect is intended to be in use
- Strobe lighting to be used only by a trained and competent person
- Strobe lighting not to exceed 5HZ

SPECIAL EFFECTS - ICE FOUNTAINS

- Staff should attach Ice Fountains to the bottles securely using clips before they are lit
- Do not hold or touch the ice fountains directly while lit, ensuring care not to touch the flame or sparks
- Ensure that the flame or sparks do not come into contact with any surface or fabrics. Do not use near flammable articles.
- Ensure the area is well ventilated during use
- Only touch the cardboard of the Ice Fountain, after the flame has completely gone out
- Do not try and extinguish the flame or sparks.

PLAY HOUSE - PLAY FIT

- All classes to be led by a qualified instructor, experienced in leading exercise classes.

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- Space and flooring should be thoroughly cleaned and inspected before every class to ensure there the surfaces are clean with no spillages or debris (such as glass or plastic) that could cause injury.
- Equipment should be cleaned after each class, inspected regularly and maintained as per the manufacturers guidelines
- Classes must not be oversubscribed resulting in insufficient space to participate safely
- All customers should participate in warm ups and stretching at the beginning of each class
- All customers should let Play House aware of any previous injuries or health conditions and follow advice given by instructors on participation of classes.
- Injuries obtained during classes should cease training immediately and be reported to the incident log. Medical advice should be sought from the on-site medic.

PPE

- Staff and contractors to be briefed to ensure that they are wearing suitable footwear for the weather and the activity. Where lifting is involved this will require safety shoes or boots.
- High visibility tabards will be worn during unloading and loading periods on-site.
- Gloves will be worn for any manual handling activities.

SAFETY ZONES

- Safety zones will be created for; unloading of vehicles, installations and any working at height.

SANITARY FACILITIES

- The venue offers ample sanitary facilities for the anticipated guest numbers

SECURITY

- Dispersal policy in place
- Crime and disorder policy in place
- CCTV will be in use throughout the venue
- SIA licensed staff will be on-site to support the event team
- Staff to display their badge at all times
- Security staff will be provided as follows:
  - Minimum of 1 SIA licenced door supervisor per 100 guests

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- Security schedule to be confirmed
- The ejection/refusal and customer drugs policies
- Security will support the event team – namely responding to incidents, helping with event opening and closing, supervising entry points (checking accreditation), monitoring crowd densities etc

SIGANGE

- Venue management to ensure sufficient signage as determined by the fire risk assessment.

SLIPS, TRIPS AND FALLS

- Cables will be managed in line with the cable hierarchy;
  - Avoid the need for a cable
  - Reduce the amount of cable required
  - Install the cable either by flying over the head of the people or using under surface cable runs
  - Route the cable around the outer edge of the venue, avoiding public footpaths
  - Where at all possible, cables will not cross public footpaths on the floor. Where there is absolutely no other option they will be positioned within cable ramps (ideally wheelchair friendly versions) or taped to the ground (with a contrasting, high visibility tape on top).
- Where cables do cross public footpaths under the controls identified above, this will be agreed with the venue manager and an assessment will be undertaken onsite by the event team as to whether additional controls are required, for example;
  - Additional lighting
  - Stewarding/security
  - Signage
  - Visibility/hazard tape
- All crew are to be briefed on ensuring good housekeeping, preventing items causing trip hazards to others and hazard spotting.
- The PM will manage the site throughout the build, event and breakdown, to remove/mitigate these hazards where possible.
- The PM must ensure that public lighting is of adequate illumination in and around the area to enable staff to work safely. Where this is not the case the staff will be relocated to better illuminated area.

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- Crew carrying items up and down the stairs must hold on to the handrails for added safety, therefore lifting weights must be light.
- Floor surfaces will be anti-slip. If this is not the case, a suitable anti-slip covering will be installed and refreshed as required
- A cleaning schedule will be agreed so as to ensure that the floor surfaces are kept clean, dry and free of obvious hazards
- The stock of a-board caution signs will be held on-site for use
- The venue management team will hold a supply of salt/grit on-site and buckets with trowels. In the instance of ice or snow, salt will be spread around doorways and walkways around the site.
- Floor coverings will be checked during the pre-start checklist
- There should be ample lighting outside the venue where the staff and public have access. Flood lights will be provided as required
- In the event of a spillage or broken glass, the staff member spotting it will remain at that location to warn passers-by until a cleaning team can respond
- Drinks will not be permitted on the dancefloor so as to reduce the likelihood of slips
- The kitchen will identify in/out lanes via two openings so as to reduce the likelihood of service staff colliding when entering/exiting the kitchen
- Fire lanes throughout the venue will be identified which may be used by service staff to prevent the likelihood of collisions and spillages etc
- Any hazards on-site will be effectively cordoned until such a time as they can be effectively controlled
- Carpets and floor coverings will be fitted with a chamfered and contrast edge and secured to prevent puckering

STAFF WELFARE FACILITIES

- Staff will receive breaks within the schedule.
  - 20 mins every 6 hours for over 18's
  - All staff should be afforded 11 hours continuous rest within a 24 hr period
  - Venue management team to make reasonable checks regarding staff working hours against the reference period
- Staff advised to wash hands before and after eating
- Rest area with sufficient seating and lockers to be provided for staff
- Sufficient toilets to be installed in the venue to accommodate staff

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VEHICLE MOVEMENTS

- A delivery/collection schedule will be agreed with the venue to ensure load-in/load-out can be undertaken safely without loading areas becoming congested
- The event team will supervise load-in and load-out
- Suitable PPE to be worn
- Safe working areas identified as required
- Staff to wear class 2 high-vis vests
- Banksmen to be used when reversing vehicles within loading areas

WIND AND ENVIRONMENTAL FACTORS

- This venue includes space in an external location.
- Technical data will sought from all structure providers for each type/style of structure used on-site detailing the design (max') wind speed and a weather management plan will be drawn up
- The weather management plan details actions at certain percentages of the design wind speed.
- Wind speeds (principally gust speeds) will be checked daily by the event manager via the Met Office. If wind speeds are predicted to be within 5mph of the lowest action level, then a handheld anemometer will be checked at 30 minute intervals and the results recorded (see appendix). By taking measurements locally, a more accurate picture of increasing or decreasing levels may become apparent and will also take into account the local topography.
- The weather management plan also details measures to be taken in the event of snowfall. This will principally comprise keeping the structure heated to a level defined by the structure provider so as to ensure snow melts and does not rest on the roof thus increasing the load
- In the event of ice or snow venue management will salt all walkways and entranceways to/from/around the space

WORK EQUIPMENT (TOOLS)

All contractors will ensure that the tools they use are;

- Suitable for use
- Only used for the suitable purposes
- In efficient working order
- Restricted in use for only those that are competent to use them
- CE marked
- Is free from obvious defects

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As part of the contractor risk assessment process, they must ensure that they have taken the above into consideration and ensured that appropriate control measures and precautions are taken to ensure the safety of their staff and those around them.

WORK AT HEIGHT

- Work at Height Regulations will be followed by all staff, contractors and crew on site.
- Work at height will be avoided wherever possible i.e. carrying out the works at ground level before hoisting to final height.
- If unavoidable ladders should only be used for the minimal duration
- Collective control measures will be prioritised over individual control measures where possible
- All event staff to work from ground level where possible.
- Contractors will follow their safe systems of work, method statements and risk assessments.
- 'Drop Zones' will be created to keep other workers out of areas where work at height is taking place, if it is unavoidable that people are in this area, hard hats will be worn.
- Ladders should be footed by a second person

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Appendix A: Risk Assessment

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Risk Assessment

Venue name:	Play House		
Client:	CK Entertainments Ltd		
Build dates:		**De-rig dates:**	
Event dates:		**Location:**	195-199 Cottis Lane, Epping, CM16 4BL
Your Reference:		**Our Reference:**	
Reviewed by:		**Prepared by:**	Hannah Nash

Date:	Status:	Author:	Version:
30.06.2020	Proof	Hannah Nash	1.0

Information

Number 8 Events Ltd (hereafter referred to as Number 8) has been instructed by CK Entertainment Ltd to produce a risk assessment to cover the undertakings and activities in respect of Play House at Cottis Lane, Epping

The venue is owned and operated by CK Entertainment Ltd

Details of set up and activity specifics are contained within the method statement at the front of this document.

Disclaimer

Whilst every precaution has been taken in the preparation of the risk assessment, the author assumes no responsibility whatsoever for errors or omissions resulting from the event organiser's failure to share or disclose relevant information.

Information relating to the event is as outlined in emails and discussions between Number 8 and the client.

This risk assessment does not include any areas, activities or processes that the author was not made aware of or where information was not provided during the preparation of the risk assessment or subsequent communications prior to or post issue of this document.

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Risk Assessments

Although certain regulations place an obligation on the employer to assess risks associated with specific hazards (e.g. hazardous substances, display screen equipment, manual handling), the Management of Health and Safety at Work Regulations 1999 (MHSWR) place a responsibility on the employer to determine all risks to which his employees are subject and to adequately control those risks. The Approved Code of Practice (ACoP) to the MHSWR gives practical advice on the risk assessment process. In brief, it states that a risk assessment should:

- Ensure that all relevant risks are addressed.
- Address what actually happens in the workplace or during the work activity.
- Ensure that all groups of employees and others (including visitors to the site) who might be affected are considered.
- Identify groups of workers who might be particularly at risk, for example young or inexperienced workers, those who work alone, and any disabled staff.
- Take account of existing preventive or precautionary measures.

The findings of the risk assessment must be communicated to those who will work, or otherwise come into contact with the hazards and risks identified therein.

The control measures, indicated within this assessment, are considered to be reasonably practicable measures, to control the identified risks based on the authors experience of events of this or other similar types of events and, where appropriate, following on from any necessary research and/or consultation with other industry experts as required.

It is incumbent upon the client or their nominated person responsible for the management of safety for the event activation to ensure that the control measures are implemented and managed throughout all phases of the event.

During the event a process of continuous assessment and reassessment will be undertaken by the event organiser to ensure appropriate, dynamic, risk controls are put in place to reflect those changes which may affect the existing risk controls identified within this assessment and/or those additional developing hazards not covered within this assessment.

A review of the assessment will be made, should further information be received which suggests that the documented control measures are found to be unsuitable, insufficient, ineffective, where there is a significant change in working practices or an incident occurs.

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AREA OF ASSESSMENT: CORONAVIRUS (COVID-19)

Please note that this section of the risk assessment is written on the assumption that government advice at the time of opening allows for indoor venues to operate.

