

**FOR THE CHAIR AND MEMBERS OF  
THE LICENSING SUB-COMMITTEE  
FOR 8 MARCH 2016**

**LICENSING ACT 2003 - REPRESENTATIONS AGAINST INTERIM STEPS**

**Applicant:** A & L Entertainments Ltd

**Ref.No.** OL/16/04

**Premises:** Chambers, 2-6 Albert Road, Middlesbrough

**Application received:** 7 March 2016

**1. SUMMARY OF THE APPLICATION**

The purpose of the report is for Members to consider representations from the Premises Licence holder against the interim steps taken by the licensing authority following an application made by Cleveland Police on 24 February 2016 for a summary review of the premises.

A copy of this representation is attached at Appendix 1.

**2. BACKGROUND**

As a result of the application made by Cleveland Police a Licensing Sub Committee at a hearing on 26 February 2016 determined to suspend the Premises Licence immediately for a period of one week and from Friday 4 March 2016 restrict the sale of alcohol from the premises from 11am until 1am daily pending a full review hearing.

At the hearing on 26 February 2016, Members determined that the suspension was necessary because it would prevent further crime and disorder at the Premises following the serious violent incidents that occurred at the Premises as set out in the Police Certificate and that the suspension would enable the measures proposed by the Licence Holder to improve the prevention of crime and disorder to be properly implemented. Members further determined that the interim restriction in relation to the sale of alcohol would protect the public as the violent incidents seemed to occur after 1.00am and would enable the Licence Holder to assess whether the new measures were sufficient to uphold the licensing objectives.

A copy of the existing Premises Licence is attached at Appendix 2.

### **3. LEGISLATION**

The Licensing Act 2003 requires the Licensing Authority to carry out its functions with a view to promoting the four licensing objectives:

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

The Licensing Authority must also have regard to its Licensing Policy and any guidance issued by the Secretary of State.

The Licensing Act 2003 provides a procedure for a summary review of a premises licence by the Police which triggers a fast track to review premises where Police consider those premises are associated with serious crime or serious disorder (or both). The procedure allows the licensing authority to respond by taking interim steps quickly, where appropriate, pending a full review. The Act also provides that the Premises Licence holder may make representations against the interim steps taken by the licensing authority, and on receipt of such representations the licensing authority must hold a hearing within 48 hours of their receipt.

### **6. The Licensing Policy**

Members are referred to the following relevant sections of the Council's Licensing Policy.

Prevention of Crime and Disorder starting at page 19  
Reviews starting at page 43

And any other sections of the Policy which Members consider to be relevant.

### **7. Guidance to the Licensing Act 2003**

Members are referred to the following relevant sections of the Guidance.

Crime and Disorder starting at paragraph 2.1  
Reviews starting at paragraph 11.1

And any other sections of the Guidance which Members consider to be relevant.

### **8. Members' Options**

Members must consider whether the interim steps are appropriate for the promotion of the licensing objectives and determine whether to withdraw or modify the steps taken.

When considering the case Members must take into account the senior officers certificate that accompanied the application, which is attached at Appendix 3, the chief officers representations and any representations made by the Premises Licence holder.

Members are reminded that there is no right of appeal to a Magistrates Court against the licensing authorities decision at this stage.

**Contact Officer: John Hodgson**  
**Senior Licensing Officer**  
**Tel. 728719**

**For admin use only:**

**Decision:**

**Reasons:**



Middlesbrough Council  
PO BOX 503,  
Town Hall,  
Middlesbrough,  
TS1 9FX

Our ref.: MF/30794/1  
Your ref.:

Dear Sirs,

Licensing Act 2003

Application for Summary Review of Premises Licence in respect of Chambers Bar and Haze, 2 Albert Road, Middlesbrough, TS1 1QA

Representations against interim step taken by the Licensing Authority on 26<sup>th</sup> February 2016

Introduction

Middlesbrough Council ("the Authority"), as a licensing authority under the provisions of the Licensing Act 2003 ("the Act") has granted a premises licence ("the Premises Licence") to A&L Entertainments Limited ("the Licensee") in relation to Chambers Bar and Haze, 2 Albert Road, Middlesbrough, TS1 1QA ("the Premises").

This firm acts for the Licensee.

On 24<sup>th</sup> February 2016 the authority received a notice ("the Review Notice") from Cleveland Police requesting a summary review of the Premises Licence pursuant to s.53A of the Act ("the Summary Review").

As it was obliged to do by virtue of s.53A(2)(a) of the Act, within 48 hours of receipt of the Review Notice, the Authority considered under s.53B whether it was necessary to take interim steps pending the determination of the Summary Review.

This consideration was undertaken by the Authority's Licensing Sub-Committee ("the Committee") at a hearing on Friday 26<sup>th</sup> February 2016. Oral submissions were made at the hearing on behalf of Cleveland Police and the Licensee (represented by this firm).

The Committee resolved to take the interim step of suspending the Premises Licence for the period of 7 days, and thereafter reducing the hours for licensable activities to 01:00 with a 01:30 close. Reasons for the decision were given. It was decided to suspend the licence so that the premises would have time to implement a number of proposals as recommended by Tim Robson of TJ Licensing ("the Consultant"). The hours were reduced because the incidents listed in the Police certificate showed that they took place after 01:00. It was also commented by the Chair of the Committee, that this would allow the premises to "test" the measures implemented by the Licensee.

In accordance with s.53A(2)(b) of the Act, the Summary Review must take place within 28 days after the day of receipt of the Review Notice, which we now understand to be 1pm on Wednesday 23<sup>rd</sup> March.

#### Representations against interim step

By virtue of s.53B(6) of the Act, if the Licensee makes, and does not withdraw, any representations against any interim steps taken by the Authority, the Authority must, within 48 hours of the time of its receipt of the representations, hold a hearing to consider those representations.

Please take this letter as representations made by our client against the interim step taken by the Authority, particularly the reduction in hours, since the 7 days suspension has already taken place and used to implement the proposals, as per the Committee's decision.

#### Appropriateness of the summary review procedure

Nothing in these representations should be taken as an acceptance by or on behalf of the Licensee that this matter was appropriate for the summary review procedure.

The Summary Review Guidance issued by the Home Office on 2<sup>nd</sup> July 2012, and updated on 12<sup>th</sup> November 2015 ("the SR Guidance") is intended to assist police forces and licensing authorities when considering using the procedures (including the summary review procedure) inserted into the Act by the Violent Crime Reduction Act 2006.

The SR Guidance points out (paragraph 1.3) that existing powers in Part 8 of the Act provide for the instant closure of premises by the police in some circumstances, and the review of premises' licences by the licensing authority. The powers "are aimed at tackling serious crime and serious disorder, in particular (but not exclusively) the use of guns and knives".

The SR Guidance emphasises that the summary review procedure should only be used where appropriate (paragraph 1.4). It suggests that the senior officer considers whether the "potential incident" is "sufficiently serious to warrant using this power" (paragraph 2.4) and "should an alternative power be deployed?" It specifically suggests that the senior officer considers triggering a standard licence review to address the problem (ibid.). It recommends that the application addresses these points, and provides (paragraph 2.5):

In particular, it is important to explain why other powers or actions are not felt to be appropriate.

Here, the Review Notice is silent as to what (if any) consideration was given as to other powers or actions, only that immediate action was required. Cleveland Police appear to have selected the most urgent review procedure without justifying why its selection was necessary. This in circumstances where:

- Cleveland Police had approached the venue to provide a list of recommendations for a meeting with the Police on the 18<sup>th</sup> February 2016. No indication had been given that this must be provided within a particular timescale. The premises met on Monday 22<sup>nd</sup> with staff, security and promoters to identify that list of measures to propose to the Police (See attached at Appendix 2)
- The three incidents listed in the Police certificate, are of course of great concern to the Licensee. Until the incident involving the Police officer on the morning of the 22<sup>nd</sup> February, the Police had given no indication that they thought them so serious that a review of any kind was appropriate. The Licensee therefore thought that they had sufficient time to get the input of all staff at the premises in regard to the proposed measures.
- The Licensee was not given the opportunity to present the proposals to the Police since they received a Summary Review on the 24<sup>th</sup> February.
- The premises have been trading since July/August 2014, and the last meeting with the Police in regard to the premises was in August 2015, when Mr Shaher attended at the offices of the Police together with Mark Homes of MAK Security. The Police raised concerns during that meeting in relation to some incidents at the premises, and the level of bag and phone thefts. Further to the meeting the premises displayed posters, further to Police recommendations, warning of the risk of theft of personal items and reviewed security. No follow up meeting was arranged or required.
- The premises have never been the subject of an action plan or a minuted meeting providing a list of identified problems with agreed actions.



- There has never been any form of stepped approach giving the premises early warning of Police concerns
- The summary review was brought without warning to the Licensee.

The Licensee reserves all his rights to take issue with the selection of the summary review procedure in this matter and at all further hearings, whether before the Committee or elsewhere.

What follows is without prejudice to this reservation of rights and is offered in a spirit of co-operation and in order to address the immediate concerns of Cleveland Police and the Authority, in the hope that the interim step taken may be modified so that the Premises can trade pending the determination of the Summary Review in a manner where the risk of serious crime or serious disorder occurring is minimised.

#### Interim step taken

1. To suspend the Premises Licence immediately for a period of one week. The suspension is necessary because it will prevent further crime and disorder at the Premises following the serious violent incidents that occurred at the Premises as set out in the Police Certificate. The suspension will enable the measures proposed by the Licence Holder to improve the prevention of crime and disorder to be properly implemented.
2. From Friday 4 March 2016 the sale of alcohol from the premises will be restricted from 11.00am until 1.00am Monday to Sunday. The Committee considered that this interim restriction will protect the public as the violent incidents seem to occur after 1.00am and will enable the Licence Holder to assess whether the new measures are sufficient to uphold the licensing objectives.

The Committee dealing with the matter on 26<sup>th</sup> February had the disadvantage of hearing on behalf of a Licensee who had had virtually no warning of the Summary Review. In the circumstances, the Licensee had very little opportunity to consider Cleveland Police's representations (which were substantially developed and expanded upon at the hearing from what was contained in the Review Notice), to consider what practical steps could be taken at the premises to assuage any of the fears expressed by the Police, and to enter into discussions with the Police. The Licensee was therefore in natural difficulties in dealing with a Police review "on the hoof". They did however, take as much action as was permitted by the tight timescale, but instructing a former Police Licensing Sgt, Tim Robson of TJR Licensing to carry out an initial risk assessment, with a view to conducting a much more thorough assessment of the premises, which has since been carried out. His Report is attached at Appendix 3 and Risk Assessment at Appendix 4.

A Committee faced with this imbalance of arms may well have felt that the severe interim step proposed by the Police was the most appropriate one to take. They did however, take into account the proposals of the Licensee and this was a factor evident in their decision and



reasoning. The clear intention of the Committee was to give the premises time to implement its proposals and then to test those proposals out during restricted hours. This has been done.

The immediate suspension of the Premises Licence has had the effect of preventing the Licensee from trading and risks his business and the livelihood of him and his employees, in circumstances where he does not accept that the instances of serious crime (whilst of course extremely troubling) were of such a level as to warrant immediate closure.

The Licensee has however taken on board the concerns of the Committee and has used the time provided by the 7 days suspension to make all of the proposed improvements. They have also traded the premises on Friday 4<sup>th</sup> March and Saturday 5<sup>th</sup> March to the restricted hours implemented by the Committee. The restricted hours has resulted in the premises losing its two main promoters and the clientele they have spent 18 months building. This is now in affect a fresh start for the premises, building a new clientele using the new policies, procedures and standards. In order to do this and compete within the night time economy, the premises must have back its previous hours or at least be put on a level playing field with its competitors in the immediate area.

With the passing of a little more time the Licensee has been able to make what he feels is substantive progress towards presenting a package of deliverable improvements to the operation in order to ensure that the risk of serious crime or serious disorder occurring is minimised. The Licensee has also had the opportunity to implement these changes, albeit to hours which are significantly reduced from its previous hours or those of its closest competitors. Naturally the Licensee has had to move swiftly because of the ongoing threat to the business caused by the suspension of the Premises Licence and subsequent reduction of hours. The Licensee has moved to ensure that the alternative measures he proposes:

- are realistic and achievable;
- will materially reduce (and indeed minimise) the risk of serious crime or serious disorder occurring; and
- might meet with the approval of the Committee and Cleveland Police.

However, in making these representations pursuant to his right to do so under s.53B(6) of the Act, the Licensee does not have to show (and for this purpose does not seek to show) that the decision of Committee on 5 August 2010 was wrong. This is not a review of that decision. These are further representations which the Committee is obliged to consider afresh.

Proposed alternative interim steps

The Licensee has complied with the Committee's decision to close for 7 days, and is not challenging that part of the decision since it was accepted and it has passed. However, as an alternative to the interim step of restricting the hours of the premises, the Licensee proposes the interim modification of the conditions of the Premises Licence as set out in Appendix 1.