Hazard(s)	Persons at risk	Control measures	Responsible
Staff and guests attending from specified affected locations	Staff Contractors Public	Client will try to find out if any person working at the venue has a mild cough or low-grade fever (37.3 C or more) Category 1 persons to self-isolate and contact NHS 111 Category 2 person to self-isolate and contact NHS111 only if they develop symptoms Client will brief employees, contractors and customers that if COVID-19 starts spreading in your community anyone with even a mild cough or low-grade fever (37.3 C or more) needs to stay at home. They should also stay home (or work from home) if they have had to take simple medications, such as paracetamol/acetaminophen, ibuprofen or aspirin, which may mask symptoms of infection Client will continue communicating and promoting the message that people need to stay at home even if they have just mild symptoms of COVID-19.	Client
Staff and guests attending from anywhere else in the world	Staff Contractors Public	These staff can continue to attend work unless they have been informed that they have had close and/or sustained contact with a confirmed case of COVID-19 If individuals are aware that they have had close contact with a confirmed case of COVID-19 they should contact NHS 111 for further advice.	Client
A person becomes unwell and believes they may have been exposed to COVID-19	Staff Contractors Public	If the person has not been to specified areas in the last 14 days, then normal practice should continue. If someone becomes unwell and has travelled to China or other affected countries, the unwell person should be removed to an area which is at least 2 metres away from other people. If possible find a room or area where they can be isolated behind a closed door. If it is possible to open a window, do so for ventilation.	Client

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Hazard(s)	Persons at risk	Control measures	Responsible
		The individual who is unwell should call NHS 111 from their mobile, or 999 if an emergency (if they are seriously ill or injured or their life is at risk) and explain which country they have returned from in the last 14 days and outline their current symptoms. Whilst they wait for advice from NHS 111 or an ambulance to arrive, they should remain at least 2 metres from other people. They should avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag or pocket then throw the tissue in the bin. If they don't have any tissues available, they should cough and sneeze into the crook of their elbow. If they need to go to the bathroom whilst waiting for medical assistance, they should use a separate bathroom if available. If any persons reports with even a mild cough or low-grade fever (i.e. a temperature of 37.3 C or more) they should stay at home and self-isolate. This means avoiding close contact (1 meter or nearer) with other people, including family members. They should also telephone their healthcare provider or the local public health department, giving them details of their recent travel and symptoms. A stock of face masks should be held on-site. A face mask can be given to the individual to wear on their journey home N.B. Where others are required to assist the unwell person, communication should take place at a distance of at least 2m, or better still through closed doors/windows. If any persons reports with even a mild cough or low-grade fever (i.e. a temperature of 37.3 C or more) they should stay at home and self-isolate. This means avoiding close contact (1 meter or nearer) with other people, including family members. They should also telephone their healthcare provider or the local public health department, giving them details of their recent travel and symptoms.	

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Hazard(s)	Persons at risk	Control measures	Responsible
		A stock of face masks should be held on-site. A face mask can be given to the individual to wear on their journey home	
Poor standard of cleanliness at the premises		Client will brief cleaners to ensure workspaces are clean and hygienic though increased frequency of cleaning: • Surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) need to be wiped with disinfectant regularly • Special attention should be paid to contact points such as light switches and door handles	
Poor standard of cleanliness at the premises following confirmed case	Staff Contractors Public	Once symptomatic, all surfaces that the person has come into contact with must be cleaned including: • all surfaces and objects which are visibly contaminated with body fluids • all potentially contaminated high-contact areas such as toilets, door handles, telephones Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with body fluids do not need to be specially cleaned and disinfected. If a person becomes ill in a shared space, these should be cleaned using disposable cloths and household detergents, according to current recommended workplace legislation and practice.	Client
Waste disposal (following occupation of the venue by an suspected infected person)	Staff Contractors Public	All waste that has been in contact with an infected individual, including used tissues, and masks if used, should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied. It should be put in a safe place and marked for storage until the result is available. If the individual tests negative, this can be put in the normal waste. Should the individual test positive, further instruction will be obtained from PHE	Client
Post event it is discovered that a confirmed COVID-19 case attended the event	Staff Contractors Public	Closure of the workplace is not recommended. The venue will be contacted by the PHE local Health Protection Team to discuss the case, identify people who have been in contact with them and advise on any actions or precautions that should be taken.	Client PHE

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Hazard(s)	Persons at risk	Control measures	Responsible
		A risk assessment of each setting will be undertaken by the Health Protection Team with the lead responsible person. Advice on the management of staff and members of the public will be based on this assessment. The Health Protection Team will also be in contact with the case directly to advise on isolation and identifying other contacts and will be in touch with any contacts of the case to provide them with appropriate advice. Advice on cleaning of communal areas such as offices or toilets will be given by the Health Protection Team If someone at the meeting or event was isolated as a suspected COVID-19 case, Client will let all participants know this. They should be advised to monitor themselves for symptoms for 14 days and take their temperature twice a day. If they develop even a mild cough or low-grade fever (i.e. a temperature of 37.3 C or more) they should stay at home and self-isolate. This means avoiding close contact (1 meter or nearer) with other people, including family members. They should also telephone their healthcare provider or the local public health department, giving them details of their recent travel and symptoms	
Accidental spread of COVID-19 viral infection	Staff Contractors Public	Pre – opening: • Client will identify an isolation space at each venue visited which could be used if needed • Client will ensure that face masks and / or paper tissues are available on-site, for those who develop a runny nose or cough at work, along with closed bins for hygienically disposing of them. • Client will ensure that all staff and public at the event provide contact details: mobile telephone number, email and address where they are staying. Client will state clearly that their details will be shared with local public health authorities if any participant becomes ill with a suspected infectious disease. If they will not agree to this they will be excluded from the event. Details to be retained for 1 month • Client will lay out chairs to allow 1 metre between people if there is space During event: • Client will monitor the news and Public Health England (PHE) updates	Client

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Hazard(s)	Persons at risk	Control measures	Responsible
		• Client will provide information or a briefing, preferably both orally and in writing, on COVID-19 and the measures that are being taken to make this event safe for participants – see MS • Client will ensure all persons have access to handwash facilities with soap, warm running water and hand dryers or clean towels (preferably disposable) and that staff are briefed to thoroughly clean hands on a regular basis • Anti-bacterial hand rub dispensers will be placed in prominent event areas and will be regularly refilled • Signage displayed in staff and public areas as shown in the MS	
Lack of information provided to staff and contractors	Staff Contractors	Unambiguous information should be provided to staff and contractors via inductions/briefings Management staff should be provided quick and easy access to this document so that the procedures can be followed accurate and effectively	Client
Lack of good communication with public	Public	Where postponements or cancellations are required, the communication response (via social media etc) will be agreed with interested parties prior to issue Information relating to how the event organiser intends to lessen the risks associated with Coronavirus may be issued pre-event depending on the profile of the audience. This may be via such as direct mail, email and social media	Client
Lack of good communication and information sharing with interested agencies	Staff Contractors Public	In the event of any incident the Silver and Gold teams should convene. Other interested agencies such as Public Health England, Police, NHS etc may be involved and take primacy of the situation. In such cases the event team will liaise to discuss how best to ensure the safety and welfare of others Where information about individuals is held, Client will liaise with public health authorities and facilitate the sharing of the information about all symptomatic participants (such as their itineraries, contact information, visa procedures, hotel bookings).	Client

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Hazard(s)	Persons at risk	Control measures	Responsible
Exposure to Covid-19 resulting from poor travel planning	Staff	Employees will have the latest information on areas where COVID-19 is spreading via https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/ Based on the latest information, Client assess the benefits and risks related to upcoming travel plans. If there is any doubt travel will be postponed Client will avoid sending employees who may be at higher risk of serious illness (e.g. older employees and those with medical conditions such as diabetes, heart and lung disease) to areas where COVID-19 is spreading. Where travel is essential, advice will be provided to the individual by a competent person It will be compulsory for all employees to travel with anti-bacterial hand rub	Client
Exposure to Covid-19 as a result of poor hygiene by staff and public whilst traveling	Staff	Encourage employees to wash their hands regularly and stay at least one meter away from people who are coughing or sneezing Ensure employees know what to do and who to contact if they feel ill while traveling. Ensure that employees comply with instructions from local authorities where they are traveling. If, for example, they are told by local authorities not to go somewhere they should comply with this.	Client
Spread of infection after travelling	Staff	Employees who have returned from an area where COVID-19 is spreading should be briefed to monitor themselves for symptoms for 14 days and take their temperature twice a day. If they develop even a mild cough or low grade fever (i.e. a temperature of 37.3 C or more) they should stay at home and self-isolate. This means avoiding close contact (one meter or nearer) with other people, including family members. They should also telephone their healthcare provider or the local public health department, giving them details of their recent travel and symptoms.	Client

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AREA OF ASSESSMENT: INSTALLATION

Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
Damage to property during installation	n/a	Competent contractors selected for this project. All contractors to be shown the route into the venue spaces prior to load-in/out	Venue Manager to monitor the build load in. Sufficient time has been afforded to install without rushing. Venue management to agree routes to/from the event spaces before arrival to site	Venue
Injury to persons during installation	Staff Contractors	Competent contractors selected for this project. All contractors to be shown the route into the event spaces prior to load-in/out	Venue Manager to monitor the build load in. Sufficient time has been afforded to install without rushing. Two/four man lifts to be supervised by a third person who is not lifting, they will escort the team through the route and stop them if potential conflict with passers-by. Staff to be wearing high visibility clothing. If possible, the venue should notify employees (or others) within the area of the works being undertaken. Build and de-rig to take place out of hours Safe working areas established as required	Venue

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
Vehicle movements	Staff Contractors		A delivery/collection schedule will be agreed with the venue to ensure load-in/load-out can be undertaken safely without loading areas becoming congested The event team will supervise load-in and load-out Suitable PPE to be worn Safe working areas identified as required Staff to wear class 2 high-vis vests Banksmen to be used when reversing vehicles within loading areas	Venue
Blocked fire routes	Staff Contractors	Venue Manager to ensure that no fire exit routes are blocked by installing infrastructure.	Venue Manager to ensure that all crews are briefed to leave items away from fire exit routes when loading/unloading. Where staff are required to carry items through long routes passing fire exit routes, they will not stop or wait within fire routes. They will designate waiting areas, outside of the fire routes. Venue Manager to carry out regular walk rounds during load-in/out of the venue.	Venue Contractors Venue

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AREA OF ASSESSMENT: SLIPS, TRIPS AND FALLS

Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
Injury due to slip, trips or falls	Staff Contractors Public		Staff will monitor areas that they are working within and report any defects through to venue management. Cables will be managed under the identified cable hierarchy – see MS Where at all possible cables will not cross public footpaths on the floor. Where absolutely necessary a temporary solution will be sourced onsite in line with the method statement and dynamic assessment made onsite. No storage boxes will be left in the public footpaths. The project manager (PM) must ensure that work lighting is of adequate illumination in and around the area to enable staff to work safely. Additional lighting will be installed as required No storage/boxes left in the public areas or venue walkways/thoroughfares Staff/contractors to be briefed about avoiding creation of trip hazards by good housekeeping of work areas during build, the live event and de-rig	Venue

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
			Floor surfaces will be anti-slip. If this is not the case, a suitable anti-slip covering will be installed and refreshed as required (temporary flooring is typically not suited to continual cleaning over multiple days) A cleaning schedule will be agreed so as to ensure that the floor surfaces are kept clean, dry and free of obvious hazards – venue cleaners can be called on as/when required The stock of a-board caution signs will be held on-site for use The venue team will hold a supply of salt/grit on-site and buckets with trowels. In the instance of ice or snow, salt will be spread around doorways and walkways around the site. Floor coverings will be checked during the pre-start checklist In the event of a spillage or broken glass, the staff member spotting it will remain at that location to warn passers-by until a cleaning team can respond Fire lanes throughout the garden room will be identified which may be used by service staff to prevent the likelihood of collisions and spillages etc	