#### Detailed Risk Assessment and agreed actions (Attached Appendix 4)

The Licensee believes the appointment of the Consultant to assess the operation of the premises has brought about rapid and tangible improvements to the existing policies, procedures and security provision at the Premises, particularly given:

- The Consultant's vast experience in this area;
- Practical improvements to the Premises and security equipment and methods deployed there arising as a result of consultation with the Consultant and cooperation with MAK Security; and
- The opportunity to test out these measures over the past weekend during restricted hours, as was the intention of the Committee.

The Consultant will address the Committee as to the improvements which have been implemented and his opinion of how the premises has traded on the 4<sup>th</sup> and 5<sup>th</sup> of March.

#### Training

Following the hearing on 26<sup>th</sup> February, the Consultant was instructed to carry out training for all staff and Door Supervisors at the premises. This took place on Sunday 28<sup>th</sup> February. Bar staff, glass collectors etc were trained on their responsibilities under the Licensing Act incorporating element of the risk assessment carried out by the Consultant. This training is considered to be more advanced than that of normal social responsibility training given to bar staff. It is closer to that of a qualification received by a personal licence holder. The Door supervisors were given a compacted version of the national door supervisor's qualification which covers all aspects of their work with the door supervision role. In addition, the Licensee has had two further members of staff trained on the personal licence holders course, and the premises now has five members of staff who hold the Award for Personal Licence holders qualification.

#### Physical alterations and adjustments

Certain physical alterations and adjustments to the Premises were following consultation with the Consultant and MAK Security. The Consultant has been liaising with Sgt Higgins of Cleveland Police in relation to their concerns, incidents at the premises and our proposals.

The Consultant has created zones within the premises for door supervisors based upon a risk assessment of likely trouble spots. This was following discussions with members of staff and the door team.

Signage has been erected at the premises in relation to searches, CCTV, crime prevention and the Challenge 25 policy.

#### CCTV

The premises have increased the number of CCTV cameras. In addition to the 32 required by the licence there are an additional 9. The cameras placed at the entrances to the premises have been improved in terms of facial recognition, and lighting in those areas has been increased. In addition, there is a TV monitor at the entrance of each premise which shows each person entering the premises that they are on CCTV, and can be easily identified.

#### Hearing

You will appreciate that the Authority must, within 48 hours of receipt of these representations, hold a hearing to consider the same. We have been liaising in relation to this understand this hearing will take place on Tuesday 8<sup>th</sup> March at 10am.

Yours faithfully,

Mincoffs Solicitors LLP

# APPENDIX 1

## Proposed Steps

### Proposed steps

1. A security risk assessment has been undertaken by a Licensing Consultant in respect of the premises. This started immediately on Friday 26<sup>th</sup> February following the hearing. During the risk assessment, the consultant undertook a number of site visits in order to further assess necessary measures, improvements and to check that such recommendations are being implemented. The Consultant has, and will, liaise with the Police and the management in relation to its implementation and improvement (where necessary).
2. Following the risk assessment and implementation stage, a report has been written and is to be provided to the licensing authority setting out the changes which have been implemented at the premises with any further action plan/timetable. That report will be presented to the licensing committee.
3. The risk assessment will be reviewed every six months thereafter. A copy will be available for inspection by the Police or Officers of the Council at all times when the premises are open for a licensable activity.
4. Door supervisors at the premises are now wearing high visibility clothing when working. This will aid in identifying door supervisors within the premises and aid in the deterrence of incidents. All members of the door team are conversant with the conditions of the premises licence before commencing work at the premises.
5. The premises will operate security on a risk assessment basis in line with assessment carried out at the premises.
6. There will be a minimum number of 2 door supervisors retained at the premises until 30 minutes after closing to assist with the dispersal of customers.
7. Anybody who is employed as a member of the security team at the premises will not be permitted to visit the premises as a customer after 23:00 (doesn't exclude use of the bistro).
8. A chest cam system, capable of recording images and sound will be made available to a designated member of the Door Supervisor team at all times that the premises are operating with door supervision. This shall be worn by a member of the team working on the door or the head doorman. Footage from the cameras will be used to assess the effectiveness of the door team in dealing with incidents occurring at the premises and the refusal/ejection of customers. It also serves as a reminder to customers that they are being recorded on camera.
9. All glasses in the premises are to be polycarbonate, except those provided in the cocktail bar and in the bistro on the ground floor. All glass bottles in the premises, except those used in the cocktail lounge and bistro will be decanted into a glass at the bar.

10. No customers are permitted to leave the premises with glasses or bottles. Notices will be placed at the exit to advise customers of this. Door staff will be trained to be extra vigilant in respect of this risk.

11. The premises will operate a training programme for all staff with the responsibility of retailing alcohol and will implement and periodically review training in accordance with that programme. Such training will include responsibilities under the Licensing Act 2003 with particular focus upon offences and underage sales. Training will be provided in accordance with recommendations in the risk assessment, and the first such training session took place on Sunday 28<sup>th</sup> February.

12. Each bar in the premises will be staffed by an individual who has radio equipment directly linking to the door staff so that they might report any issues which may develop into incidents.

13. No persons shall be admitted to the premises at any time during the period of 1 hour preceding closing, except for those persons who have been out to the smoking area and wish to then return into the premises.

14. Facial recognition standard cameras are installed on the entrances to the premises which link to TV monitors. The monitors then show each person entering the premises, so that they are made aware of the presence and standard of CCTV in the premises and that they can and will be identified if they are involved in anything untoward at the premise.

# APPENDIX 2

Planned measures to reduce incidents at Chambers & HAZE



Planned measures to reduce incidents at Chambers & HAZE

Meeting Date: Monday 22 February 2016

Attendance: Abdu Shafer, Mark Holmes, Jordan Jefferson, Billy Thompson, Matt Smith.  
Agreed Measures:

1. Encourage customers to come in earlier by limiting entry after 3am.
2. Increase Door staff on Sundays.
3. install cameras in toilet areas to aid toilet checks
4. Increase searches from random to include all customers for a period of 1 month, checking bags and clothing for drugs etc. to try to eradicate any drug usage.
5. Door staff to wear high visibility jackets.
6. To install police radio as part of Pub Watch.
7. To put forward worst trouble makers to pub watch to be barred throughout the town.
8. Remind bar staff strongly that no bottles or glasses are to be given out and drinks should dispensed in polycarbonate plastic glasses provided.
9. Install ID scanners
10. increase use of our body cameras

I hope these series of measures meet with your approval but as we said last Thursday I would value your advice and anything you advise which is feasible for us to implement we would add to these measures. we which to work with you to ensure that we a very well run facility that is safe for all our patrons to visit at all times.

I look forward to your input.

regards,

Abdu Shafer

Chambers & HAZE

# APPENDIX 3

Report of Tim Robson, TJR Licensing



Tim Robson  
Cert Ed, MBII, MIOL,

**TJR Licensing Ltd**  
6 Tantallon Court,  
Houghton Le Spring,  
Tyne and Wear  
DH4 6TJ

Tel: 0191 3878696  
Mob: 07958694042  
e-mail: [tjrlicensing@btinternet.com](mailto:tjrlicensing@btinternet.com)

7 March 2016

## REPORT

To: Mr Abdu Shafer

**RE: Chambers and Haze,**

### 1. INTRODUCTION

1.1 I retired from Durham Police in the rank of Sergeant after 30 years' service, in December 2015.

During my career I was commended on 6 occasions and received a Chief Superintendents certificate of appreciation and the Frank Taylor award. I have been awarded a Royal Humane Society award on Parchment and a protection of life from fire award.

After promotion in 2001 I became engaged in licensing matters and also ensuring quality in the police service. Soon after I became the force North lead in licensing and in 2011 I was given the duties of the force lead on licensing enforcement within a new and innovative unit named the alcohol harm reduction unit. I have 14 years police experience in the specialised subject of Licensing law. Commander in the Police Support Unit with experience in disorder during the Bradford Riots and the G8 Summit 2005. Member

of the National Police Chiefs Council (ACPO) alcohol group. BII accredited tutor, assessor and invigilator. Experience in taxi, gambling and door supervision. Qualified BII best bar none assessor. PSU commander and qualified evidence gatherer. Substantial experience for over 14 years in licensing consultation, hearings, and applications. I have operated a licensing training academy in accredited and hospitality training where I educated some of the most well-known hospitality tutors in Newcastle. Skills include, Health and safety, RIPPA, Equal Opportunities, Sex Discrimination, Human Rights, and all aspects of Criminal and Road Traffic Law, legislation and procedure. Previous to my retirement a police standard and specialised driver. Conflict Management, Personal Safety and First Aid Trained. Door Supervisor Training, Licensing Authority Members Trainer. PSU Trained at the Hendon Police Public Order Centre. Police PSU trained commander in that role focusing on crowd management. Trained police evidence gatherer covert and overt. Spectator management and control. The creation of operational orders and the spectator management of a number of public events and rallies in Durham. Spectator management and control at Darlington football ground, Newcastle West End Riots, Leeds/Bradford Riots, various political and non-political marches. Skilled and competent in all current day aspects of licensing legislation and Council process. I was the force lead in relation to licensing matters, leading a multi-discipline team covering: licensing, administration, antisocial behaviour and partnerships in the night time economy; and following a departmental restructure in 2011, became the county Licensing & Alcohol Harm Reduction Unit sergeant, solely concentrating on police & partner tactics to identify and implement best practice to achieve the highest possible standards in relation to licensing enforcement and alcohol harm reduction within the Night time Economy across the county of Durham. Within that role I planned and coordinated a number of covert and overt operations to impact upon licensing matters, drug supply and crime and disorder issues within the night time economy. I received a Chief Constables award for instigating 22 reviews on licensed premises.

- 1.2 I was selected to sit on the Association of Chief Police Officers (ACPO) licensing subgroup, forming a small team of licensing officers providing advice and support to the main ACPO group and acting as a task and finishing team for the ACPO group.
  - 1.3 I sit as a North East Representative volunteer on the National Pubwatch association which provides advice support and guidance to Pubwatches across the UK.
  - 1.4 I am a qualified Best Bar None tutor, invigilator and assessor and assisted in coordinating and assessing the Durham Best Bar None scheme.
  - 1.5 I have spoken at a number of conferences and seminars at local and national level.
  - 1.6 I have the following post formal education qualifications relevant to this enquiry and I am a Personal Licence Holder and I am authorised by The British Institution of Innkeepers examination board to deliver training, assess and invigilate examinations to a level required to achieve a Personal Licence Certificate.
- I hold the following qualifications and I am authorised to teach any of the subjects namely;

- o Health and Safety Certificate, Open College Network 30<sup>th</sup> July 1998
- o National Certificate for Licensees, BIIAB. 13<sup>th</sup> October 2005
- o Award for Personal Licence Holders, BIIAB. Level 2 8<sup>th</sup> March 2005
- o National Certificate for Designated Premises Supervisors Level 2 3<sup>rd</sup> July 2006
- o Licensing Law Training Course – Diploma, Guy Simmonds, BIIAB. 13<sup>th</sup> October 2004
- o Licensing Act 2003 – The Draft Regulations James Button and Co. PLHIU 18<sup>th</sup> October 2004
- o National Certificate for Licensing Practitioners 27<sup>th</sup> February 2007
- o Award in Assessment of licensed Premises, Principles of Assessment Unit 1. 22<sup>nd</sup> February 2008
- o Award in Assessment of licensed Premises, Legislative Requirements and Assessing Licensed Premises Unit 2 22<sup>nd</sup> February 2008
- o Award in Assessment of Licenced Premises BIIAB Level 2 25<sup>th</sup> February 2008
- o Responsible Alcohol Retailing Level 1 5<sup>th</sup> November 2008

BIIAB Nominated Tutor, assessor and invigilator for the following qualifications: -

- 1) BIIAB Level 2 National Certificate for Door Supervisors, Unit 1 Roles and Responsibilities.
- 2) BIIAB Level 2 National Certificate for Personal Licence Holders.
- 3) BIIAB Level 2 National Certificate for Licensees (Drug Awareness)
- 4) BIIAB Level 2 National Certificate for Designated Premises Supervisors
- 5) BIIAB Level 2 Award in Assessment of Licenced Premises.
- 6) BIIAB Level 2 Award in Responsible Alcohol Retailing

Certificate of Education (PCET) Sunderland University. Enrolment Number 30022287, Completed 2007,

- o Initially promoted the Problem Solving Policing style in Durham City in 1994.
- o Recognised speaker at regional licensing conferences.