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
			Any hazards on-site will be effectively cordoned until such a time as they can be effectively controlled Carpets and floor coverings will be fitted with a chamfered and contrast edge and secured to prevent puckering Nightclub floor will be cleaned thoroughly after every fitness class during Play House – Play Fit to avoid slipping on sweat or spilt water Nightclub dance floor will be regularly mopped for any spillages and swept for any broken glasses or bottles	

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AREA OF ASSESSMENT: VENUE

Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
Poor crowd management resulting in injury	Staff Contractors Public	Closed work site during build Authorised access only (security to control access) CCTV in use by venue security	Security are on-site and can be called to deal with disruptive members of public Each area of assembly affords ample space for the number of guests invited based on the venue's recommended occupancy levels (to be determined by fire risk assessment) Public are expected to be good natured and compliant The venue team will monitor crowd densities and ensure that they do not exceed 2 people per m2 in any area (or as recommended in BS9999 – see MS for details) The venue team will maintain safe working areas on-site with a solid barrier line, closed rooms (with signage on entrances) or a closed event site where access is controlled by security The venue team will monitor walkways between around the venue and check them for obstructions ahead throughout the open period	Venue
Insufficient welfare facilities	Staff Contractors Public	The venue has sufficient numbers of toilets for the number of staff/public Drinking water and refreshments available from nearby retailers	The PM will ensure that staff receive sufficient time to have a break during their working schedule. Project managers from contractors will ensure that their crews receive breaks within their work schedule.	Venue

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
		Staff will be advised to wash hands before and after eating Staff will be advised only to purchase sustenance from retailers with at least a 4 out of 5 food hygiene rating scheme score	Minimum of 20 minutes per 6 hour shift. This should be dynamically assessed by the PM and Project Managers onsite and may depend on work load, type of work, frequency and intensity. Rest area for staff with sufficient seating for the number of staff and lockers for personal belongings to be provided.	
Poor management of venue emergency	Staff Contractors Public		Emergency plan to be in place before opening Staff will adhere to site emergency rules, know the location of the assembly point, know the means of raising the alarm and the alarm signal/sound Mobile telephones available for calling the venue or emergency services (ideally the PM will contact the venue as opposed to the emergency services directly)	Venue
Trespass or public attack	Staff Contractors Public	Security contractor appointed for the venue CCTV covering the whole venue monitored by the security team	The venue manager will brief the staff on the means of contacting the on-site security team for assistance. Staff briefed on counter terrorism measures as outlined in the method statement Staff briefed on the UK's "Run, Hide, Tell/Stay Safe" advice when an attack involving firearms is suspected.	Venue
Lack of safety monitoring	Staff Contractors Public	The company's safety policy identifies the accident reporting procedure which is in place. This is to be adhered to by staff.	Venue team to record all near-misses, dangerous occurrences and accidents.	Venue

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
			Incidents reportable under RIDDOR will be reported to the HSE as required by the venue team	
Venue infrastructure	Staff Contractors Public	The venue is responsible for the suitability, structural stability and safety of all venue infrastructure.	This activity does not require any alterations to the venue infrastructure.	Venue
Suitability for wheelchair users	Wheelchair users	No wheelchair access		
Insufficient first aid cover	Staff Contractors Public	Accident and emergency departments are within reasonable reach of the venue. Emergency vehicle access available at the venue.	Staff and contractors to be briefed by the venue contact on procedures for calling for first aid. Medical contractor to be appointed to provide sufficient first aid staff at the venue each opening day with consideration taken for specific activities (fitness classes etc)	Venue Medical contractor

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AREA OF ASSESSMENT: COMMUNICATION

Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
Insufficient communication	Staff Contractors Public		A key contact list will be circulated prior to opening each day Two-way radios will also be used	Venue

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AREA OF ASSESSMENT: CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
Improper storage and use of hazardous substances	Staff Contractors Public	Number 8 has not been made aware of any hazardous substances	Where low risk sanitisers are used, the manufacturer's instructions will be adhered to It is anticipated that venue cleaners will have some hazardous substances on-site. The contracted cleaner is responsible for a suitable risk assessment and the implementation of measures to ensure these substances are used safely. Material safety data sheets (MSDS) to be kept on-site for reference. If paints/thinners are to be used, equipment must not be cleaned or disposed of on-site	Venue

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AREA OF ASSESSMENT: NOISE

Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
Injury due to high noise levels during build	Staff Contractors	Number 8 Events has not been informed of any noisy working practices.	During build if noise exceeds 80dbA then appropriate hearing protection must be worn Workers will receive adequate rest breaks away from the hearing protection zone to ensure their cumulative dose remains low. Site working hours agreed pre-even	Venue
Injury due to high noise levels during event	Staff Public	All contractors and crew to be briefed that noise levels on-site may reach action levels and to bring ear protection with them	Venue management to adhere to the Control of Noise at Work Regulations 2005 Ear protection to be made available to staff on noise doses up to and including first action level Staff exposure to be estimates then working areas rotated between noisy and quieter areas and where possible, position them away from direct noise sources, such as speakers All staff to take adequate breaks away from high noise/sound areas Brief staff that if they start suffering from headaches or ear ringing they should report it to supervisors and get moved or take a break in a quiet area Supervisors to monitor ear protection areas	Venue

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
			Competent monitor engineers will be employed to operate a well-balanced monitor system and maintain a reasonable work environment for all workers allowing them to operate at a comfortable level. Sound checking will be conducted with the minimum number of people present as possible, workers will be informed of sound checking timings before they occur. The duration of sound checking will be kept to a minimum to limit exposure. Speaker stacks and flown PA will be separated from workers to ensure it is impossible for workers to get too close to the source of sound. This will be done using elevation of speakers.	

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AREA OF ASSESSMENT: VENUE INFRASTRUCTURE

Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
Incorrect installation	Staff Contractors Public	Competent contractors which are experienced at working on projects of this type have been selected.	Contractors to provide risk assessment and method statement for their activity. Contractors to provide competent crew and a project manager. All installations will be checked by the contractor's project manager and a completion form will be signed. Contractors will ensure that any bases within public thorough fairs are highlighted appropriately this not creating a trip hazard	Contractors
Building dust generated during the build	Staff Contractors		Dust extraction to be addressed by the contractor in its risk assessment Use of pre-cut or correct size materials to reduce cutting on-site Use of less powerful tools (e.g. splitters instead of saws) Consider use of dust extraction by tool vacuum attachment or ventilation systems PPE and RPE (FFP3) to be worn by all staff within the vicinity, although group controls are preferred	Contractors

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
Structural collapse (including as a result of inclement weather)	Staff Contractors Public	Competent contractors used for design and installation of all temporary structures Contractor method statements and risk assessments to be submitted prior to event for review Temporary structures must be constructed according to manufacturer's instructions, plans, calculations and method statements, and certified as such by contractors on completions forms Structures designed and installed in line with IStructE Guidance (where applicable)	All joints and bolts will be inspected by the installing contractors project manager (or senior/responsible person)to ensure they are tightened satisfactorily All equipment, infrastructure and installations will be visibly checked by the contractor to ensure they are stable and set-up correctly before use All equipment to be used as per the manufacturer's guidance Contractors will sign completion certificates once they have finished the installation to confirm that they are safe for public access Suitable bracing and fixing with hardware or ballast will be installed in line with plans All stage platforms will be able to withstand 5kN/m2, and handrails 3kN per m run Where structures are built outdoors, or subjected to dynamic loads they will be installed according to the recommendations of an independent structural engineer to ensure stability	Contractors
Injury caused by the construction and/or	Staff Contractors Public		All contractors must carry out their tasks according to their documented method statements, using staff which are competent to carry out the tasks	Contractors

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
subsequent removal of equipment and infrastructure.			Contractors must ensure areas under/around their works are kept clear or cordoned off Manual handling techniques (as briefed for each work task) to be followed A safe working area will be established	Venue

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AREA OF ASSESSMENT: ELECTRICITY

Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
Electric shock	Staff		EICR certificate to be obtained prior to any work is carried out. Installation of plug and play distribution equipment will be carried out by competent persons from the contractors All electrical work (distribution) will be installed, tested and signed off as complete in accordance with the Electricity at Work Act 1989, BS7671:2018 (18th Ed Wiring Regulations), BS7909: 2011 – The Code of Practice for the creation and operation of Temporary Electrical Systems for Entertainment and Related Purposes All items of electrical equipment brought to site are to be visually assessed by the operator for signs of damage prior to installation. Items deemed to be in doubt will be removed to a separate store and will not be installed unless deemed to be safe by a competent person. No repairs are to be undertaken on equipment in service and all such repairs shall be undertaken by a competent person only. Portable equipment shall be covered by current PAT test where appropriate. Hand held tools should, where possible, be 110V or battery operated. Where this is not possible, and for	Venue Contractors

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
			other hand held equipment, residual current devices having a 30mA tripping current and a maximum operating time of 30 milliseconds should be used. Test buttons should be incorporated.	
Wiring	Staff Contractors		Equipment featuring fixed wiring systems manufactured on-site from standard electrical components including flat twin and earth cable and standard 13 amp plugs and sockets must follow the requirements of the 18th Edition and any deviations are addressed in Part 7 Section 711. A competent person should sign-off any fixed wiring systems	Contractors

AREA OF ASSESSMENT: WORK AT HEIGHT

Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
Injury TO persons working overhead	Staff	Contractors to carry out all work at height, this will be under their own RAMS	If ladders are used. They will be done so in line with the HS Guidance for using Step Ladders (and only by competent persons) Work at height will be avoided wherever possible i.e. carrying out the works at ground level before hoisting to final height. If unavoidable ladders should only be used for the minimal duration	Contractors

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
			Collective control measures will be prioritised over individual control measures where possible Contractors will follow their safe systems of work, method statements and risk assessments. Ladders should be footed by a second person	
Injury FROM persons working overhead	Staff Contractors	Contractors to carry out all work at height, this will be under their own RAMS	Exclusions zones to be created at ground level to prevent any third party access. Correct PPE will be enforced at all times. Working methods will be monitored throughout the event and changes made as necessary, further guidance will be sought from the offsite H&S advisor if required. 'Drop Zones' will be created to keep other workers out of areas where work at height is taking place, if it is unavoidable that people are in this area, hard hats will be worn. Ladders should be footed by a second person	Contractors

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AREA OF ASSESSMENT: MANUAL HANDLING

Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
Unsafe manual handling	Staff Contractors		Staff members to be provided with manual handling training on the commencement of their employment with the venue Team lifts will be in place as identified in contractor documents Competent contractors on site to carry out manual handling and will be sufficiently trained in the correct manual handling procedures Where manual handling is required, measures are to be introduced to minimise or eliminate manual handling, by using trolleys. All lifts must be properly prepared and thought through with additional labour employed for heavy items. Areas around unusual lifts should be cordoned off before work commences to prevent third party injury. Only those staff competent and trained in safe manual handling to undertake work - staff must follow their safe systems of work and method statements whilst on-site All crew to be trained in the use of handling/lifting equipment before use.	Venue

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
			Staff with back injuries to inform their Manager and not lift heavy items Safe manual handling procedures within the method statement of this document will be followed for guidance	

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AREA OF ASSESSMENT: FIRE

Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
Lack of fire safety	Staff Contractors Public		Comprehensive fire risk assessment to be carried out at the venue to determine capacity, fire strategy, detection system, and fire-fighting media requirements. PM to ensure that staff and contractors to ensure that they are aware of where the nearest fire exit and fire extinguisher is. PM to ensure that staff and contractors to be aware of the fire alarm signal and evacuation assembly point. Any materials/branding etc used at the event to be of flame retardant material. Fire-fighting equipment to be supplied as required by the fire risk assessment	Venue
Combustible materials build up causing fire.	Staff Contractors Public		All waste to be removed from venue to waste collection points on site. No combustible materials to be kept near sources of ignition and hot surfaces Venue management to promote good housekeeping and clean/tidy working areas	Venue
Injury to persons due to lack of fire	Staff Contractors Public		Venue fire detection to be installed as determined by the fire risk assessment	Venue

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
detection and warning of fire			Clear instructions for raising the alarm and evacuation of members of the public at the venue will be issued to staff and contractors from the venue contact (or disseminated by the PM) On noticing a fire, staff will contact the PM, then if safe to do so use a fire extinguisher tackle the fire or otherwise follow the instructions given on the venue fire evacuation notice.	
Lack of escape routes	Staff Contractors Public	Clear fire routes out of the space	Venue management team to ensure that sufficient illuminated sugnage is installed Staff and contractors will not block any fire routes or fire exits. Venue management will check that fire exits leading directly from the space are clear of obstruction and unlocked	Venue
Lack of fire training	Staff Contractors Public		Staff will receive an emergency evacuation briefing from the venue management team during induction.	Venue

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AREA OF ASSESSMENT: PROVISION OF ALCOHOL

Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
Distribution of alcohol	Staff Contractors Public		Venue to operate under the conditions of the licence Venue to operate a Challenge 25 policy	Venue
Contamination of products	Staff Contractors Public		Bar staff to check the product prior to opening. All items that they are unsure of will be disposed. All products to be stored away from public access. All products sourced directly from a respectable supply chain and deemed suitable for public consumption. Any opened/contaminated/broken seal products will not be used.	Bar staff
Intoxication	Staff Contractors Public		Quantities supplied will be monitored and provided under the supervision of the designated premises supervisor Bar staff to monitor consumption of alcohol on-site and effect refusal of additional alcohol to anyone who appears intoxicated to the point of impairment of physical and mental faculties. Refusal log to be kept on-site	Bar staff
Glassware/broken glass	Staff Contractors Public	Venue is responsible for means of cleaning glass breakages on-site.	Venue is responsible for means of cleaning glass breakages on-site. Venue staff to monitor the area	Venue

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
			All breakages will be controlled immediately and reported to the venue so that they can clear it up by appropriate means. Venue is responsible for the safe disposal of the broken glass.	

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AREA OF ASSESSMENT: PERFORMANCES

Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
Injury to person taking part in performances	Staff (performers)		All performers have been selected based on their competence and suitability to the performance brief. No unrehearsed performances will take place on-site. Performers are responsible for ensuring they are wearing suitable clothing and footwear for the activity. All performers will be responsible for warming up prior to the performance and warming down post the performance. Appropriate contrast edging will be installed on raised stage areas Appropriate steps with hand and intermediate rails will be fitted to the rear and sides of raised stage areas (as per the Building Regs). Appropriate anti-slip surface on stage areas Where platforms are placed on stages, to be used periodically by performers, the point load limits will not be exceeded.	CK Entertainment Performers
Injury to spectators/the	Staff Contractors Public		Viewing areas are separate to performance areas	Venue Performers

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
audience and others			All performers, bands & DJ's to hold adequate insurance cover and provide proof of PAT certification for equipment. Only via rigging points which have been deemed suitable by a structural engineer taking into account the dynamic/live loads imposed on the structure and equipment. The production company in consultation with the entertainment providers will ensure that truss and venue rigging points are used with SWL/UDL's	Venue/Performers
Use of haze machine	Staff Contractors Public		A haze machine will be used according to the manufacturer's guidance, as supplied with the unit Haze solution will be from a reputable supplier and invoices will be held of file for traceability Haze solution will be stored in a back of house area according the instructions for storage and will at all times be kept in clearly marked containers	Venue
Use of smoke machine	Staff Contractors Public		A fog machine will be used according to the manufacturer's guidance, as supplied with the unit Fog solution will be from a be from a reputable supplier and invoices will be held of file for traceability	Venue

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
			Fog solution will be stored in a back of house area according to the instructions for storage and will at all times be kept in clearly marked containers Fog solution to be handled with care by a competent person PPE such as rubber gloves, goggles and RPE are recommended when handling the fluid during refills.	
Use of lasers during performance	Staff Contractors Public		The entertainment contractor and/or performer are responsible for carrying out a risk assessment The risk assessment must take account of the main hazards associated with lasers, which are eye and skin burns, electricity and fire. Laser hazard classifications are used to signify the level or hazards inherent in a laser system and the extent of safety controls required. All lasers should carry information stating their class and any precautions required during use. Lasers rated 3 class and above present a significant hazard and must be managed by a competent person (laser safety officer) to ensure safety during both installation and use. Laser beams shall be at least 3 meters above the highest affected floor level at all times and arranged so that they cannot scan onto any person. Supporting structures shall	Venue

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
			be rigid to avoid any accidental misalignment of the laser(s). Where scanning is requested, a specific risk assessment should be provided by CK Entertainment Ltd. Laser equipment, including mirrors shall be placed out of the reach of the public. All fixed mirrors, if approved for use in the display area and having been correctly set, must be locked or otherwise secured in position so as to prevent subsequent or unauthorised readjustment. The alignment of the laser installation including any mirrors must be checked on a daily basis. The means of electrical isolation of the mains supply must be provided adjacent to the laser machine. Adequate mains water supply must be provided to the laser where the laser is water-cooled.	
Use of Lighting Special Effects and Strobe light	Staff Contractors Public		Warning notices will be displayed when this effect is intended to be in use Strobe lighting to be used only by a trained and competent person Strobe lighting not to exceed 5HZ	

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
Use of Ice Fountains on bottles	Staff Contractors Public		Staff should attach ice fountains to the bottles securely using clips before they are lit Do not hold or touch the ice fountains directly while lit, ensuring care not to touch the flame or sparks Ensure that the flame or sparks do not come into contact with any surface or fabrics. Do not use near flammable articles. Ensure the area is well ventilated during use Only touch the cardboard of the ice fountain, after the flame has completely gone out Do not try and extinguish the flame or sparks	

AREA OF ASSESSMENT: EXERCISE CLASSES DURING PLAY HOUSE – PLAY FIT

Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
Physical Injury to person taking part in classes	Staff Public		All classes to be led by a qualified instructor, experienced in leading exercise classes in a non-gym setting	

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
			All equipment should be regularly inspected for faults and maintained as per the manufacturers guidelines The floor space should be thoroughly cleaned and inspected for damage that could cause trips or slips and debris such as glass or plastic that could cause damage to skin. Classes should not be over-subscribed resulting in insufficient space to work safely. The instructor should check there are no prior injuries before each session. The instructor may stop a member training if they observe any distress. All customers should participate in warm up and stretching at the beginning of each session. An injured customer shall cease training immediately and first aid will be applied. The customer shall be given medical help or directed to seek medical advice. Classes should not be over-subscribed resulting in insufficient space to work safely.	
Dehydration	Staff Public		Customers should be advised to bring water to the session and drink it regularly during the session and to re-	

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Hazard(s)	Persons at risk	Existing control measures	Proposed control measures	Responsible
			hydrate thoroughly after the session. Water should be available throughout the sessions to refill if required. The temperature of the room should kept cool and be well maintained, particularly during warmer climates.	
Dizziness, hyperventilation, nausea and exhaustion	Staff Public		Dizziness, hyperventilation and general exhaustion can occur during strenuous exercise. All customers should be encouraged to take a rest if required and not push themselves too far. Classes and programmes should be considered beforehand and led by a qualified and experienced instructor	

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CL182PH

the EVENT SAFETY advisors

NUM8ER EVENTS

Number 8 Events Ltd
0203 743 7292
The Hayshed
Sparrows Lane
Matching Green
CM17 0RP
number8events.com

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Appendix B: Accident/Incident Report Form

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Accident/Incident Form

PLEASE COMPLETE ALL SHADED AREAS IN AS MUCH DETAIL AS POSSIBLE

Details of the person who had the accident/incident:
Name:
Address:
Position:
Date of Injury:
Place of incident:

Details of the person filling in the report (if not the person who had the accident)
Name:
Address:
Position:

Details of the accident/incident
A detailed report with photographs and witness statements should be attached for serious occurrences. Continue on back if necessary.

Immediate causes:

Underlying causes:

RIDDOR: YES NO

Please ensure that an accident / incident report is completed and forwarded to Number 8 Events within 24 hours of the accident occurring. Remember that accidents involving major injuries or dangerous occurrences must be reported immediately by telephone.

SIGNED PRINT NAME DATE

Appendix C: Pre-start Checklist

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Pre-start Checklist

Overview	
Date:	
Time:	
Venue:	
Print name:	

The Venue:	Yes	No	n/a
Has the venue team confirmed they are ready for opening today?			
Has any new information from the venue been disseminated to staff?			
Access:	**Yes**	**No**	**n/a**
Are paths, steps and ramps maintained to minimise slip and trip risks?			
Is lighting suitable and sufficient to allow safe ingress/egress (including emergency exits)?			
Is there matting to minimise rainwater etc being carried into the building?			
Are rooms and corridors sufficiently lit?			
Are there any trailing leads, cables or other trip hazards (including back of house/production areas)?			
Are permanent fixtures in good condition (seats, shelving, signage etc)?			
Is internal flooring in good condition (carpets etc)?			
Where doors contain glass, is safety glass used?			
Are all stairs fitted with handrails?			
Are all other hazards (e.g. raised edges/platforms), clearly identifiable (i.e. 50mm white tape)?			
Electrical Equipment:	**Yes**	**No**	**n/a**
Is the venue mains supply within the current test period (tested by a competent electrician, ideally within last 12 months, max 3-5 years depending on use)?			
Have electrical appliances and temporary equipment been tested?			
Have temporary electrical systems been signed off to BS7909:2011 Code of practice for temporary electrical systems for entertainment and related purposes?			
Gas Equipment:	**Yes**	**No**	**n/a**
If fixed gas appliances are available for use (i.e. a boiler, cooker, water heater) are they within the current test period (test carried out by Gas Safe engineer within the last year)?			