- o Recognised specialist and interviewee on The Licensing Act appearing in the following media, Sky Streetcrime UK, Sky Booze Britain, BBC North East News, Tyne Tees News (studio and on scene), Tonight with Trevor Mc Donald (two occasions) Live on BBC Radio Newcastle, Sun FM, Durham FM, Durham Radio, Tees Radio, Tees FM and many more.
- o North Eastern Representative for National Pubwatch.
- o Commended 5<sup>th</sup> December 2014 for instigating through the use of covert surveillance in licensed premises.
- o Responsible for 22 reviews on licensed premises in Durham.
- o One of 8 representatives of the National Police Chiefs Council (ACPO) Alcohol Group, London.
- o National Police Chiefs Council representative delivering Licensing seminars to all UK and Wales police forces at the Police training centre Ryton 2014 and 2015, specifically teaching police licensing officers.

1.7 I am also a Personal License Holder Personal Licence Holder, Durham County Council, D.C. PA0202

1.8 I am a member of the Institute of Licensing and a Member of the British Institute of Innkeeping (training professional).

1.9 TJR Licensing Ltd provides regulatory support to the licensed trade.

1.10 I understand that my duty is to the licensing sub-committee and this report has been prepared in compliance with that duty. All matters relevant to the issues on which my expert evidence is given have been included in this report. I believe the facts I state in this report are honest and true and that the opinions I have expressed are correct to the best of my judgement. The fee for this report is not conditional on the outcome of the case in anyway whatsoever.

## **2. THE CURRENT BRIEF**

2.1 Section 53A Summary Review proceedings under the Licensing Act 2003 have been instigated by Cleveland Police in respect of Chambers and Haze, 2-6 Albert Road, Middlesbrough TS1 1QA. The summary review proceedings were generated on the grounds issued under a certificate, certifying that in the opinion of Chief Superintendent Lang the premises were associated with serious crime and serious disorder.

2.1 I have been instructed by Mr Matt Foster of Mincoffs Solicitors to visit the premises and thereafter prepare a report about the premises operational procedures; to comment on their effectiveness and make recommendations regarding the impact on the licensing objectives: prevention of crime and disorder, public nuisance, public safety and protection of children from harm.

### **3. THE LOCATION**

3.1 Chambers and Haze is at 2-6 Albert Road, Middlesbrough TS1 1QA. The entrance to the premises is in Albert Road. The premises occupy primarily a ground floor, first floor and second floor.

3.2 The premises are situated within Middlesbrough and the area on Albert road is in particular an area suffering deprivation and closure of retail units. The main use of venues in this area is for the provision of entertainment.

3.3 There are several other licensed premises and several late night take away food restaurants nearby. Namely Barracuda 42 Albert Road, Reflex and Flares 7 Albert Road and Spensleys Emporium. These premises have licences allowing operation until 3.30am.

### **4. STYLE OF OPERATION**

The venue is a three storey premise. The ground floor is a Bar and Cocktail bar named Chambers. On the first floor there is a nightclub named Haze and in off shoots from this night club there are smaller rooms offering differing styles of music.

The hours associated with the venues licence are 11am to 4.30am Monday to Sunday for live Music, Recorded Music, Performance of Dance, Late night refreshment. (11pm - 4.30am). DJs offer differing styles of music on each floor.

Clients are primarily from the locality and like other premises that associated this area and premise for its late clubbing scene.

The premise is a bar / dance floor on the ground floor with a separate Cocktail bar and chill out area. Separate from this is that access via a side staircase that leads from the roadside to the first floor which is the Haze night club.

The premises licence is displayed in the foyer of the entrance to Chambers Bar



Numerous notices are placed around the premises giving advice to patrons on all aspects of the licensing objectives.

The Premise Licence holder is A & L Entertainments Limited, owned by Abdu Shafer, and he is also the DPS of the premises. The premises is afforded the luxury of having 5 Personal Licence Holders on its staff.

No Pricing Promotions are in place and the venue only offers drinks at premium prices. The prices are set at above that or equal to the neighboring premises.

Private parties are offered but not for persons under 18yrs of age.

Toilets operate with attendants

A Smoking area is provided for Chambers and Haze.

Glasses are all polycarbonate and bottles are decanted. The exception is that of drinks offered in the Cocktail Bar area where glass is used.

Noise limiters are fitted and operational.

Chill out areas are provided near the Cocktail bar on the ground floor and adjacent to the main Dance floor upstairs in Haze.

The licence specifies that the Premise Licence Holder must be a member & attend Pubwatch. This is in place.

## **5. SECURITY**

Describe:

Number of door supervisors employed ~ 2 up until 10.30pm, 2 more at midnight, 2 further at 12.30am and 1 additional at 2.30am. The door supervisors are contracted in and I am satisfied with the quality of their operation. A female door supervisor is available and used during busy times.

Door supervisors sign in at start and finish of duty and all of their badges are copied and made available to RA and Sia if required. The door supervisors operate on a 1:100 ratio.

Badges are displayed in arm holders. High Visibility tabards are worn inside and outside of the venue.

A radio is made available to contact Council CCTV and the police. Scanner wands are used. A search policy is in place as well as an incident register. Briefings and security meetings are carried out.

## **6. CCTV**

The system is a high quality HD system covering 41 cameras. Cameras are sited in adequate positions. The recording is on a hard drive. The head door supervisor wears a Go Pro audio and video recording body camera.

## **7. OBSERVATIONS**

I attended the venue on Saturday 5<sup>th</sup> March 2016 during the period of its restricted hours, put in place by Middlesbrough Council. I attended at 20:30hrs and left at 02:00 the following morning. The weather was wet raining and quite cold. As the night progresses then footfall to the area increased however nearly all of the footfall was focused on surrounding premises with longer hours' operation. Prospective customers attending Chambers and Haze were turned away if they did not produce adequate ID, were drunk or refused to enter a club that would be closing at 1am.

Other premises were clearly busy with the premise at the opposite side of the road having a large queue to gain entry.

At 23:28hrs a male was seen to be arrested by an officer in a flat cap outside of the premises opposite and this caused the need to call for the attendance of a van to finalise his arrest and take him to the custody suite.

Following this incident four (4) high visibility officers on foot stood in front of this premises. The officers were later supported by another two officers making the total standing on foot patrol outside of the neighbouring premises at 6. At this time Chambers had 19 customers and Haze 21customers.

As the night progressed the number of customers diminished at Chambers and Haze. The numbers dropped from 12mn onwards. I saw a group of males who attended Haze. They were asked for ID and had none, they were refused entry. I saw this group of males freely access the premise opposite, where the police officers were still standing.

I saw a male in a dark blue padded jacked approach the door of Haze and he was rightly turned away as he was drunk and had difficulty standing. I saw this male join the queue at the premises at the opposite side of the road and again gain free unchecked access to the venue. The police officers were still stationary on foot patrol outside of this bar at that time. The male was clearly drunk by his actions.

At 12.50am I conducted a video recorded walk through at Chambers and Haze. I saw a maximum of five (5) customers in each venue. The premises then closed in accordance with the instructions of the licensing committee.

I have acquired a copy of the CCTV evidence from the night that the incident occurred whereby an officer was hit with a bottle.

I have viewed other patrons and there does not appear to be any other person in possession of a bottle in the venue. I have interviewed staff who were on duty that night and they are confident that no bottle has passed over the counter in approximately 9 months. I can only assume one of the following.

- The offender brought the bottle into the premises by her own volition from home or another venue in her bag and drank from it.
- The offender acquired the bottle from a member of bar staff in error or by accident.
- No other customers have bottles from the footage.

I therefore believe that this is a "rouge" incident and a mistake of which I am satisfied will not be allowed to occur again.

## **8. RECOMMENDATIONS**

Strong concise recommendations have been made in the Risk Assessment outlining my findings and recommended measures, and the Risk assessment must be read in conjunction with this document.

## **9. CONCLUSIONS**

I note that there has not been a stepped approach to this summary review and that the Responsible authorities have not instigated an action plan which would be the normal practice. Should an action plan have been put in place then the Premise Licence Holder would have been able to identify measures that could have been brought into place with immediate effect. Preventative measures are essential in ensuring that there is no undermining of the licensing objectives.

The current hours of operation have limited my ability to fully assess the venues operation. Clearly the heating, lighting, staffing and other operational requirements will not fund this venues operation within such a very old building. The premises has been closed for a week causing great financial hardship to the owner and this period of closure was to allow such measures to be put in place that will prevent such incidents from re occurring. The main concern is can this premise operate safely and without undermining any of the licensing objectives. I am satisfied that previous to my attendance and involvement there was issues that required remedy and I have made strong recommendations. These recommendations were to be instigated with immediate effect. I have conducted a further visit to the venue and I am pleased to say that the recommendations have been followed and are in place.

I am fully satisfied that following the period of closure, strong and appropriate measures are now in place to remedy and rectify the issues rightly identified by the police. On this night I witnessed those measures in operation.

I am confident that if the premises continue to operate at its current hours, then its operation will not be viable and I can foresee permanent closure.

I am satisfied that in order for me to properly test the operation of the measures that have been instigated then I would suggest initially that the venue should have parity with other venues in the locality and operate like hours of operation.

I am of the opinion that should this premise be authorised to extend its hours of operation to an alignment with neighbouring premises then it will draw on customers from those bars and distribute and reduce footfall across other premises in the area. This is a positive occurrence. I am satisfied that all the necessary measures are in place to prevent the undermining of any of the licensing objectives in this premises future operation should the policies and procedures that are in place be continually followed.

Tim Robson

Licensing Consultant

# APPENDIX 4

## Licensed Premises Risk Assessment



# Licensed Premises Report

**Name & Address of Premises:**

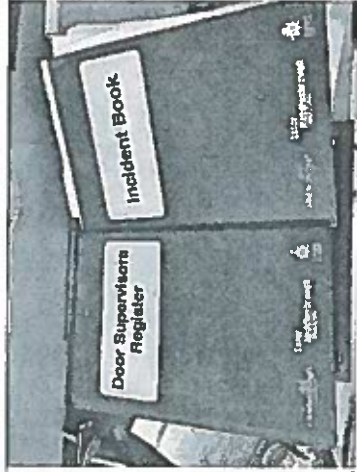
**Chambers Bar and Haze  
2-6 Albert Road  
Middlesbrough  
TS11QA**

**This assessment document is based on the Best Bar None accreditation areas. The left box denotes a specific area of assessment and the box to the right denotes the findings and recommendations if any.**

**PREVENTION OF CRIME AND DISORDER**

**Door Policy** – this section will *only* be applicable to premises that *regularly deploy door supervisors*

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| <p>A policy to manage the capacity is adopted (eg clickers, tickets, head count)</p>  | <p>Clickers are used in the premise to govern entry and egress and when the door staff start work a head count using the clickers is carried out within the premises. I recommend that measures are put in place to ensure that the number of customers per floor remains lawful namely Ground 418, First floor 335 and Second floor 200. I recommend that rooms that have little use should be closed off to customer access to assist in accurate monitoring of numbers.</p>                    |
| <p>Door staff, are SIA licensed and SIA badges are displayed. (Lanyard or armbands)</p>   | <p>I am satisfied that the door supervisors are all licenced and their badges are valid. I have recommended MAK security to copy in colour all of the badges and have them available on file at the entrance doo to both Haze and Chambers, should there be a visit from the RA or the SIA. I will provide fluorescent armbands for the team. On Saturday 5<sup>th</sup> March 2016 I visited the premise during its hours of operation and the full list of badges and details was in place.</p> |
| <p>Door staff, sign into a register detailing their full 16 digit SIA license number, their name in block capital letters, the time/date their duty commenced and the time/date it concluded.</p> | <p>I have recommended that a register is put in police supported by colour photo copies of the badges and that the on duty supervisors sign in on the night with full details. Mark Holmes agreed to ensure this process is followed. A compliance check will be conducted on the live visit. On Saturday 5<sup>th</sup> March 2016 I visited the premise during its hours of operation and this process was</p>  |



in place.

Monthly meetings - fully minuted, action taken on any issues are fully reviewed and confirmed by the management.

In the instance of this club being reviewed under section 53A I have recommended a security brief at the beginning of the night and post closure, to identify and prevent incidents at the start and to remedy concerns or address matters at the conclusion. The security manager and the PLH will hold a more formal security brief every Monday.

A written policy is in place in relation to searching and that this may form a condition of entry

Signs will be placed at all entrances that a condition of entry is that patrons will be searched. This premise has a 100% search policy for children based events however this venue does not allow children into the premises. This venue does not operate any children or young person events. I have delivered a 2-hour refresher training to the door team and ensured that they have all received a copy of the Operating Schedule. I will include a search policy in the training manual.

A documented capacity is set for the premises.

Ground floor 418, First floor 335 and Second floor 200. Set within the public safety section of the premises Licence operating schedule.

The premises deliberately runs below capacity to afford a 'comfort factor' to patrons.

On Saturday 5<sup>th</sup> March 2016 I visited the premise during its hours of operation and due to its reduced hours of operation the premises had a maximum number of customers at 19 upstairs and 21 downstairs.  
I am informed that the premise does run below capacity to afford a comfort factor. I recommend that this continues and on the live visit I will undertake a clicker head count to ensure compliance.



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| <p>Colour photocopies of SIA Licenses (badges) of door supervisors employed at the premises are available for inspection by responsible authorities.</p> | <p>I have recommended MAK security to copy in colour all of the badges and have them available on file at both doors should there be a visit from the RA or the SIA.</p> |
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**Security Briefing and Reviews**

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| <p>A formal regular security review is held every three months and should be fully minuted with records kept in the main office.</p> <p>All staff are given a daily briefing and debriefing. This may be informal but any problems identified should be recorded and action taken.</p> | <p>This is in place and will occur.</p> <p>Training was delivered on Sunday 28<sup>th</sup> February 2016 to all management, door staff and bar persons regarding security.</p> <p>This is in place and will occur.</p> <p>Training was delivered on Sunday 28<sup>th</sup> February 2016 to all management, door staff and bar persons regarding security.</p> |
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**Alcohol Promotion Policy**

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| <p>Alcohol is retailed in a responsible manner.</p> <p>No promotions which encourage the purchase of multiple measures (other than a standard double or BOGOF's), multiple numbers of bottles or excessive volumes of alcohol, speed drinking or drinking games.</p> <p>There should be no "Fixed fee drink as much as you like" promotions.</p> | <p>Training was delivered on Sunday 28<sup>th</sup> February 2016 to all management, door staff and bar persons regarding retailing alcohol in a socially responsible manner.</p> <p>The venue has offered discounted drinks previously in November 2015 through an events management team to compete with the premises next door but there are no offers in place and drinks are priced accordingly to promote good practice and social responsibility.</p> <p>There is no fixed fee drink as much as you like offers. On Saturday 5<sup>th</sup> March 2016 I visited the premise during its hours of operation and no offers were in place. I conducted authenticity tests on the spirits and they were genuine and not adulterated. Alcohol is priced at premium levels with a pint of lager at £2.90pint, whereas the neighbouring premise is selling lager at £1.74 a point.</p> |
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| <p>Soft drinks are actively marketed</p>  | <p>Soft drinks are actively marketed. Free tap water is available at the bar with ice for customers that request it and signs are placed around the building promoting this. I recommend that soft cordial based drinks should be offered free to designated drivers. On Saturday 5<sup>th</sup> March 2016 I visited the premise during its hours of operation and this process was in place</p> |
| <p>The premises <b>does not</b> take part in any organised bar crawl type events. eg Carnage UK / Stamina etc</p> | <p>The premises will not take part in any such events in the future.</p>  |

### Drugs Recovery / Seizure Policy

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| <p>Premises has a written drugs policy with a zero tolerance approach.</p>  | <p>The venue has a zero tolerance to drugs and a written drugs policy, which forms part of the training pack.</p>  |
| <p>Staff training in relation to drugs is provided and documented.</p>  | <p>The drugs policy forms part of the induction and continued training of all staff. Training has been delivered.</p>  |
| <p>Appropriate signs are displayed stating the premises zero tolerance policy to customers.</p>                   | <p>Signs are displayed stating that the venue will not tolerate drugs.</p>   |
| <p>The policy gives strict guidelines for staff to follow when drugs are either found or seized from patrons.</p> | <p>When drugs are found the substance is placed in a bag with information as to where it was found and then given an incident number and the bag will be placed in the drugs box located in the foyer. This is a secure safe that the police can only gain access to. Police are notified of all seizures.</p> |
| <p>Documents &amp; guidance are available for staff to use when dealing with such incidents.</p>                  | <p>This forms part of the policy recommended by Middlesbrough Police.</p>  |

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| <p>There is an audit trail regarding any seizures that protects the integrity of both the individuals concerned and the premises. This is available for inspection by police</p> | <p>I recommend a clear written and countersigned audit trail is in place to demonstrate the movement of the substance from seizure to collection by the police or authorised officer. On Saturday 5<sup>th</sup> March 2016 I visited the premise during its hours of operation and I inspected the drug box. It is appropriate for used and properly affixed to the wall.</p> |
| <p>There is a dedicated search room available with internal CCTV.</p>  | <p>The search of the individual will be voluntary and will involve nothing more intrusive than removal of outer coat jacket hat and gloves. Sticks will be used to move items in handbags and ensure that there are no allegations of theft. This process will be conducted in the foyer which is covered by CCTV.</p>   |
| <p>A 'Drugs Map' has been developed to identify hot-spots and measures have been implemented to address the issues raised</p>  | <p>A drugs map has been developed and is in the training manual. I recommend that areas/rooms that attract few patrons during the night should be closed off to customer access to allow more focussed observations on the main areas of use.</p>  |
| <p>A drugs safe is installed to store seized drugs prior to collection by police.</p>  | <p>A police controlled drugs safe is located in the foyer. I have inspected it and it is fit for purpose.</p>  |
| <p>Free drinking water dispensers are available (other than tap water ordered at the bar)</p>  | <p>Drinking water dispensers are not available but iced water is available free at the bar.</p>  |
| <p>A 'chill out' area is provided</p>  | <p>A chill out area is provided both upstairs and downstairs.</p>  |

### Policy on Drunkenness

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| <p>All staff receive training on the effects of alcohol and how to spot the early signs of excess alcohol consumption.</p> | <p>All Management, Staff and Door staff have received training on the effects of alcohol and how to spot the early signs of drunkenness. Demonstration scenarios have been given to assist learning.</p> |
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| <p>Premises has a clear and effective policy to prevent and deal with drunkenness.</p>  | <p>The premise has a policy on preventing and dealing with drunkenness and it is included in the training pack.<br/>All staff have been fully trained in this area on Sunday 28<sup>th</sup> February 2016</p>   |
| <p>All staff are trained with regard to their responsibilities under the Licensing Act 2003, with regard to selling alcohol to drunken persons either directly or by proxy.</p>   | <p>All staff have been fully trained in this area on Sunday 28<sup>th</sup> February 2016.<br/>Bar staff have been told that they are the decision makers on whether to make a sale and the penalties for failure have been explained fully.</p>   |
| <p>Premises follows a documented code of practice in respect of any drinks promotions and carries out a risk assessment addressing any of the licensing objectives which may be undermined and puts suitable measures in place to address those issues.</p> | <p>Drinks are not discounted and there are no drinks promotions. Should a new line of drink be sold then a risk assessment will be carried out by the management as to the manner in which it will be sold to the public. Such decisions will be recorded in the security briefings and then cascaded to all bar persons prior to engaging in any sale.</p>  |
| <p>Premises has a duty of care policy regarding persons suffering adversely from the effects of drink or drugs. Preferably patrons are allowed to deteriorate to such an extent.</p>  | <p>The staff have been trained to prevent drunkenness and this includes the glass collectors and their observations which will be passed onto servers, door staff and management.</p>  |
| <p>Premises has a policy to discourage drink driving. eg Designated driver scheme.</p>  | <p>Drink driving posters are displayed and the premises has retained keys from customers and assisted in getting them safely home. To assist in this, I have recommended a list of local taxis be placed at each exit and if the individual asks staff to assist and call then this will be done. I recommend that soft cordial based drinks should be offered free to designated drivers. I can confirm that this process is now in place. Cordial is offered free to designated drivers.</p> |

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| <p>Premises has an operational CCTV system in use. The system is in real time and on hard drive which stores images for 31 days.(If VHS format, there should be 31 tapes available).</p>          | <p>The premises have a high quality system which records at all times. The management recently added another 9 cameras to cover the bar areas in detail and the full system now operates 41 cameras. I recommend improved lighting at both entrances and a TV screen to show patrons that the CCTV is active and recording. On Saturday 5<sup>th</sup> March 2016 I visited the premise during its hours of operation and I can confirm that these measures and now in place.</p> |
| <p>There is always a member of staff available to make copies of any CCTV footage upon reasonable demand by a responsible Authority. Copy media (CD/DVD/USB stick) is available at all times.</p> | <p>There will always be a member of staff available to deal with any requests for CCTV both whilst the premises is open and also should images be required from the external cameras whilst closed. I recommend that the police provide their own USB memory sticks which is common place now.</p>  |
| <p>A trained member of staff available to operate the system on duty whenever the premises are open.</p>  | <p>There will always be an individual at hand who can operate the system.</p>   |
| <p>All designated routes for ejecting patrons are covered by cameras.</p>   | <p>I can confirm this is the case and CCTV has been improved in the venue with an emphasis on facial recognition of persons entering the building. I recommend that Hoodies and hats should not be worn. On Saturday 5<sup>th</sup> March 2016 I visited the premise during its hours of operation and I can confirm that these measures and now in place.</p>  |
| <p>The management ensures that all existing CCTV systems are fully operational at all times.</p>  | <p>I can confirm this is in place.</p>  |
| <p>A full time CCTV operator is employed to minimize disruption caused by unruly patrons.</p>   | <p>This is not in place as door teams are strategically placed in accordance with the identified hotspots.</p>  |

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| An audio-visual facility is in place on the front door  | At the front door a door supervisor will wear and operate at all times the premise is open and using door staff, a body worn camera of HD 1080dpi quality and with audio. |
| Doorstaff wear and use body worn video/headcams   | At the front door a door supervisor will wear at all times the premise is open and using door staff, a body worn camera of HD 1080dpi quality and with audio.             |
| Mapping systems are used to identify hot spots within the premises and detail camera locations. | This is now in place and forms part of the training pack. I have assessed the hot spots indicated on the plans and they are satisfactory.                                 |

### Crime & Disorder

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| The premise has a strategy to deal with disorder.   | A disorder strategy is in place and part of the training pack. On Saturday 5 <sup>th</sup> March 2016 I visited the premise during its hours of operation and discussed how differing types of music have different audiences. |
| Staff training is provided in relation to preventing disorder/conflict management.  | Staff training has been provided to all staff in relation to this issue on Sunday 28 <sup>th</sup> February 2016 and forms part of the training pack.  |
| There is a clear policy in relation to the disposal of any weapons discovered. (Any weapons discovered should be documented, securely bagged and placed in a safe until collected by police.) | There is a policy in place regarding the safe recovery logging and security of weapons found which mirrors that of drugs except that in this instance the weapons are placed in the safe.                                      |

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| Any training in relation to disorder strategies is documented.  | Staff training has been provided to all staff in relation to this issue on Sunday 28 <sup>th</sup> February 2016 and is covered in the staff training document   |
| A policy is in place for the preservation of a crime scene until police arrival, following the outbreak of disorder or any other crime. | Staff training has been provided to all staff in relation to this issue on Sunday 28 <sup>th</sup> February 2016. The training included how to preserve a crime scene, cross contamination and DNA preservation.   |
| Where coverage permits, being a member of the Pub-link radio system or pager system   | This venue is linked to other pubs by a council CCTV link which has direct connectivity to the local police. On Saturday 5 <sup>th</sup> March 2016 I visited the premise during its hours of operation and I can confirm that these measures and now in place. Staff have a direct link via radio to the local council CCTV and ultimately the police. The radios have been tested and are in good working condition. |
| Staff are trained in relation to the management of outside drinking & smoking areas   | All smoking areas are covered by CCTV and staff are trained in ensuring that there is no smoking inside of the building or doorways.   |
| Premises displays information to customers with regards to accessing taxis and public transport.  | I have recommended this and it is in place.  |
| Staff have an awareness of the early signs of aggression and there clearly defined procedures are in place for early intervention.      | Staff training has been provided to all staff in relation to this issue on Sunday 28 <sup>th</sup> February 2016 where I demonstrated the manner in which early identification of drunkenness could be made. The training also included the manner in which to identify and politely turn away a drunk.  |

**Crime Prevention Strategy**



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| <p>Premises has an alarm or other security measures to protect the premises when closed or empty.</p>  | <p>I can confirm this.</p>  |
| <p>Staff are aware of basic crime prevention principles.</p>   | <p>This forms part of the security briefings and staff training has been provided to all staff in relation to this issue on Sunday 28<sup>th</sup> February 2016</p>  |
| <p>All staff and private areas are kept locked &amp; secured when open to the public.</p>  | <p>I can confirm this. On Saturday 5<sup>th</sup> March 2016 I visited the premise during its hours of operation and I can confirm that these measures and now in place.</p>  |
| <p>Premises make every effort to prevent disorder and thefts within the premises. Property patrols, managed cloakrooms and toilet attendants are examples of good practice in this area.</p> | <p>This is in place and the premises has a lost and found property book. The toilets have attendants at the busy time's when the opportunist theft may occur.</p>   |
| <p>Crime prevention posters are displayed.</p>   | <p>I can confirm this.</p>  |
| <p>Provision of "Chelsea hooks" under tables</p>   | <p>This venue has cloakrooms where outer clothing is securely placed and as such Chelsea hooks are not fitted.</p>  |
| <p>Provision of anti-drink spiking devices.</p>  | <p>Staff training has been provided to all staff in relation to this issue on Sunday 28<sup>th</sup> February 2016 and the nature of GHB and Rohypnol full explained. As drinks are decanted the anti-spiking devices will not work. I have given extra training on the security of drinks that are left.</p> |
| <p>A clearly worded policy stating when to call door staff, the management or the police, is in place.</p>   | <p>This is implemented and part of the training pack.</p>   |