If LPG is being used is it stood up securely within a tamper proof cage on firm and level ground?			
Are hoses/pipes and regulators in good condition?			
Is the LPG stored away from the structures? (Should be 2m from any building openings or boundaries, 3m from any combustible, corrosive or oxidising materials and 1m from vehicles)?			
Is LPG protected from passing vehicle traffic?			
Fire Safety:	**Yes**	**No**	**n/a**
Are all fire exits unlocked and clear from obstruction?			
Are all fire exit signs in position and the charge lights illuminated?			
Are the appropriate type and number of fire extinguishers in place?			
Is fire equipment easily located and accessible (visible)?			
Fire extinguishers have a checked date within 12 months, pressure valve is within the green and the pin (and tag) are still in place?			
Has a fire assembly point been identified, are staff/contractors aware of its location?			
Are routes to the fire assembly point signed and clear of obstruction?			
Have the fire marshals been appointed and briefed on the evacuation procedures?			
Have staff been briefed on the evacuation procedures?			
Has the emergency lighting and alarm system been tested?			
Are combustible materials routinely moved to waste collection points on-site?			
Welfare Facilities and First Aid:	**Yes**	**No**	**n/a**
Have staff been made aware of the location of first aid, and how to contact the medical staff?			
Are accident/incident forms available to management staff?			
Are toilet, washing, rest and drinking water facilities in good working order?			
Structures, installations and production equipment:	**Yes**	**No**	**n/a**
Is all contractors' equipment in full and proper working order?			
Is all contractors' equipment clean and well presented?			
Have completion forms for temp' structures and production equipment (rigging, stages etc) been signed by the contractor to confirm they are safe for public access?			
Have completion forms for installations (set flats, production elements, dressing, floor coverings etc) been signed by the contractor to confirm they are safe for public access?			
Noise:	**Yes**	**No**	**n/a**
Is noise exposure liable to exceed 85dB today?			
Is there a method of monitoring noise levels?			
Are there methods of reducing noise levels (where applicable)?			

Is there sufficient ear protection, and signing of ear protection zones (where applicable)?			
Facilities for People with Special Needs:	**Yes**	**No**	**n/a**
Have facilities for those with special needs been provided and are they in serviceable condition?			
Emergency and Incident Planning:	**Yes**	**No**	**n/a**
Are all staff briefed on Run, Hide, Tell			
Have staff been briefed on contingency/emergency plans?			
Are radios/event comms charged and distributed to staff?			

Action:	Responsible Contractor	Date/Time Completed

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COMPLETE LICENSING

PLAYHOUSE EPPING

Proposed Operating Schedule

Version 1.0

CK Entertainments Ltd

03.07.20

GENERAL - ALL LICENSING OBJECTIVES

AT ALL TIMES

There shall be a personal licence holder on duty at the premises from 17:00 until close daily when the premises are open for licensable activities.

The premises licence holder shall supply a direct telephone number for the designated premises supervisor to the Responsible Authorities.

A direct telephone number at the premises will be publicly available at all times when the premises are open for licensable activities. This telephone number will allow the caller to speak directly with the manager through a call management system or call handler.

The number of persons permitted in the premises at any one time (excluding staff) shall not exceed (700) persons as follows:

a) Terrace – 15 persons
b) Garden - 50 persons
c) Nightclub – 700 persons

Non-intoxicating beverages, including drinking water, shall be available in all parts of the premises where alcohol is sold or supplied for consumption on the premises

No licensable activities shall take place at the premises until the premises have been assessed as satisfactory by the Police Licensing Officer and Licensing Authority at which time this condition shall be removed from the premises licence by the Licensing Authority.

The consumption of alcohol on the premises shall cease at:

- Monday 00:00 hours
- Tuesday 00:00 hours
- Wednesday 00:00 hours
- Thursday 00:00 the day following
- Friday 02:00 the day following
- Saturday 02:00 the day following
- Sunday 00:00 hours

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save that when the premises are operating under non-standard timings e.g. on New Year's Eve, the consumption of alcohol shall cease in line with those non-standard timings.

The premises licence holder will ensure that all staff are trained commensurate with their roles at the premises in:

- The Licensing Act 2003, responsibilities in supporting the four key objectives.
- Dealing with incidents and the prevention of crime and disorder
- Sale of alcohol (to underage persons, drunks etc.)
- The Premises' policies in respect of drugs, weapons, dispersal etc.
- Forensic awareness.
- Effects of drunkenness and how to prevent drunkenness on premises and support the Licensing objectives.

The premises licence holder will ensure that records of staff training are kept and made available to Responsible Authority Officers on request.
The premises licence holder will ensure that refresher training is provided every 6 months.
The premises licence holder will devise and maintain the following policies:

- Dispersal

This policy shall include but not limited to:

i. How patrons leaving the premises shall be directed away from the premises;
ii. How patrons will be informed of the services of taxi and private hire operators;
iii. What staff will be responsible for supervising those leaving the premises and how they will supervise such persons;
    iii. Any 'wind' down periods;
    iv. Methods to prevent re-entry to the premises;
    v. How bottles and glasses will be prevented from being removed from the premises at closing time.

- Security

This policy shall include but not limited to:

i. Clear expectations of staff roles (including the DPS, managers/supervisors and door supervisors);
ii.. Staff training regarding identification of suspicious activity and what action to take;

- Drugs, this shall be a zero-tolerance policy with regard to the use/possession of controlled drugs and psychoactive substances

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Including but not limited to:

i. Dealing with patrons suspected of using drugs on the premises;
ii. Scrutiny of spaces including toilets or outside areas;
iii. The handling of items suspected to be illegal drugs or psychoactive substances.
vi. Steps taken to discourage and disrupt drug use on the premises
v. Steps to be taken to inform patrons of the premises drug policy/practice

- Weapons this shall be a zero-tolerance policy with regard to the use/possession of weapons
  The policy shall Including but not limited to:
  i. Dealing with patrons suspected of having possession of weapons;
  ii. Scrutiny of spaces including toilets or outside areas;
  iii. The handling of items suspected to be weapons;
  iv. Steps to be taken to inform patrons of the premises weapons policy/practice
- Entry:
  Including but not limited to
  Searching practices upon entry;

Copies of each of these policies will be kept at the premises and made available to Responsible Authority Officers on request. A copy of each of these policies will be lodged with the Licensing Authority. In the event that changes are made to any of the policies a further copy will be lodged with the Licensing Authority within 7 days of the changes taking effect.

The premises licence holder shall not trade in breach of planning permission.

WHEN NIGHTCLUB ELEMENT OPEN TO MEMBERS OF THE PUBLIC

There shall be no admittance or re-admittace to the premises (save for smokers) for a period of one (1) hour prior to the premises closing to the public.

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THE PREVENTION OF CRIME AND DISORDER

AT ALL TIMES

The premises shall install and maintain a comprehensive CCTV system as follows:

(a) All entry and exit points will be covered enabling frontal identification of every person entering in any light condition.
(b) The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises.
(c) All recordings shall be stored for a minimum period of 31 days with date and time stamping.
(d) Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the preceding 31 day period.
(e) All searches must be recorded on the CCTV system
(f) There shall be external CCTV (installed and operated) which monitors the queue
(g) The CCTV system must cover all persons that pass through the search arch when the club is open
(h) 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 absolute minimum of delay when requested.
(i) The CCTV system will be checked daily to confirm that it is working.
(j) The CCTV system will be maintained bi-annually and details of maintenance will be made available upon request to the council.
(k) The licence holder will ensure that at all times there is a sufficient supply of portable media (USB sticks, DVDs or similar) to be provided to the police in the event of copy CCTV footage being requested.
(l) The recording equipment and data storage devices shall be kept in a secure environment and fitted with security functions (such as passwords) to prevent recordings being tampered with.

Signs must be displayed at all entrances and exits advising customers that CCTV is operating at the premises and shall be a minimum size of 200 x 148 mm and clearly legible at all times when the premises conducts licensable activities.
Where SIA licenced door supervisors are used at the premises a record shall be maintained (on the premises) which is legible and details:

(a) The day and date when the door supervisors were deployed;
(b) The full name and SIA registration number of each door supervisor on duty at the premises; and
(c) The start and finish time of each door supervisors work duty period.

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This record shall be retained on the premises for 31 days and be immediately provided to Responsible Authority Officers upon request

Any person employed as a door supervisor at the premises either directly or by way of a third party shall be required to undertake a refresher course in physical intervention skills (provided by a trainer who themselves has been trained by an SIA endorsed awarding organisation and has an SIA required qualification for trainers). Such training must have been received within the last 12 months.

When engaged, all SIA licensed door supervisors shall:

a) wear their SIA badges;
b) be equipped with closed circuit radios;
c) be equipped with "body worn video" camera devices that shall record both sound and images. All recordings shall be stored for a minimum of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon request of the Police or Responsible Authority Officer throughout the preceding 31 day period; and
d) when stationed outside the premises, wear high visibility jackets or vests.

The premises licence holder shall employ additional SIA licensed door supervisors on a risk-assessed basis.

The premises licence holder will ensure that a minimum of 2 SIA licensed door supervisors are on duty at the premises from 21:00 until 30 minutes after the premises closes to the public.

A log shall be kept at the premises, and made available on request to Responsible Authority Officers, which will record the following:

(a) all crimes reported to the venue;
(b) all ejections of patrons;
(c) any complaints received concerning crime and disorder;
(d) any incidents of disorder;
(e) all seizures of drugs or offensive weapons including items found or abandoned);
(f) any faults in the CCTV system or searching equipment or scanning equipment;
(g) daily inspection of the CCTV system
(h) any refusal of the sale of alcohol; and
(i) any visit by a relevant authority, Police Service, Ambulance Service or Fire Brigade.
(j) The full name and registration number of any SIA door person who has been involved in dealing with any of the above matters (a to g).

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The log must be completed as soon as possible and within any case within 12 hours of the occurrence or at the end of the Door Supervisors shift which ever is sooner.

The log shall either be electronic or maintained in a bound document with individually numbered pages and shall be retained for at least 12 months from the date of the last entry.

In the event that a serious assault is committed on the premises (or appears to have been committed) the management will immediately ensure that:

The police (and, where appropriate, the Ambulance Service) are called without delay;

(a) All measures that are reasonably practicable are taken to apprehend any suspects pending the arrival of the police;
(b) The crime scene is preserved so as to enable a full forensic investigation to be carried out by the police; and
(c) Such other measures are taken (as appropriate) to fully protect the safety of all persons present on the premises.

As soon as possible, and in any event within 1 month from the grant of this licence, the premises shall join the local Pubwatch or other local crime reduction scheme approved by the police, and local radio scheme if available

The Designated Premises Supervisor will actively seek to be a member of any active local Pub Watch and attend pub watch meetings on a regular basis.

The premises Licence Holder shall participate and support the 'banned from one, banned from all' principle in respect of disorderly conduct, as promoted by Pub Watch.

A drugs safe and log system will be employed at the premises to account for the seizure of drugs from customers. The premises management will liaise with police for regular collection of seized drugs.

The management shall instruct security staff and other staff members to assist police or local authority officers with any enquiries they make.

No person found with or using a weapon or illegal drugs may enter or remain on the premises.