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| The autonomy for staff to contact the police is not restricted.                                       | Staff training has been provided to all staff in relation to this issue on Sunday 28 <sup>th</sup> February 2016 and all employees have the autonomy to contact the police should they deem it necessary.   |
| Premises has a clear anti-theft strategy in place.  | Staff training has been provided to all staff in relation to this issue on Sunday 28 <sup>th</sup> February 2016 whereby the staff were trained in what to look for regarding property left in a vulnerable state. This strategy forms part of the training pack. |
| Advanced crime prevention training is provided for staff, which is documented.                        | Staff training has been provided to all staff in relation to this issue on Sunday 28 <sup>th</sup> February 2016. This training is documented.  |
| All staff and managers are trained to a higher standard with recognized conflict management training. | Staff training has been provided to all staff in relation to this issue on Sunday 28 <sup>th</sup> February 2016 whereby I explained how to avoid conflict when refusing underage, a drunk, or dealing with conduct or dress code.                                |

## PUBLIC SAFETY

### **Risk Assessment**

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| Full Risk Assessments has been carried out for the premises and all tasks employees will be required to perform                            | Yes I am advised that this is in place.              |
| A <u>competent person</u> has completed the assessments,   | This process is currently undertaken by management.  |
| All assessments include;<br>1. <u>hazard</u> (something that can cause harm) = broken glass,<br>2. <u>risk</u> (the chance someone will be | These process is currently undertaken by management. |

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| <p>harmed)<br/>= cut, or slashed<br/>3. <u>who may be harmed</u> (i.e. staff, visitors)<br/>4. <u>controls in place</u> (i.e. broken glass policy)<br/>5. <u>recorded</u> (written &gt;5 employees)<br/>example; ejection of patron from premises]</p> |  |
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### Lost and Found Property

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| <p>A robust procedure in relation to lost and found property is in place. There is a separate recording system for both which allows managers to cross-reference.</p> | <p>There is a lost and found property system in place, I have recommended the venue acquired a large plastic box with which property found can be stored. Items of clothing should be stored separately</p> |
| <p>A policy is in place in relation to lost/found property, which includes procedures regarding disposal of property and procedures around valuable property.</p>     | <p>A policy is in place surrounding lost and found property.</p>  |

### Smoke-free

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| <p>Staff are aware of their responsibilities regarding smoke-free legislation and monitoring compliance</p> | <p>I confirm that this is in place and that I have recommended that e cigarettes are likewise not allowed in the premise.</p> |
| <p>Smoke free signage is in place</p>   | <p>Signs are in place.</p>  |

### Accident & Incident Management

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| <p>A written policy is in place to deal with all types of accident &amp; incidents and when to contact emergency services.</p> <p><b>[Need to aware of duty to inform local authority of a reportable accident (RIDDOR) i.e. if an employee is off work for three days, or if a patron is injured and ambulance called out to premises.]</b></p> | <p>I can confirm that such measures are in place. I have examined the accident and incident book.</p>  |
| <p>An accident book is kept in order to record all accidents and this must be retained for 3 years.</p>  | <p>I confirm that this is in place</p>   |
| <p>A written policy in relation to evacuation procedures and dealing with suspect packages is in place.</p>  | <p>I have recommended that this is in place and a policy now forms part of the training pack.</p>  |
| <p>An incident book is kept in order to record all incidents and this is retained for 6 months.</p>  | <p>The current incident book was not satisfactory and I have recommended a new one be sourced and that the persons putting entries into it do so in capitals. Middlesbrough council have provided a book which I recommend should be used fully.</p>   |
| <p>All ejections are recorded. If the intervention of doorstaff to remove a patron is required, this is recorded in detail.</p>  | <p>All ejections are recorded in note books by the two door staff on the main entrance to each venue us will have an incident book and will complete it in real time as the incident has just occurred and then transfer this information into the main register at the end of night there by the door supervisors do not need to leave the door</p> |
| <p>A Refusal Register is maintained to keep a record of refusals (either of entry or service) and the reasons for refusal.</p>   | <p>I refusal register is maintained which was given by Middlesbrough Council and any incidents will be entered into this register.</p>   |
| <p>The duty manager is aware of all interventions and signs the relevant entries.</p>  | <p>The duty manager personal license holder DPS or premises licence holder will ensure that any interventions or entries into any documentation is signed and checked. This will be done daily at the end of trading.</p>  |

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| <p>Basic training is given with regard to crime scene management and the role of the police.</p>   | <p>Basic training has been given on Sunday, 28th February with regards to the preservation of crime scenes to assist the police in any investigation this training was based upon the best bar none advice.</p> |
| <p>Staff are trained in the principles of Operation Argus and/or Project Griffin (national strategy to deal with counter terrorism issues)</p> | <p>I recommend that this takes place, the courses are provided free and are beneficial to all staff and door supervisors operating at the venue.</p>  |

**Fire Safety.** Compliance with the Regulatory Reform (Fire Safety) Order 2005

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| <p>A fire risk assessment completed within the previous 12 months is in place with evidence that the findings (if any) are being address via an action plan.</p>   | <p>I am aware that the appropriate assessment is in place and revisited regularly.<br/>An adequate fire risk assessment is in place and is fitting for the premise.</p> |
| <p>A policy detailing the actions to be taken in the event of fire is documented, available and understood by all members of staff. This includes fire extinguisher training for key members of staff.</p>   | <p>This is in place and forms part of the training pack.</p>  |
| <p>Adequate provisions for detecting and warning in the event of fire are in place. Systems are fully functional at all times<br/>[Small premises may have a hand bell behind the bar that can be heard throughout the premises.<br/>Larger premises would have an electronic fire alarm, Bells and call points.<br/>More complicated premises, or unoccupied areas, may have an electronic fire alarm which have devices which automatically detect a fire eg smoke detectors.]</p> | <p>I have assessed the system and it appears in order and functional.</p>   |

|   |   |
|---|---|
| <p>Where a fire alarm system is installed; weekly in house and six monthly test records are conducted by a competent person<br/> <b>[Weekly test should be via a different call point each week</b><br/> <b>Six monthly test to BS 5839, should be specified on certificate.]</b></p> | <p>I recommend that this continues.</p>   |
| <p>Monthly in house and annual test records by a competent person of the emergency lighting are available.<br/> <b>[Annual test to BS 5266, should be specified on certificate.]</b></p>  | <p>I recommend that this is completed.</p>  |
| <p>An annual test certificate for the inspection/service of fire extinguishers by a competent person is available.<br/> <b>[Ideally a certificate indicating BS 5306, we don't usually accept a signature on the extinguisher itself.]</b></p>  | <p>I recommend that this is done annually and the extinguishers are all within their test period.</p>   |
| <p>Adequate means of escape is provided at all times. Fire exits are clearly visible, unobstructed, easily openable and well maintained. Particular attention being given to the area outside the fire exit leading to a place of ultimate safety such as the street.</p>             | <p>I have inspected the means of escape from all fire doors and there are no obstructions apparent, exits are covered by external CCTV. On Saturday 5<sup>th</sup> March 2016 I visited the premise during its hours of operation and I can confirm that these measures and now in place.</p> |
| <p>Electrical safety testing of fixed systems undertaken every 5 years and a record kept on the site.</p>   | <p>I am informed that this is in place. On Saturday 5<sup>th</sup> March 2016 I visited the premise during its hours of operation and I can confirm that these measures and now in place.</p>   |
| <p>All management and staff possess a good knowledge of what is required by the emergency services when attending their premises. ie location of utilities, services and knowledge of the layout of the premises</p>  | <p>I am satisfied that this is in place.<br/> On Saturday 5<sup>th</sup> March 2016 I visited the premise during its hours of operation and I can confirm that these measures and now in place.</p>   |

## Lighting

|  |   |
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| The use of dimmed or bright lighting is considered to affect the mood of customers at the conclusion of permitted hours. | I have recommended that the DJ specifically increase the brightness of elimination towards the end of the evening and that this change in mood will create a safer environment for those individuals who are leaving the venue. |
|--|---|

## First Aid

|  |   |
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| First aid boxes are available and maintained with sufficient stock.  | First Aid boxes are available.  |
| Most staff are trained to a basic first aid standard with managers trained to a higher recognised qualification.   | A number of staff are trained to basic first aid and three members of the team are qualified first aiders with their qualification is still active. |
| A member of staff with a recognised qualification in first-aid is on duty at all times.  | I can confirm that this is the case.  |
| A first aid space is made available. This is clear of any clutter and has running water and some form of seating or a first-aid bed. The room has sufficient space to enable ambulance staff to work unhindered. | This is not available.  |



## Glass / Bottle Collection

|   |  |
|---|--|
| <p>Glass collection policy in place and staff are aware of their responsibility for this task.</p>  | <p>The premise does not operate glass bottles or glasses other than a cocktail glass and champagne flutes all containers are plastic and the drinks are decanted into the plastic glasses however the plastic glasses can be disposed of in sealed collection bins strategically placed around the venue</p>   |
| <p>Multi-tasking of internal door staff for glass collecting. They use this to interact with patrons and will be able to make an assessment of the levels of drunkenness.</p> | <p>Internal door staff and glass collectors are both fully aware and trained that whilst conducting their duties they must look out for and assess levels of drunkenness of patrons in areas which are not covered by the CCTV or door supervisors.</p>  |
| <p>There are no open bottle bins or skips in or near public areas. They are secured at all times.</p>   | <p>Secured plastic glass bins are placed around the venue.</p>   |
| <p>Perimeter checks are made outside the premises for any glasses or bottles.</p>   | <p>Perimeter checks are made outside of the premises for any glasses or bottles this venue does not allow glasses or bottles to now leave the premises in any form a DPPO exists in the area surrounding this venue and staff externally will ensure that there are no discarded bottles or glasses from other venues which will be collected and disposed of accordingly.</p> |
| <p>Designated glass collectors are employed</p>   | <p>Designated glass collectors are employed and have been trained to a level of that which is above a level one award in responsible alcohol retailing. The glass collectors have been trained to specifically look out for incidents of violence which are in the early stages, drunkenness and misuse of drugs</p>   |
| <p>Having all products served or decanted into alternatives to glass (eg PET bottles or polycarbonate drinkware)</p>  | <p>With the exception of cocktails and champagne flutes all other drinks are decanted into plastic glasses the bottles. Staff behind the bar will ensure that bottles are disposed of securely and the bottles are also outside of the reach of the patrons at all times.</p>  |
| <p>The use of alternatives to glass vessels in outside areas is adopted.</p>  | <p>I recommend that the operators of this venue notify the police or the council if they have any special event, or information which may come to light through intelligence regarding possible concerns in the night time economy.</p>  |



## General Safety

|  |   |
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| <p>Premises notify police or the council of any 'special event', a risk assessment is undertaken prior to an event, and neighbours and local residents are consulted prior to any such event being held.</p> | <p>A noise control policy document is in place and forms part of the training manual, all staff have been trained to ensure that noise is kept to a minimum and no windows will be left up open. Doors must be kept shut in acoustic lobbies and this will prevent the breakout of excessive noise from this premises also ensure is that signs are placed to notify patrons leaving the premises to keep the noise down and respect the neighbours. I recommend that the DJ also asks that people leave in a quiet manner. The door team will monitor the exodus from the premises and continue the advice in the public area.</p> |
|--|---|

## PREVENTION OF PUBLIC NUISANCE

### Noise in and from the premises

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| <p>A document is available that describes the measures and procedures that are in place to ensure noise does not cause nuisance to residents and who is responsible for ensuring they are maintained. This includes outside areas such as pub gardens and smoking areas<br/>E.g. Keeping windows and doors closed, providing a noise limiter.<br/>[Refer to advice note (1) below]</p> | <p>The premise has a clear dispersal policy and it forms part of the training manual regard is given to noise prevention and signage is placed at the exit of each premise. This forms part of the training pack.</p> |
| <p>If premises offers musical entertainment it MUST comply with the current Noise at Work Regulations.</p>   | <p>I recommend that this is in place.</p>   |

|  |  |
|--|--|
| <p>Venue has a document that demonstrates that they have undertaken a technical noise impact of noise from the premises and carried out its recommendations.</p> <p><b>[Refer to advice note (2) below]</b></p>  | <p>I recommend that this is in place.</p>  |
| <p>If premise has musical entertainment they have undertaken and documented a risk assessment for customers in to ensure noise exposure is not exceeded.</p>   | <p>I recommend that this is in place.</p>  |
| <p>Deliveries, servicing etc. are carried out with consideration given to neighbours.</p>  | <p>Consideration must be given to delivery times.</p>  |
| <p>The premise has a clear dispersal policy relating to customers leaving the premises with regard to noise prevention. Suitable signage is evident.</p> <p><b>[The premises should a written dispersal policy outlining measures which encourage quiet dispersal from the premises]</b></p>                         | <p>The premise has a clear dispersal policy and it forms part of the training manual regard is given to noise prevention and signage is placed at the exit of each premise</p> |
| <p>All premises that offer entertainment must carry out and document a risk assessment for staff and customers in relation to noise. This is to comply with the noise at work regulations.</p>   | <p>I recommend that this is carried out.</p>   |
| <p>Any musical entertainment has the volume reduced and the style/tempo calmed at the end of the session to 'chill' customers and encourage quieter dispersal.</p> <p><b>[This is likely to be included as part of a dispersal policy. What time before closing does the premises start its 'chill' period?]</b></p> | <p>I recommend that this action is undertaken.</p>   |

A policy of No Flying / Fly posting is adopted to prevent littering of the local environs  
[Evidence of a written policy present on the premises?]