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WHEN NIGHTCLUB ELEMENT OPEN TO MEMBERS OF THE PUBLIC

In addition to the 2 x SIA licensed door supervisors employed from 20:00 until 30 minutes after the premises closes to the public the premises licence holder shall employ additional SIA licensed door supervisors as follows:

- Thursday – at least a further six (6) SIA licensed door supervisors making a total of at least (8) SIA licensed door supervisors from 20:00 until 30 minutes after the premises closes to the public.
- Friday - at least a further six (6) SIA licensed door supervisors making a total of at least (8) SIA licensed door supervisors from 21:00 until 30 minutes after the premises closes to the public.
- Saturday - at least a further six (6) SIA licensed door supervisors making a total of at least (8) SIA licensed door supervisors from 21:00 until 30 minutes after the premises closes to the public.
- Non-standard timings - at least a further six (6) SIA licensed door supervisors making a total of at least (8) SIA licensed door supervisors from 21:00 until 30 minutes after the premises closes to the public.

The premises licence holder shall employ additional SIA licensed door supervisors on a risk-assessed basis.

The premises licence holder shall ensure that at least four (4) SIA licensed door supervisors remain outside the premises for at least 30 minutes after the premises has closed to the public to assist with the dispersal of customers.

No patrons, DJ's, performers, (along with their guests and entourage) or guests of staff shall be admitted (or re-admitted) to the premises after 21:00 unless:

(a) The have had their ID scanned on entry;

(b) They have passed through a functioning metal detecting search arch and been physically searched in accordance with the Premises' entry policy which will include a full bag search and;

(c) The searching will be supplemented by the use of two functional metal detecting wands operated by a male and (so far as reasonably possible) female door supervisor dedicated to that duty either until the end of permitted hours or until there are no further admissions. Where a female Door Supervisor is not available this shall be logged.

Notwithstanding the above patrons, DJs, performers (along with their guests and entourage) or guests of staff may be admitted to the premises if:

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(a) they are attending a private, pre-booked event (when a list of attendees will be kept at the premises for a minimum of 31 days after the event); or

(b) a biometric scanning systems is in place (where fingerprint scanning is required for all customers) and they have had their ID scanned previously; or

(c) they are one of a maximum number of 20 guests per night who may be admitted at the manager's discretion without ID being scanned and recorded. A legible record of the 20 guests per night shall be recorded and retained at the premises for inspection by the Responsible Authorities for a minimum period of 31 days. The name of the manager (who must hold a personal licence) authorising entrance without scanning will also be recorded; or

(d) with the written agreement of the police, a copy of which will be kept at the premises.

The premises licence holder shall not permit entry to any person who refuses to be searched.

The log shall also record

(a) the hourly capacity of the premises

No less than two weeks' notice will be given to the Police where any outside promoter is to be used at the premises, and the details of the promoter are to be given to the Police.

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THE PREVENTION OF PUBLIC NUISANCE

AT ALL TIMES

No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.

All windows and external doors shall be kept closed after 22:00 hours, or at any time when Regulated Entertainment takes place, except for the immediate access and egress of persons.

Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.

Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly.

During the hours of operation of the premises, the licence holder shall ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.

No collections of waste or recycling materials (including bottles) from the premises shall take place between:

18:30 and 07:30 the day following Monday to Friday
14:00 and 08:00 the day following on Saturday
At any time on Sundays or Bank Holidays

The premises licence holder shall not permit the filling of bottle bins between 22:00 and 08:00 the day following Monday to Sunday

The licence holder shall enter into an agreement with a taxi service to provide transport for customers, with contact numbers made readily available to customers who will be encouraged to use such services.

No deliveries to the premises shall take place between:

18:30 and 07:30 the day following Monday to Friday
14:00 and 08:00 the day following on Saturday
At any time on Sundays or Bank Holidays.

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The premises licence holder shall ensure that any patrons drinking and/or smoking outside the premises do so in an orderly manner and are supervised by staff so as to ensure that there is no public nuisance or obstruction of the public highway.

No fumes, steam or odours shall be emitted from the licensed premises so as to cause a nuisance to any persons living or carrying on business in the area where the premises are situated.

WHEN NIGHTCLUB ELEMENT OPEN TO MEMBERS OF THE PUBLIC

The licence holder shall ensure that any queue to enter the premises which forms outside the premises is orderly and supervised by door staff so as to ensure that there is no public nuisance or obstruction to the public highway

All staff engaged outside the entrance to the premises, or supervising or controlling queues, shall wear high visibility yellow jackets or vests

An attendant shall be on duty in the cloakroom during the whole time that it is in use.
The premises licence holder shall inform patrons by way of an announcement 15 minutes before the premises close to respect the needs of local residents and to leave the area quickly and quietly.
Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and leave the area quietly and door staff will remind patrons when leaving the premises to do so quietly.

General access to the Garden Room external first floor area shall cease at 23:00hrs when the external area must only be used by smokers. No drinks will be allowed in this area after this time and the maximum number of persons in the area will be controlled.

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PUBLIC SAFETY

AT ALL TIMES

All exit doors (other than the main entrance) are to be alarmed so that a visual indication is provided (of doors opening) to those staff working in the main body of the venue and a visual and audible notification is also generated which is capable of being seen/heard by door supervisors working at the main entrance. In addition;

i. The rear fire doors are to be alarmed and kept closed at all times except for (1) emergency use; or (2) use by staff to access the cellar and for deliveries.
ii. No customers are to use the fire doors as a general exit/entry.
iii. Installation of a rear door sensor which activates and records the time of opening and closing of the rear door and which transmits the data to a storage device. This storage device to be capable of downloading relevant data in a useable form. The data must be stored for a minimum of three months. This data to be provided immediately upon the reasonable request of police or local authority authorised persons.

The approved arrangements at the premises, including means of escape provisions, emergency warning equipment, the electrical installation and mechanical equipment, shall at all material times be maintained in good condition and full working order.

The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided.

The edges of the treads of steps and stairways shall be maintained so as to be conspicuous.

WHEN NIGHTCLUB ELEMENT OPEN TO MEMBERS OF THE PUBLIC

From 21:00 until close every Thursday, Friday, Saturday and at any other non-standard timings all drinking vessels used in the premises shall be polycarbonate. All drinks in glass bottles are to be decanted into polycarbonate containers or carafes prior to being served, with the exception of champagne bottles or bottles of spirits with a minimum size of 70cl supplied by waiter/waitress service to tables. Staff shall clear away all empty champagne and spirit bottles promptly from tables. Customers shall not be permitted to leave their table carrying any such glass bottles or to drink directly from the bottle.

Notwithstanding the above, with the written agreement of the police licensing officer, a copy of which shall be kept at the premises the premises licence holder may use glass drinking vessels for private or pre-booked events.

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From 21:00 until close every Thursday, Friday, Saturday and at any other non-standard timings the premises licence holder shall designate at least one (1) staff member as responsible for customer welfare.

From 21:00 until close every Thursday, Friday, Saturday and at any other non-standard timings the premises licence holder shall employ a medic until at least 30 minutes of the premises closes to the public.

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The protection of children and vulnerable people from harm

AT ALL TIMES

A Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.

WHEN NIGHTCLUB ELEMENT OPEN TO MEMBERS OF THE PUBLIC

Should the premises licence holder organise any event for persons under the age of 18, the premises shall have in place the following practices:

(a) An admission policy; and
(b) A code of conduct for staff; and
(c) Child Protection/Safeguarding policy
(d) Protection of vulnerable people – Welfare and first aid provision.

The premises licence holder shall designate a member of staff responsible for welfare for the duration of the event.

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PLAYHOUSE EPPING

Current Premises Licence

LN/000004109

CK Entertainments Ltd

01.11.19

PREMISES LICENCE

Part A

Premises licence number:	LN/000004109

Part 1 – Premises details:

Postal address of premises, or if none, ordnance survey map reference or description:	
Play House and Playroom , 195-199 Cottis Lane,	
Post Town: Epping	Post code: CM16 4BL
Telephone number:	

Where the licence is time limited the dates: N/A

Licensable activities authorised by the licence:
Live Music
Recorded Music
Performance of Dance
Anything of a Similar Description to Live Music, Recorded Music and the Performance of Dance
Late Night Refreshment
The Sale by Retail of Alcohol

The times the licence authorises the carrying out of licensable activities:

Live Music Thursday to Sunday 23.00 – 01.00am

Recorded Music Thursday to Sunday 23.00 – 01.00am

Performance of Dance Thursday to Sunday 23.00 – 01.00

Anything of a Similar Description Thursday to Sunday 23.00 – 01.00

Late Night Refreshment Monday to Wednesday 23.00 – 00.00 Thursday to Sunday 23.00 – 01.00

The Sale by Retail of Alcohol Sunday to Wednesday 11.00 – 00.00 Thursday to Saturday 11.00 – 01.00

New Year's Eve from 11.00 – 01.00 New Year's Day, Sundays before Bank Holidays 23.00 – 01.00

The opening hours of the premises:

Monday to Wednesday 11.00 – 00.30, Thursday to Sunday 11.00 – 01.30am

New Year's Eve from 11.00 – 01.00 New Year's Day, Sundays before Bank Holidays 23.00 – 01.00

Where the licence authorises supplies of alcohol whether these are on and / or off supplies:

On only

Name, (registered) address, telephone number and e-mail (where relevant) of holder of premises licence:
CK Entertainments Ltd, Playhouse, Cottis Lane, Epping, Essex, CM16 4BL

Registered number of holder, for example company number, charity number (where applicable):

11951826

Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol:

James –Carl Hoffeiner, 2b Hasker Street, London, SW3 2LG

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises for the supply of alcohol:

London Borough of Hammersmith and Fulham 2009/01715/LAPER

Mandatory Conditions
All Premises Licence authorising supply of alcohol

The licence is granted subject to the Mandatory conditions for sale of alcohol as set out in the Licensing Act 2003 as amended by the Licensing Act 2003 (Mandatory Licensing Conditions) Order 2010 and Order 2014.

1. No supply of alcohol may be made under the Premises Licence –

   (a) At a time when there is no Designated Premises Supervisor in respect of the Premises Licence; or

   (b) At a time when the Designated Premises Supervisor does not hold a Personal Licence or his Personal Licence is suspended.

2. Every supply of alcohol under the Premises Licence must be made, or authorised by a person who holds a Personal Licence.

3. (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

   (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises.

   a) games or other activities which require or encourage, or are designed to require or encourage, individuals to –

      (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or

      (ii) drink as much alcohol as possible (whether within a time limit or otherwise);

   b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;

   c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;

d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner.

e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

4. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

5. (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premises licences must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(3) 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 either:-

(a) a holographic mark or

(b) an ultraviolet feature.

6. The responsible person shall ensure that –

(a) where any of the following alcoholic drinks is sold or supplied for 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) it is available to customers in the following measures –

(i) beer or cider: ½ pint;

(ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and

(iii) still wine in a glass: 125 ml; and

(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.