Fly posting or handing out leaflets leads to littering in the vicinity. I recommend post event cleansing of such leaflets as it contributes to an undermining of the public nuisance objective.

**Advice Note (1)** - Venues must have a document that describes the measures and procedures in place to ensure noise does not cause nuisance to residents and who is responsible for ensuring they are maintained. Such examples may include:

- Has the premises taken steps to identify neighbouring premises which will be sensitive to noise? e.g. residential properties
- Does the premises undertake routine checks for noise levels off site to ensure entertainment levels are not too loud? Are these checks documented?
- Are closing times of outdoor/garden areas set for a reasonable time to minimise to disturbance to nearby residential properties (where applicable)?
- Does the premises maintain a log of complaints received as well as any actions that have been taken by the premises to resolve it?
- Does the premises have a noise limiter for controlling the level of amplified music on the premises. Is this kept secured to prevent tampering with/bypassing of the system? Is it regularly reviewed and checked to ensure it is operating properly?
- Does the premises have alternative means of providing ventilation (e.g. air conditioning) to ensure that doors and windows remain shut to minimise noise breakout from the premises?

**Advice Note (2)** - Venues must have a document that demonstrates that they have undertaken a technical noise impact of noise from the premises and carried out its recommendations.

Such a document may take the form of a noise impact assessment, which should take into account the whole of the premises, its structure, ventilation, hours of operation and proximity to noise sensitive premises. Most noise levels in entertainment venues will be high - in excess of 95 dBA. A technical noise impact should be based on entertainment levels for music, and a prediction of levels at nearby sensitive premises. The impact assessment should have provided a list of measures for the mitigation of noise, which if implemented must be evidenced/documented, e.g. evidence of properly functioning air conditioning system to prevent noise breakout from the premises through doors/windows, a serviced, secured and maintained noise limiting device, rooms specifically designated for the provision of music/live entertainment.

### Community Engagement

The premises is a member of 'Pubwatch'

The premises has a condition on its license that it must be a member of public and the management or a representative will attend every pub watch meeting and participate actively in it.

|  |  |
|--|--|
| Accredited under BBN (or similar) scheme   | Best Bar none does operate in the Middlesbrough area however it is anticipated that Chambers and Haze will hopefully make application in 2017.   |
| Membership of trade organisations eg BII   | I have recommended that a member of the management team considers becoming a member of the British Institute of innkeepers to ensure best practice and that information is passed from the industry through the management chain to the staff. |
| The premises are involved in recent/regular local community events? (Within last 6 months) | I am unaware of any events but I would recommend such action.  |
| The premises runs sporting teams (e.g. football, darts, pool, skittles etc)?               | I am unaware of any events.  |
| Premises clear the surrounding area of litter from the premises i.e. flyers, plastics etc. | Fly posting or handing out leaflets leads to littering in the vicinity. I recommend post event cleansing of such leaflets as it contributes to an undermining of the public nuisance objective.  |

### PROTECTION OF CHILDREN FROM HARM

#### **Age Related Issues**

|  |  |
|--|--|
| All staff are trained in age related issues to a recognised standard. A documented policy is in place and all staff sign this to evidence their understanding of the policy. There is not a reliance on door staff to refuse entry to those under age. | All staff are trained in age related issues to hear high standard this training was conducted on Sunday, 28 February and the documents supporting this forms part of the training package the premises operates a challenge 25 and signs are placed to pick this the premises does not allow persons under 18 years of age into the venue. Supervisors and managers have received a refresher licensing course and social responsibilities awareness |
|--|--|

|   |   |
|---|---|
| Supervisors and managers have received certification from an accredited licensing course.           | Supervisors and managers have received a refresher licensing course and social responsibilities awareness.  |
| Only accept photographic driving licences; passports or 'PASS' approved cards as proof of age.      | This venue will only accept photographic driving licenses or passports  |
| Clear proof of age signs (eg Challenge 21) signs are displayed at the entrance & point of sale.     | Challenge 25 is adopted and operational, posters are displayed.   |
| There should be a recognised training course with examinations.                                     | As part of the training park there is an examination furthermore there are three members of staff which hold a personal license and I recommend that to all the members also gain their personal license qualification this training is currently underway there by five members of the staff at this venue will have an accredited licensing qualification |
| All training should be logged and signed for by the recipient.                                      | All training is logged and signed for by the recipient  |
| A refusal register/mechanism is maintained for all underage refusals of service                     | A refusals register must be placed at each bar and completed upon refusal.<br>On Saturday 5 <sup>th</sup> March 2016 I visited the premise during its hours of operation and I can confirm that these measures and now in place.  |
| There is auditable refresher training to a recognised standard (at least every 6 months)            | I recommend that continued refresher training takes place every 6 months.   |
| If 'adult entertainment' is offered, a policy is in place to ensure children are not exposed to it. | No adult entertainment is offered.  |

|   |  |
|---|--|
| Any age restricted gaming/vending machines have suitable signage and are positioned so to be easily monitored from the bar. | There are no machines.   |
| Premises has passed all test purchase operations in last 12 months.   | The premise licence holder has not been notified of any failed test purchase operations.   |
| Passports and any other ID found/seized to be handed to Police as per an arranged policy.                                   | Identification documents will be retained, recorded in writing and placed in a safe. The police will be notified and the date and time of this notification noted and signed and counter signed if the entry is made by a non-management staff member. The police will give a receipt for the items. |
| Managers receive training to a higher standard provided by a professional body.   | The current management all hold personal licenses and have just recently had refresher training to a level two APLH standard.  |

#### TJR Comments

This is a free text section to describe what other measures have been put in place to address anything not covered in the previous sections. Please ensure a comprehensive summary is provided - this can include comments around how well or not the premises appear to be run, the organisation of the policies/notice boards etc.

I recommend that consideration is given to the provision of a shelving or storage unit at both entrances to that when customers wish to leave to smoke their drinks can be placed in a safe area monitored by camera and not left unattended in the bar area. This would make the drinks susceptible to spiking. The availability of storage for the drinks in small numbered cubicles would also ensure that the DPPO zone outside is protected from being breached.

It is clear that the conditions attached to the venues current licence are not fit for purpose with many of the conditions being inappropriate and the legislation already affords protection should there be undermining of the objectives. On Saturday 5<sup>th</sup> March 2016 I visited the premise during its hours of operation. I conducted an assessment of the area surrounding the premises and the venue itself. I witnessed pre start security briefings taking place and door supervisors signing in to the venue. Badges and numbers were retained on file

**Name of reporter: Tim Robson**

**Date of visit: 5<sup>th</sup> March 2016**



## **Any additional information**

On Saturday 5<sup>th</sup> March 2016 I visited the premise during its hours of operation and I noted the following points relevant to this venue.

1. All advisory points that I had recommended had been fully put in place.
2. During the night I noted a number of prospective customers who did not have ID and they were turned away.
3. I also noted individuals who were drunk being refused entry. A concern to me at this time was that customers who were being turned away for having no ID or were drunk were getting unhindered access to neighbouring premises.
4. The fact that the operating hours of this premises have been reduced causes concern as the footfall of the venue on the night of my live visit was greatly affected by the early closing. At 11pm the venue had its maximum number upstairs in HAZE at 19, and downstairs in Chambers at 21. This venue has a fire risk assessed limit of 418 in Chambers and 335 in HAZE. I have recorded video footage of the empty premises at 12.45am prior to closing. Clearly the heating, lighting, staffing and other operational requirements will not fund this operation. The premises has been closed for a week causing great financial hardship to the owner and this period of closure was to allow such measures to be put in place that will prevent such incidents from re occurring.
5. I am fully satisfied that following the period of closure, strong and appropriate measures are now in place to remedy and rectify the issues rightly identified by the police.
6. I am confident that if the premises continue to operate at its current hours, then its operation will not be viable and I can foresee permanent closure.

# Chambers

## ACTS OF TERRORISM OR ANY OTHER MAJOR INCIDENTS

CHAMBERS & HAZE is a very popular, vibrant and busy environment, attracting a wide range of individuals and groups of people that come to the club in order to have a good time and enjoy themselves hopefully in the knowledge that we do our best to provide a safe and crime free space for them to have fun without worrying about what might happen. Unfortunately, it is exactly this kind of atmosphere that can attract people that wish to commit crimes of terrorism against ourselves and the general public.

This training guide has been put together in an effort to reduce the amount of injury, stress and possible loss of life that could possibly happen in CHAMBERS & HAZE, in the event of an act of terrorism or other major incident. You as a staff member of CHAMBERS & HAZE you are responsible for what happens in the nightclub when you are on duty. Whether you are serving drinks, collecting glasses or working on the cloakroom it is your duty to be aware of everything that is happening around you. In the event of an act of terrorism or other major incident the evacuation or possible non evacuation may differ completely to that of a fire evacuation depending on the exact nature of the incident.

Your senior on duty manager will decide the best course of action to take in these instances and you will have to follow their instructions carefully until the all clear is given. In an effort to reduce panic amongst the general public the code word CINDERELLA has been given in case of any major incident or act of terrorism.

If you are the first to become aware of any situation that may require emergency procedures other than a fire this is the code word you must give, when made aware of the situation via the code word it is important that you remain calm and pay attention to any instructions given by your manager or supervisors, remain at your workstation or return to it if you are away for any reason. **DO NOT LEAVE THE PREMISES UNLESS INSTRUCTED TO DO SO.** The threat may be outside the building and it may be safer to remain inside. There are a number of different situations that could possibly occur and the procedures to follow in each instance could be very different.

### **In case of a pre-warned bomb threat**

- It is possible that bomb threats may be telephoned in to the club – If you are the person that answers the phone in this instance it is important that you do the following.
- Switch on the voicemail recorder on the phone
- Tell the caller which town/district you are answering from
- Record the exact wording of the threat - write it down.

### **Ask the following questions**

- Where is the bomb right now?
- When is it going to explode?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb?
- Why?
- What is your name?
- What is your address?
- What is your telephone number?
- Record the time and date the call ends, length of the call
- If the number was not given - try and retrieve it via 1471
- Inform the senior duty manager of the details of the call
- Contact the police on 999 and record the time of that call



- Write down any details of the caller you could guess from their voice, such as
- Sex of the caller
- Nationality
- Age
- Were they well spoken, threatening, offensive, was the threat read out?
- Were they calm, crying, angry or emotional in any other way?
- Was the voice disguised in any way?
- Did they have a lisp or other defined way of talking?
- Was the voice familiar? If so who did it sound like?
- Were there any background noises such as music or traffic?

### **Search and evacuation of premises due to Pre warned bomb threat**

- If the situation is a pre warned bomb threat and the manager has been informed that the device is inside the building and where it is they will most likely decide to evacuate the building through escape routes furthest away from the position of the bomb in this instance the code word CINDERELLA will be followed with the area of the device CINDERELLA – UPSTAIRS for instance. In this case the senior staff and managers will take care of the evacuation in a similar way to a fire procedure ushering everyone from the upstairs areas first. It is important that you obey the same set of rules as the fire procedure e.g. not returning for personal belongings, remaining calm and assisting disabled people with evacuation etc. Managers and supervisors must remain on site and search for the device until it is found and Emergency services can locate it easily from directions given by them.
- If the situation is a pre-warned bomb threat and the manager has been informed that the device is outside the building (such as a car bomb) they will most likely decide that the safest option is to remain inside the building until given the all clear by emergency services. In this instance the code word CINDERELLA – OUTSIDE will be given and you must await instruction from your senior manager and supervisors. All members of the public and staff must remain inside the building in an area the manager deems to be safest from the threat. It is important that you remain calm and follow the instructions given to you by your manager and senior staff, you may be asked to comfort members of the public, hand out water or help your manager in some way.