(iii)

Minimum Drinks Pricing

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

2. For the purposes of the condition set out in paragraph 1 –

(a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979

(b) "permitted price" is the price found by applying the formula –

P = D + (DxV)

Where –

(i)P is the permitted price

(ii)D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and

(iii)V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;

(c) "relevant person" means, in relation to premises in respect of which there is in force a premises licence –

(i) The holder of the premises licence

(ii) The designated premises supervisor (if any) in respect of such a licence, or

(iii) The personal licence holder who makes or authorises a supply of alcohol under such a licence;

(d) "relevant person" means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and

(e) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.

3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from the paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.

4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day ("the first day") would be different from the permitted price on the next day ("the second day") as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

If the Premises Licence allows Exhibition of Films

1.Where a premises licence authorises the exhibition of films, the licence must include a condition requiring the admission of children to the exhibition of any film to be restricted in accordance with this section.

2.Where the film classification body is specified in the licence, unless subsection (3)(b) applies, admission of children must be restricted in accordance with any recommendation by that body.

3.Where

(a) The film classification body is not specified in the licence, or

(b) The relevant licensing authority has notified the holder of the licence that this subsection applies to the film in question,

admission of children must be restricted in accordance with any recommendation made by that licensing authority.

4.In this section “children” means any person aged under 18; and
“film classification body” means the person or persons designated as the authority under Section 4 of the Video Recordings Act 1984(c39) (authority to determine suitability of video works for classification).

If the Premises Licence has conditions in respect of Door Supervision
except theatres, cinemas, bingo halls and casinos

1.Where a premises licence includes a condition that at specified times one or more individuals must be at the premises to carry out a security activity, each such individual must:
(a) be authorised to carry out that activity by a licence granted under the Private Security Industry Act 2001; or
(b) be entitled to carry out that activity by virtue of section 4 of the Act.

2.But nothing in subsection (1) requires such a condition to be imposed:
(a) in respect of premises within paragraph 8(3)(a) of Schedule 2 to the Private Security Industry Act 2001 (c12) (premises with premises licences authorising plays or films); or
(b) in respect of premises in relation to:
(i) any occasion mentioned in paragraph 8(3)(b) or (c) of that Schedule (premises being used exclusively by club with club premises certificate, under a temporary event notice authorising plays or films or under a gaming licence), or
(ii) any occasion within paragraph 8(3)(d) of that Schedule (occasions prescribed by regulations under that Act.

3.For the purposes of this section:
(a) “security activity” means an activity to which paragraph 2(1)(a) of that Schedule applies, and, which is licensable conduct for the purposes of that Act, (see Section 3(2) of that Act) and
(b) paragraph 8(5) of that Schedule (interpretation of references to an occasion) applies as it applies in relation to paragraph 8 of that schedule.

Annex 2 – Conditions consistent with the Operating Schedule:

General – All licensing Objectives

AT ALL TIMES

There will be a personal licence holder on duty at the premises from 17:00 until close daily when the premises are open for licensable activities.

The premises licence holder will supply a direct telephone number for the designated premises supervisor to the Responsible Authorities.

A direct telephone number at the premises will be publicly available at all times when the premises are open for licensable activities. This telephone number will allow the caller to speak directly with the manager through a call management system or call handler.

Non-intoxicating beverages, including drinking water, will be available in all parts of the premises where alcohol is sold or supplied for consumption on the premises

No licensable activities will take place at the premises until the premises have been assessed as satisfactory by the Police Licensing Officer and Licensing Authority at which time this condition will be removed from the premises licence by the Licensing Authority.

The premises licence holder will ensure that all staff are trained commensurate with their roles at the premises in:

- The Licensing Act 2003, responsibilities in supporting the four key objectives.
- Dealing with incidents and the prevention of crime and disorder
- Sale of alcohol (to underage persons, drunks etc.)
- The Premises' policies in respect of drugs, weapons, dispersal etc.
- Forensic awareness.
- Effects of drunkenness and how to prevent drunkenness on premises and support the Licensing objectives.

The premises licence holder will ensure that records of staff training are kept and made available to Responsible Authority Officers on request.

The premises licence holder will ensure that refresher training is provided every 6 months.

The premises licence holder will devise and maintain the following policies:

- Dispersal
  This policy will include but not limited to:
  i. How patrons leaving the premises will be directed away from the premises;
  ii. How patrons will be informed of the services of taxi and private hire operators;
  iii. What staff will be responsible for supervising those leaving the premises and how they will supervise such persons;
  iii. Any ‘wind’ down periods;
  iv. Methods to prevent re-entry to the premises;

v. How bottles and glasses will be prevented from being removed from the premises at closing time.

- Security
  This policy will include but not limited to:
  i. Clear expectations of staff roles (including the DPS, managers/supervisors and door supervisors);
  ii.. Staff training regarding identification of suspicious activity and what action to take;

- Drugs, this will be a zero-tolerance policy with regard to the use/possession of controlled drugs and psychoactive substances
  Including but not limited to:
  i. Dealing with patrons suspected of using drugs on the premises;
  ii. Scrutiny of spaces including toilets or outside areas;
  iii. The handling of items suspected to be illegal drugs or psychoactive substances.
  vi. Steps taken to discourage and disrupt drug use on the premises
  v. Steps to be taken to inform patrons of the premises drug policy/practice

- Weapons this will be a zero-tolerance policy with regard to the use/possession of weapons
  The policy will Including but not limited to:
  i. Dealing with patrons suspected of having possession of weapons;
  ii. Scrutiny of spaces including toilets or outside areas;
  iii. The handling of items suspected to be weapons;
  iv. Steps to be taken to inform patrons of the premises weapons policy/practice
- Entry:
  Including but not limited to
  Searching practices upon entry;

Copies of each of these policies will be kept at the premises and made available to Responsible Authority Officers on request. A copy of each of these policies will be lodged with the Licensing Authority. In the event that changes are made to any of the policies a further copy will be lodged with the Licensing Authority within 7 days of the changes taking effect.

The premises licence holder will not trade in breach of planning permission.

WHEN NIGHTCLUB ELEMENT OPEN TO MEMBERS OF THE PUBLIC

There will be no admittance or re-admittance to the premises (save for smokers) for a period of one (1) hour prior to the premises closing to the public

The Prevention of Crime and Disorder.

AT ALL TIMES

The premises will install and maintain a comprehensive CCTV system as follows:

(a) All entry and exit points will be covered enabling frontal identification of every person entering in any light condition.
(b) The CCTV system will continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises.
(c) All recordings will be stored for a minimum period of 31 days with date and time stamping.
(d) Viewing of recordings will be made available immediately upon the request of Police or Authorised officer throughout the preceding 31 day period.
(e) All searches will be recorded on the CCTV system
(f) There will be external CCTV (installed and operated) which monitors the queue
(g) The CCTV system will cover all persons that pass through the search arch when the club is open
(h) A staff member from the premises who is conversant with the operation of the CCTV system will be on the premises at all times when the premises are open. This staff member will be able to provide Police or Authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
(i) The CCTV system will be checked daily to confirm that it is working.
(j) The CCTV system will be maintained bi-annually and details of maintenance will be made available upon request to the council.
(k) The licence holder will ensure that at all times there is a sufficient supply of portable media (USB sticks, DVDs or similar) to be provided to the police in the event of copy CCTV footage being requested.
(l) The recording equipment and data storage devices will be kept in a secure environment and fitted with security functions (such as passwords) to prevent recordings being tampered with.

Signs will be displayed at all entrances and exits advising customers that CCTV is operating at the premises and will be a minimum size of 200 x 148 mm and clearly legible at all times when the premises conducts licensable activities.

Where SIA licenced door supervisors are used at the premises a record will be maintained (on the premises) which is legible and details:

(a) The day and date when the door supervisors were deployed;

(b) The full name and SIA registration number of each door supervisor on duty at the premises; and

(c) The start and finish time of each door supervisors work duty period.

This record will be retained on the premises for 31 days and be immediately provided to Responsible Authority Officers upon request

Any person employed as a door supervisor at the premises either directly or by way of a third party will be required to undertake a refresher course in physical intervention skills (provided by a trainer who themselves has been trained by an SIA endorsed awarding organization and has an SIA required qualification for trainers). Such training will have been received within the last 12 months.

When engaged, all SIA licensed door supervisors will:

a) wear their SIA badges;
b) be equipped with closed circuit radios;
c) be equipped with "body worn video" camera devices that will record both sound and images. All recordings will be stored for a minimum of 31 days with date and time stamping. Viewing of recordings will be made available immediately upon request of the Police or Responsible Authority Officer throughout the preceding 31 day period; and
d) when stationed outside the premises, wear high visibility jackets or vests.

The premises licence holder will employ additional SIA licensed door supervisors on a risk-assessed basis.

The premises licence holder will ensure that a minimum of 2 SIA licensed door supervisors are on duty at the premises from 21:00 until 30 minutes after the premises closes to the public, and a log will be kept at the premises and made available to Responsible Authority Officers which will record the following

(a) all crimes reported to the venue;
(b) all ejections of patrons;
(c) any complaints received concerning crime and disorder;
(d) any incidents of disorder;
(e) all seizures of drugs or offensive weapons including items found or abandoned);
(f) any faults in the CCTV system or searching equipment or scanning equipment;
(g) daily inspection of the CCTV system
(h) any refusal of the sale of alcohol; and
(i) any visit by a relevant authority, Police Service, Ambulance Service or Fire Brigade.
(j) The full name and registration number of any SIA door person who has been involved in dealing with any of the above matters (a to g).

The log will be completed as soon as possible, and, in any case within 12 hours of the occurrence or at the end of the Door Supervisors shift which ever is sooner.

The log will either be electronic or maintained in a bound document with individually numbered pages and will be retained for at least 12 months from the date of the last entry.

In the event that a serious assault is committed on the premises (or appears to have been committed) the management will immediately ensure that:

The police (and, where appropriate, the Ambulance Service) are called without delay;

(a) All measures that are reasonably practicable are taken to apprehend any suspects pending the arrival of the police;
(b) The crime scene is preserved so as to enable a full forensic investigation to be carried out by the police; and
(c) Such other measures are taken (as appropriate) to fully protect the safety of all persons present on the premises.

As soon as possible, and in any event within 1 month from the grant of this licence, the premises will join the local Pubwatch or other local crime reduction scheme approved by the police, and local radio scheme if available

The Designated Premises Supervisor will actively seek to be a member of any active local Pub Watch and attend pub watch meetings on a regular basis.

The premises Licence Holder will participate and support the ‘banned from one, banned from all’ principle in respect of disorderly conduct, as promoted by Pub Watch.

A drugs safe and log system will be employed at the premises to account for the seizure of drugs from customers. The premises management will liaise with police for regular collection of seized drugs.

The management will instruct security staff and other staff members to assist police or local authority officers with any enquiries they make.

No person found with or using a weapon or illegal drugs may enter or remain on the premises.