### **A suspect package is found in the venue without warning**

- If a suspect package is found in the venue at any time by a member of staff or by a member of the public it is essential that – the manager on duty is informed immediately, the code word CINDERELLA is used to reduce panic.
- Do not attempt to touch or move the package from where it is
- Your senior manager will most likely evacuate the building through escape routes furthest away from the suspect package.
- Remain calm and obey regular fire evacuation rules, listen carefully to instructions given by managers and senior staff, leave through escape routes designated by management.

### **Biological/chemical/radiological threats inside the building**

- It is possible the building may come under threat from biological or chemical threats through letters or parcels being delivered. It is unlikely that this would happen during times when the building is occupied by members of the public (all deliveries are completed during times when customers are not present)
- In this instance it is important that – All air conditioning devices are switched off including computers with fans and refrigeration equipment. NOBODY leaves the building until medical advice has been given. All doors and windows must be locked shut and surrounding businesses must be informed of the situation. Emergency services must be informed immediately.

### **Biological/chemical/radiological threats outside the building**

- It is possible an incident may occur outside the building, in this situation you will be informed by the use of the code word CINDERELLA – OUTSIDE
- In this instance your manager will most likely decide it is safest to remain inside the building away from all ventilated areas, turn off all systems that draw air into the venue (air conditioning etc.), lock all windows and doors and remain inside until given the all clear by emergency services.
- It is essential that you remain calm and listen to all instructions given by your manager and senior staff

**Why do we have to deal with it?**

- There are many ways we could come under threat in this industry partly because the places we work are busy crowded environments with limited protective security measures and therefore the potential for mass fatalities and casualties. It is therefore our duty to be aware of how to deal with these situations in the best manner possible in the unfortunate event we may have to.
- It is important to understand that emergency services may not attend the scene of a bombing or other terrorist activity straight away, in case of any secondary devices. It is our duty to care for all members of public until emergency services arrive.

Signed: .....

Date: .....

Print Name: .....



# Chambers HAZE

## BAR SUPERVISORS POLICY

This training guide has been put together in an effort to illustrate the extra responsibilities given to you in the event you are promoted to Bar supervisor. There are many varied responsibilities involved in the Bar supervisor role, all equally important in helping your managers in the smooth running of the premises

### **Main Duties**

- It is your responsibility to make sure that the whole area you are designated at the start of the night runs smoothly. Not just the bar! Of course it is important that your bar does run smoothly, but you must be aware of the area around your bar and the floor staff working in your area. Are the tables being cleared effectively? Is the floor being swept? Are your bar tenders leaving the bar during quiet periods to lend a hand? Are the toilets being checked?
- Your back of house area is also your responsibility. Making sure your fridges are being filled, making sure your glasses are being washed and replaced on your shelves, making sure the back of house areas are kept clean & tidy at all times – That all stairwells and escape routes are clear and that refuse is being disposed of in the proper manner.
- It is of major importance that your designated area is left as clean and tidy as possible at the end of the night. Make sure all glasses are clean and put back on shelves, Equipment such as glass washers are dismantled and cleaned properly, all refuse is disposed of, all fridges are stocked with correct products for next day, spirits are married up and cling-filmed, all utensils are cleaned, floor is swept and mopped properly. This does not mean you have to do all of these jobs – It is simply your job to delegate these jobs to your staff and check that they are done properly and that your bar and area are left as you would like to find it the next day

### **Other responsibilities**

In this section we will discuss your other responsibilities and expectations as bar supervisor.

- As bar supervisor you will be designated an area to take charge of at the beginning of each shift. In this area you will be assigned the correct amount of staff to be working in that area according to the expected levels of trade for that shift. These staff members are expected to be your responsibility for the duration of that shift. You will be responsible for delegating their tasks, breaks and their own specific areas or duties during that shift. You will also be responsible for reporting any behaviour that may require disciplinary action to your manager. You will be immediately responsible for any customer's allegations against staff in your area and the reporting of these incidents to your manager. When a customer dispute arises in your area you will be the first point of contact. If you feel you are not capable of dealing with any dispute or the customer wishes to see a manager you must then report it to your manager bringing them as much information as possible.

### **Health and safety issues**

- It is your duty to prepare and check your area prior to opening. Not only to prepare and make sure you have enough of everything and that everything is ready in time, but also to make sure that the area will be safe for the general public when we do open. Taking care of any leaks or damage caused the previous night is very important. Check your area for anything that could possibly cause any kind of injury to a member of the public or staff and report it to your manager as soon as possible. checking your area for any suspicious packages is also very important – you know the building better than anybody and you checked it thoroughly at the end of the last shift, you should know what should be where and if anything does not belong (you should be doing these things throughout the evening as well)

## **Responsibilities during Fire evacuation/Other significant event**

- It is your responsibility as a bar supervisor to be the designated Fire marshal for your designated area and to follow the correct procedures involved in any evacuation or large scale event occurring in the venue. You are responsible for the escape routes in your area of the venue: Before, during and after service. Escape routes must remain clear and free of refuse with designated fire doors closed at all times. It is your responsibility remain calm and ensure the safe and controlled evacuation of all patrons and staff in your area, being aware at all times of any disabled or people of limited mobility and the best possible manner to get them safely off the premises and to the assembly point. Listening to any instruction given by your manager at all times. You must be fully aware of all evacuation routes and procedures at the time you are promoted to Bar supervisor
- You are responsible for making sure all fire related equipment and literature is present in your area at the start of each shift – all signage is available to staff and customers, all emergency lighting is working, all fire extinguishers are present and in the correct places. The mustering point in the event of a fire or bomb scare is in the Car park to the side of the building at its furthest point.

## **Reporting of any accidents/incidents**

- It is your responsibility to make sure that all accidents and incidents and/or near misses in your designated area are reported in the correct manner. They must be reported in the correct log books with times, dates, places, names of those involved and possible solutions to avoid them happening again. Your manager must be made aware of any incident as soon as possible

## **Security of cash and valuable equipment**

- As a member of the management team it is your responsibility to be aware of the possible theft of monies or valuable equipment in your areas.
- Till floats must be counted and check as soon as they are dispensed to you
- Cash skims must be done regularly to avoid excess cash being in the tills, skims must be stored in a safe place until collection by your manager
- Stock must be stored in places unavailable to customers and speed rails must be kept an eye on at all times to avoid occurrences of theft
- Lost property such as mobile phones etc. must be dealt with in the correct manner
- Suspicious behaviour by staff members or customers must be monitored, recorded and reported to managers as soon as possible
- Allegations of theft made by customers must be recorded and reported to manager and dealt with immediately
- Assisting your manager with the end of night "cash up" is part of your responsibility. You may be required to take your tills up to the office, you must make sure that the safest route possible is taken and you are accompanied by a member of security at all times

## **You are now a member of the management team**

- At the point you are promoted to bar supervisor you will become a member of the management team and be expected to behave as such. You may find yourself in a position where your fellow bar tenders behave in a different way towards you. It is important that you gain their respect by behaving and working in a manner that reflects this. You may find yourself put in a position where you may have to report your friends and colleagues for suspicious behaviour, this can be difficult but you have been promoted to a higher level of responsibility and it is your duty to report such behaviour to your manager.
- This list of duties is not exhaustive and you may find many other aspects and areas of responsibility to look after. You may be given other more distinguished or detailed responsibilities due to your own personal attributes and skills. It is a position of great responsibility in this company and see it as a stepping stone to furthering your career in this venue.

Signed: .....



Date: .....

Print Name: .....

Signed: .....

Date: .....

Print Name: .....

Signed: .....

Date: .....

Print Name: .....

Signed: .....

Date: .....

Print Name: .....





# Chambers HAZE

## CRIME PREVENTION

CHAMBERS & HAZE is a very popular, vibrant and busy environment, attracting a wide range of individuals and groups of people that come to the club in order to have a good time and enjoy themselves hopefully in the knowledge that we do our best to provide a safe and crime free space for them to have fun without worrying about what might happen.

Unfortunately, it is exactly this kind of atmosphere that attracts people that wish to commit crimes against ourselves and the general public. This training guide has been put together in an effort to reduce the amount of crime that could possibly happen in CHAMBERS & HAZE. You as a staff member of CHAMBERS & HAZE you are responsible for what happens in the nightclub when you are on duty. Whether you are serving drinks, collecting glasses or working on the cloakroom it is your duty to be aware of everything that is happening around you.

### **Theft and Lost property**

It is very important to be aware of other people's belongings and the safety of them – especially while working on the floor. As you know people may be intoxicated or just simply having too much fun to be looking after their own belongings. You must be aware of this and have the sense to know when an item such as a handbag, wallet or mobile phone has been left unattended you must pick it up and hand it to the cloakroom attendant immediately. If you see something suspicious – e.g.: a man picking up a lady's handbag and taking it to the toilet you must report it to security staff straight away. Lost property is another issue, if out on the floor collecting glasses you find an item of lost property: a mobile phone perhaps or an item of jewellery you must hand it in to the cloakroom and it must be logged correctly and taken to the police if it does not get collected by the owner.

You CANNOT KEEP Lost property it is not yours. If you are found in possession of an item of lost property by way of a security search at the end of shift it will be treated as gross misconduct and you will be dismissed immediately. Lost and found property will be recorded in the appropriate registers and details of the item recorded. The item will be retained in a safe place for a period of 28 days.

### **Criminal damage and acts of Violence**

It is unfortunate that some members of the public may get aggressive when drinking alcohol; they may damage property such as furniture or fixtures or turn against other members of the public and become violent. It is important that you are aware of this and if you witness any situation that looks like it may become violent – an argument perhaps or aggressive behaviour, you must report this to a member of security or management immediately. If someone is aggressive or violent to you, you must also report it to a member of security or management. Do not get involved in any arguments or violent conflicts. If you see someone damaging company properties report it immediately. You must also be aware that some members of the public may carry marker pens or spray paint canisters with them in order to 'tag' parts of the club, if you see anyone carrying such equipment or actively 'tagging' the club report it to security or management immediately.

### **Drug use and Drug dealing**

It is our duty as nightclub operators to make sure we are as vigilant and direct as possible where the use of drugs is concerned in CHAMBERS & HAZE. CHAMBERS & HAZE has a zero tolerance policy towards drugs. If anyone is caught using drugs, dealing drugs or found with drugs paraphernalia they will be escorted from the premises and reported to the Police. It is your duty therefore to report any suspicious behaviour and/or any use of drugs to a member of management or security immediately. Any Drugs or drugs paraphernalia found on the floor must be taken to the manager on duty immediately. If you suspect anybody of taking drugs or dealing drugs you must report it immediately.

### **Theft from the company**

It is also important to consider that members of the public and indeed employees of the company may try to steal company property and/or your own property. It is your duty to do your best to combat this.



You can do this in many ways.

- Making sure all doors to cellars and staff only areas are locked behind you
- Keep your property in the lockers provided in the staff room/managers office
- Being observant and watching the behaviour of the public
- Keeping stock/cash etc. out of reach of customers
- Reporting any suspicious behaviour or evidence of theft by either customers or staff members to your manager immediately, your manager will keep this anonymous if you wish
- Being vigilant and aware at all times

Signed: .....

Date: .....

Print Name: .....

# Chambers HAZE

## DISORDER POLICY

CHAMBERS AND HAZE is a very popular, vibrant and busy environment, attracting a wide range of individuals and groups of people that come to the club in order to have a good time and enjoy themselves, hopefully in the knowledge that we do our best to provide a safe space for them to have fun without worrying about what might happen.

This training guide has been put together in an effort to reduce the amount of disorder that could possibly happen in CHAMBERS AND HAZE. Due to the fact that CHAMBERS AND HAZE is a very busy environment, attracting a variety of age groups and different groups of people with different opinions that may have been drinking alcohol or taking drugs. It is an unfortunate fact that there may be some outbreaks of disorder for many reasons. Old disagreements perhaps, arguments about queuing for the bar/bumping into others/spilling drinks etc. could all mean that a fight could break out.

You as a staff member of CHAMBERS AND HAZE you are responsible for what happens in the nightclub when you are on duty. Whether you are serving drinks, collecting glasses or working on the cloakroom it is your duty to be aware of everything that is happening around you. If you are working in CHAMBERS AND HAZE and you see an instance of disorder happening or just about to happen it is essential that you:

- Take a mental description of the people involved – clothes, hair colour, height/size etc., who is the aggressor in the incident? All incidents of disorder must be recorded afterwards with as much information as possible
- Get a manager or member of security immediately (If using a radio explain exactly where you are calmly) – explain the incident calmly and return to the scene if you do not have a radio. **DO NOT** intervene. It has been identified that any room engaging in the genre of music known as R & B is at a higher risk of disorder and cognisance will be given to that.
- If the incident is over and the people you saw have fled give your description to the security staff and go about your business – **DO NOT** seek out the people involved on your own and try to intervene
- If you see the people involved again, inform security of where they are and go about your business. **DO NOT** intervene
- If what you witness is a serious incident of disorder and someone is injured you may need to make a statement to the police. It is important that all incidents are recorded write a statement stating what happened, where and at what time and date. It is important to mention that you as a member of staff may be the victim of disorderly conduct by a member of the public. If at any point you feel as though you are being threatened in any way and disorder could follow – **DO NOT** try and deal with it yourself. Go and get a member of security or management and the person involved will be removed from the club immediately

### **Duty of care to those involved in incidents of disorder**

It is important that those involved in incidents of disorder are taken care of if necessary. Any injuries must be taken care of by the duty manager trained in first aid, Ambulances or Police must be called if necessary and if you were involved in the incident or simply witnessed it a statement must be made.