WHEN NIGHTCLUB ELEMENT OPEN TO MEMBERS OF THE PUBLIC

In addition to the 2 x SIA licensed door supervisors employed from 20:00 until 30 minutes after the premises closes to the public the premises licence holder will employ additional SIA licensed door supervisors as follows:

- Thursday – at least a further six (6) SIA licensed door supervisors making a total of at least (8) SIA licensed door supervisors from 20:00 until 30 minutes after the premises closes to the public.
- Friday - at least a further six (6) SIA licensed door supervisors making a total of at least (8) SIA licensed door supervisors from 21:00 until 30 minutes after the premises closes to the public.
- Saturday - at least a further six (6) SIA licensed door supervisors making a total of at least (8) SIA licensed door supervisors from 21:00 until 30 minutes after the premises closes to the public.
- Non-standard timings - at least a further six (6) SIA licensed door supervisors making a total of at least (8) SIA licensed door supervisors from 21:00 until 30 minutes after the premises closes to the public.

The premises licence holder will employ additional SIA licensed door supervisors on a risk-assessed basis.

The premises licence holder will ensure that at least four (4) SIA licensed door supervisors remain outside the premises for at least 30 minutes after the premises has closed to the public to assist with the dispersal of customers.

No patrons, DJ's, performers, (along with their guests and entourage) or guests of staff will be admitted (or re-admitted) to the premises after 21:00 unless:

(a) The have had their ID scanned on entry;

(b) They have passed through a functioning metal detecting search arch and been physically searched in accordance with the Premises' entry policy which will include a full bag search and;

(c) The searching will be supplemented by the use of two functional metal detecting wands operated by a male and (so far as reasonably possible) female door supervisor dedicated to that duty either until the end of permitted hours or until there are no further admissions. Where a female Door Supervisor is not available this shall be logged.

Notwithstanding the above patrons, DJs, performers (along with their guests and entourage) or guests of staff may be admitted to the premises if:

(a) they are attending a private, pre-booked event (when a list of attendees will be kept at the premises for a minimum of 31 days after the event); or

(b) a biometric scanning systems is in place (where fingerprint scanning is required for all customers) and they have had their ID scanned previously; or

(c) they are one of a maximum number of 20 guests per night who may be admitted at the manager's discretion without ID being scanned and recorded. A legible record of the 20 guests per night will be recorded and retained at the premises for inspection by the Responsible Authorities for a minimum period of 31 days. The name of the manager (who must hold a personal licence) authorising entrance without scanning will also be recorded; or

(d) with the written agreement of the police, a copy of which will be kept at the premises.

The premises licence holder will not permit entry to any person who refuses to be searched.

The log will also record

(a) the hourly capacity of the premises

No less than two weeks' notice will be given to the Police where any outside promoter is to be used at the premises, and the details of the promoter are to be given to the Police.

Public Safety

AT ALL TIMES

All exit doors (other than the main entrance) will be alarmed so that a visual indication is provided (of doors opening) to those staff working in the main body of the venue and a visual and audible notification is also generated which is capable of being seen/heard by door supervisors working at the main entrance. In addition;

i. The rear fire doors are to be alarmed and kept closed at all times except for (1) emergency use; or (2) use by staff to access the cellar and for deliveries.
ii. No customers are to use the fire doors as a general exit/entry.
iii. Installation of a rear door sensor which activates and records the time of opening and closing of the rear door and which transmits the data to a storage device. This storage device to be capable of downloading relevant data in a useable form. The data will be stored for a minimum of three months. This data to be provided immediately upon the reasonable request of police or local authority authorised persons.

The approved arrangements at the premises, including means of escape provisions, emergency warning equipment, the electrical installation and mechanical equipment, will at all material times be maintained in good condition and full working order.

The means of escape provided for the premises will be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided.

The edges of the treads of steps and stairways will be maintained so as to be conspicuous.

WHEN NIGHTCLUB ELEMENT OPEN TO MEMBERS OF THE PUBLIC

From 21:00 until close every Thursday, Friday, Saturday and at any other non-standard timings all drinking vessels used in the premises shall be polycarbonate. All drinks in glass bottles are to be decanted into polycarbonate containers or carafes prior to being served, with the exception of champagne bottles or bottles of spirits with a minimum size of 70cl supplied by waiter/waitress service to tables. Staff shall clear away all empty champagne and spirit bottles promptly from tables. Customers shall not be permitted to leave their table carrying any such glass bottles or to drink directly from the bottle.

Notwithstanding the above, with the written agreement of the police licensing officer, a copy of which will be kept at the premises the premises licence holder may use glass drinking vessels for private or pre-booked events.

From 21:00 until close every Thursday, Friday, Saturday and at any other non-standard timings the premises licence holder shall designate at least one (1) staff member as responsible for customer welfare.

From 21:00 until close every Thursday, Friday, Saturday and at any other non-standard timings the premises licence holder shall employ a medic until at least 30 minutes of the premises closes to the public.

Prevention of Public nuisance

AT ALL TIMES

No noise generated on the premises, or by its associated plant or equipment, will emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.

All windows and external doors will be kept closed after 22:00 hours, or at any time when Regulated Entertainment takes place, except for the immediate access and egress of persons.

Notices will be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.

Notices will be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly.

During the hours of operation of the premises, the licence holder will ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area will be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.

No collections of waste or recycling materials (including bottles) from the premises will take place between:

18:30 and 07:30 the day following Monday to Friday
14:00 and 08:00 the day following on Saturday
At any time on Sundays or Bank Holidays

The premises licence holder will not permit the filling of bottle bins between 22:00 and 08:00 the day following Monday to Sunday

The licence holder will enter into an agreement with a taxi service to provide transport for customers, with contact numbers made readily available to customers who will be encouraged to use such services.

No deliveries to the premises will take place between:

18:30 and 07:30 the day following Monday to Friday
14:00 and 08:00 the day following on Saturday
At any time on Sundays or Bank Holidays.

The premises licence holder will ensure that any patrons drinking and/or smoking outside the premises do so in an orderly manner and are supervised by staff so as to ensure that there is no public nuisance or obstruction of the public highway.

No fumes, steam or odours will be emitted from the licensed premises so as to cause a nuisance to any persons living or carrying on business in the area where the premises are situated.

WHEN NIGHTCLUB ELEMENT OPEN TO MEMBERS OF THE PUBLIC

The licence holder will ensure that any queue to enter the premises which forms outside the premises is orderly and supervised by door staff so as to ensure that there is no public nuisance or obstruction to the public highway

All staff engaged outside the entrance to the premises, or supervising or controlling queues, will wear high visibility yellow jackets or vests

An attendant will be on duty in the cloakroom during the whole time that it is in use.

The premises licence holder will inform patrons by way of an announcement 15 minutes before the premises close to respect the needs of local residents and to leave the area quickly and quietly.

Notices will be prominently displayed at all exits requesting patrons to respect the needs of local residents and leave the area quietly and door staff will remind patrons when leaving the premises to do so quietly.

General access to the Garden Room external first floor area shall cease at 23:00hrs when the external area will only be used by smokers. No drinks will be allowed in this area after this time and the maximum number of persons in the area will be controlled.

<u>The Protection of children from harm</u>

AT ALL TIMES

A Challenge 25 proof of age scheme will be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram.

WHEN NIGHTCLUB ELEMENT OPEN TO MEMBERS OF THE PUBLIC

Should the premises licence holder organise any event for persons under the age of 18, the premises will have in place the following practices:

(a) An admission policy; and

(b) A code of conduct for staff; and

(c) Child Protection/Safeguarding policy
(d) Protection of vulnerable people – Welfare and first aid provision.

The premises licence holder will designate a member of staff responsible for welfare for the duration of the event.

Annexe 3 – Conditions attached after a hearing by the licensing authority:

Licensing Sub Committee Hearing 29th July 2019.

Granted, subject to the conditions as submitted by the applicant on the 28th July 2019 and which were admitted as evidence with the agreement of all parties at the above hearing and attached - subject to the following modifications;

(1) On Thursdays, Fridays, Saturdays and Sundays all licensable activities on the premises shall cease by 01.00am.

(2) On Thursdays, Fridays, Saturdays and Sundays the premises shall be closed to the public by 01.30am

(3) The maximum number of persons permitted on the Garden Terrace at any one time shall not exceed 30 persons.

Minor Variation 1st November 2019 agreed by EFDC

(1) A change to the layout and design of the premises in accordance with drawing numbers 7335/02J and 7335/03J.

(2) To remove the condition on the premises licence that reads " A direct telephone number for the manager at the premises will be publicly available at all times when the premises are open for licensable activities. A notice giving this telephone number is to be displayed at the entrances to the premises"

Being replaced with under General all Licensing Objectives,

" A direct telephone number at the premises will be publicly available at all times when the premises are open for licensable activities. This telephone number will allow the caller to speak directly with the manager through a call management system or call handler."

Minor Variation 19th January 2021 agreed by EFDC

Change to original layout of plans for the above Minor Variation dated 1st November 2019, new plans submitted.

Change to name of premises from Playhouse and Essex Roof Garden to Playhouse and Playroom

Annexe 4 – Plans:

Plans held at Epping Forest District Council

Minor Variation plans held at EFDC

PREMISES LICENCE
SUMMARY

Part B

EPPING FOREST DISTRICT COUNCIL
Neighbourhoods

Premises licence number:	**LN/000004109**

Premises details:

Postal address of premises, or if none, ordnance survey map reference or description:	
Play House and Playroom, 195-199 Cottis Lane,	
Post Town: **Epping, Essex**	**Post code:** **CM16 4BL**
Telephone number:	

Where the licence is time limited the dates: N/A

Licensable activities authorised by the licence:

Licensable activities authorised by the licence:
Live Music
Recorded Music
Performance of Dance
Anything of a Similar Description to Live Music, Recorded Music and the Performance of Dance
Late Night Refreshment
The Sale by Retail of Alcohol

The times the licence authorises the carrying out of licensable activities:

Live Music Thursday to Sunday 23.00 – 01.00am

Recorded Music Thursday to Sunday 23.00 – 01.00am

Performance of Dance Thursday to Sunday 23.00 – 01.00

Anything of a Similar Description Thursday to Sunday 23.00 – 01.00

Late Night Refreshment Monday to Wednesday 23.00 – 00.00 Thursday to Sunday 23.00 – 01.00

The Sale by Retail of Alcohol Sunday to Wednesday 11.00 – 00.00 Thursday to Saturday 11.00 – 01.00

New Year's Eve from 11.00 – 01.00 New Year's Day, Sundays before Bank Holidays 23.00 – 01.00

The opening hours of the premises:
Monday to Wednesday 11.00 – 00.30, Thursday to Sunday 11.00 – 01.30am

New Year's Eve from 11.00 – 01.00 New Year's Day, Sundays before Bank Holidays 23.00 – 01.00

Where the licence authorises supplies of alcohol whether these are on and / or off supplies:

On only

Name, (registered) address, of holder of premises licence:

CK Entertainments Ltd, Playhouse, Cottis Lane, Epping, Essex, CM16 4BL

Registered number of holder, for example company number, charity number (where applicable):
11951826

Name of designated premises supervisor where the premises licence authorises the supply of alcohol:
James –Carl Hoffeiner, 2b Hasker Street, London, SW3 2LG

State whether access to the premises by children is restricted or prohibited: Restricted

Dated: 19th January 2021

Assistant Director of Environment & Neighbourhoods

COMPLETE
LICENSING

QUESTIONS?

Please get in touch:

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