Do your best to assist your manager if they need it, If the manager has not arrived to administer first aid do your best to keep the injured party comfortable and calm, offer water etc. If the crime scene needs to be preserved keep it clear with ropes and poles and a member of security.

Close the room if possible It is very important that all customers attending the club are safe while in the club, leave the club safe, and make their way home safely after we close it is not acceptable to simply get rid of people that may be vulnerable or incapacitated due to instances of disorder they may

or may not have been involved in whilst in the club. It is simply our duty to make sure they are safe while under our care

Signed: .....

Date: .....

Print Name: .....

# Chambers HAZE

## DISPERSAL POLICY

As a company we must implement a clear and effective the dispersal policy. This policy as outlined is to help disperse the crowds correctly and effectively thereby also minimising the nuisance to the surrounding area.

### **SIGNAGE**

Signs are to be displayed in the venues or where screens are located in the venue tried to display visuals especially on exit routes reminding customers that after leaving the premises they must keep noise to an absolute minimum.

### **CLOSING DOWN**

It is important that a night is closed down correctly, clear signs and messages will help the customer realise that the night is coming to a close and lead to less disorder and confusion. The music should be slowed down at least 20 minutes before closure playing slower songs near the end of the set and will help the customer feel the night coming to a close.

The DJ should make announcements when the last song is being played at the end of the song. He should close the night correctly by wishing everybody a safe journey home and asking customers to keep the noise to a minimum and on their journey home.

After the last song is playing the light settings around the venue should increase slightly but not go to full brightness a slight increase coupled with a lowering of the music volume will let customers know that it is time to leave.

### **CLOAKROOM**

The staffing levels in the cloakroom should be increased at the end of the evening to help with a swift return of courts this minimises the customer is having to wait for their possessions and the customer is less agitated.

### **USE OF DRINKING UP TIME CORRECTLY**

The drinking uptime is there to help us to finalise the night correctly and not for the customer to get the last drink in. It is used to finish their last drink they have purchased.

If this time is used correctly, then by the time the end of the night comes customers will be ready to leave during this period the customers should be allowed to use the toilet facilities before they leave. During the drinking up time free drinking water will carry on being served from the bar.

After the drinking uptime has finished the door staff should walk around and inform customers that is time to leave. They should never shout or raise their voice in any way. If the night has been closed down correctly, then the customer will know that it is the end of the night without being told.

### **DOOR STAFF**

At the end of each session security staff should be located on the exit route to stop customers leaving with any glassware or plastic glasses. They should also be wishing customers a safe journey home.

**Key points of the door supervisors at the end of the session**

- Draw the attention of existing customers to the notices that asked them to be quiet on the route home.
- Ensure all glasses are removed from exiting customers.
- Actively encourage customers not to congregate outside of the venue.
- Help and direct customers to the nearest taxi rank's.

**EXCLUDING BADLY BEHAVED CUSTOMERS**

It is policy that if customers misbehave in our venue we can exclude them for a period of time that suits the incident. If a customer is causing a nuisance outside the venue, we must exclude them from our premises if appropriate we will refer individuals to publish for consideration of a ban.

**LITTER PATROLS**

After the closure of the venue a small team should be used to help clean up the immediate area external to the venue.

**SUMMARY**

These policies outlined not only help the customers leave quietly and effectively but also make our lives easier to this policy will be updated as appropriate following consultation with the police and local authority.

Signed: .....

Date: .....

Print Name: .....



# Chambers HAZE

## DRINKS AND DRUNKENNESS POLICY

Chambers and Haze is a very popular, vibrant and busy environment, attracting a wide range of individuals and groups of people that come to the club in order to have a good time and enjoy themselves hopefully in the knowledge that we do our best to provide a safe space for them to have fun without worrying about what might happen. Unfortunately, it is exactly this kind of atmosphere that attracts people that may not know their limits with alcohol and the possible damage they can do to themselves and the general public. This training guide has been put together in an effort to reduce the amount of damage caused by alcohol that could possibly happen in Chambers and Haze.

You as a staff member of Chambers and Haze you are responsible for what happens in the nightclub when you are on duty. Whether you are serving drinks, collecting glasses or working on the cloakroom it is your duty to be aware of everything that is happening around you. You will have already filled out your responsible service of alcohol form and are already aware of the consequences of serving somebody alcohol that is under the age of 18 or even serving someone over the age of 18 that intends to supply the alcohol to someone under 18 If you have not filled out this form speak to your manager immediately

You must also realise that it is an offence to allow the service of alcohol to a drunk on the premises. It is your duty to recognize the symptoms of someone that is drunk and refuse service if necessary.

- The Collins dictionary definition of a drunk is:  
*"intoxicated with alcohol to the extent of losing control over normal physical and mental functions"*
- The Oxford English Dictionary states that drunkenness is *"having drunk intoxicating liquor to an extent which affects steady self-control"*

### **Effects of Drunkenness**

You may recognize someone that is drunk by keeping the above statements in mind or from your own experiences here are a few more points that may help you

- Glazed, possibly reddened eyes
- Slurred speech
- Poor co-ordination (staggering, being unsteady on their feet, being unable to count out cash or use a mobile phone)
- Inability to respond appropriately to clearly stated questions or requests
- Strong smell of alcohol on breath
- Rambling conversation
- Unkempt appearance
- Being careless with money
- Spilling drinks
- Bumping into furniture
- Inappropriate sexual behaviour
- Drowsiness

If you notice any of the above signs in anyone that wishes to be served alcohol at the bar or are even unsure, check with your supervisor or nearest manager. If this is not possible then the easiest way to deal with the situation is simply to say "I'm sorry but I think you've had too much. I can get you a soft drink if you like?" If the customer attempts to argue the point do not get into any kind of confrontational argument with them and simply apologise, Inform the rest of the staff on the bar you are working at and make sure the customer does not get served any more alcohol. If the customer becomes aggressive use any of the following: -



- Use the radio provided
- See your bar supervisor and ask them to get security
- Leave the bar and get a member of security

It is your duty to be responsible in the way you serve alcohol. If you fail to observe the house rules in serving persons under 18 and/or persons deemed to be intoxicated, you are committing an offence and may be fined by the Police and/or disciplined for misconduct.

### **Duty of care to those involved in incidents of Drunkenness**

It is important that those involved in incidents of drunkenness are taken care of if correctly. Any injuries must be taken care of by the duty manager trained in first aid, Ambulances or Police must be called if necessary and if you were involved in the incident or simply witnessed it a statement must be made. Do your best to assist your manager if they need it, If the manager has not arrived to administer first aid do your best to keep the effected party comfortable and calm, offer water etc. It is very important that all customers attending the club are safe while in the club, leave the club safe, and make their way home safely after we close it is not acceptable to simply get rid of people that may be vulnerable or incapacitated due to instances of disorder they may or may not have been involved in whilst in the club. It is simply our duty to make sure they are safe while under our care

Signed: .....

Date: .....

Print Name: .....

# Chambers HAZE

## FIRE SAFETY POLICY



This training guide has been put together in an effort to illustrate the extra responsibilities given to you. In the event of a fire you as bar person you will be expected to act as FIRE MARSHALS. In this role you may be expected to use the firefighting equipment placed around the venue. You will be shown where the various extinguishers are placed around the venue and for what types of fires they should or should not be used for.

### **Causes of fire and what to be aware of**

- This diagram shows "the fire triangle". It simply shows that in order for a fire to start there must be all three elements present. Removing any one of them will extinguish the fire.
- Electrical fires can be caused by faulty equipment, overloading sockets, frayed wiring, overheating. If you notice a piece of equipment becoming very hot to the touch, a socket that looks overloaded or something that looks in poor condition notify your manager or a member of technical staff immediately.
- Hard fuel fires can be caused by fuels such as wood, paper, cardboard etc. being exposed to heat such as that coming from a discarded cigarette end. Ensure all cigarette ends are completely.
- Petrol, diesel and oil fires can be caused by sparks and other sources of direct ignition or heat. Be aware and report any spillages found in the loading bay
- Chemical fires can be caused by various reactions depending on the chemicals involved. Be aware and report any chemical spillages found in the back corridors of centre for life.

### **If you find a fire or a fire is reported to you**

- Assess the fire decide whether you can tackle it yourself - **DO NOT TAKE RISKS**
- What kind of fire is it? Where is the nearest extinguisher for this particular fire?
- Tackle the fire - **IF YOU CAN** or begin the evacuation procedure by informing your manager
- You will notice that different types of extinguishers are placed around the building according to the equipment or environment surrounding them. This should help you choose the correct extinguisher in the event of any breakout of fire. The mustering point in the event of a fire is in the adjacent car park.

Signed: .....

Date: .....

Print Name: .....



Signed:

.....

# Chambers HAZE

## THE EFFECT OF DRUGS HOW TO DISPOSE OF DRUGS AND OUR DRUGS POLICY

CHAMBERS & HAZE is a very popular, vibrant and busy environment, attracting a wide range of individuals and groups of people that come to the club in order to have a good time and enjoy themselves, hopefully in the knowledge that we do our best to provide a safe space for them to have fun without worrying about what might happen. This training guide has been put together in an effort to reduce the amount of damage caused by drugs that could possibly happen in CHAMBERS & HAZE.

CHAMBERS & HAZE has a ZERO TOLERANCE drugs policy. This means that drugs are not permitted in any way on the premises. Customers will be randomly searched on entry and inside the club. If drugs are found on anybody's person, they are reported to the police. This applies to staff members too. If any staff member is caught using or in the possession of drugs they will be dismissed immediately and handed to the Police. If drugs are found in or around CHAMBERS & HAZE they are to be taken to the manager immediately who will then place them in a self-sealing bag and handed to police on arrival. Drugs must not be disposed of in any other way and especially not taken off the premises.

If you find something at work and you are unsure whether it is drugs or not take it to your duty manager to deal with. Do NOT touch needles.

You as a staff member of CHAMBERS & HAZE you are responsible for what happens in the nightclub when you are on duty. Whether you are serving drinks, collecting glasses or working on the cloakroom it is your duty to be aware of everything that is happening around you. It is also part of our job to make sure that members of the public attending CHAMBERS & HAZE are kept as safe as possible while under our responsibility. It is your responsibility while working at CHAMBERS & HAZE to be aware of the condition of our customers and whether or not they are in a suitable condition to remain in the nightclub or need some form of attention or first aid. You may find a number of different instances where people may need to be looked after where drugs are concerned. The following is a list of things to look out

for to see if members of the public could be under the influence of drugs and ways to help them if necessary (safer clubbing guide & BBPA used as reference):

- Very dilated pupils
- Excessive sniffing, dripping nose, watering or red eyes
- Sudden severe cold symptoms following visit to toilet/smoking area
- White marks/traces of powder around nostrils
- Excessive giggling, laughing at nothing, non-stop talking
- Unnaturally doopey, vacant staring, sleepy euphoria
- Non-stop movement, jiggling about, dancing
- Gagging or retching actions
- Excessive consumption of soft drinks or water
- Sudden, inexplicable tearfulness or fright
- Any marked alteration in behaviour following visit to toilets/smoking area
- Payment in tightly rolled bank notes
- Violent, over confident behaviour
- Lack of co-ordination/confusion
- Lack of inhibitions
- Overheating/removal of clothing due to excessive movement/dancing

It is possible that the people experiencing these effects are in fact enjoying the experience and wish to be left alone. Offering water to those looking worse for wear would be a good step to making sure they are comfortable and keeping hydrated which is very important where drugs are concerned. Do

not agitate anyone in these conditions it may just confuse them and they may become violent towards you.

However, there may be people suffering from the effects of drugs that are not enjoying the experience someone that has been "spiked" or a first time experience. If anyone reports to you that they have been spiked or if you notice someone that looks as though is having difficulty you must first of all try to keep them calm, offer them water, try and get them somewhere cooler and quieter inside the club, get the duty manager who is first aid trained to assess the situation It is very important that all customers attending the club are safe while in the club, leave the club safe, and make their way home safely after we close it is not acceptable to simply get rid of people that may be vulnerable or incapacitated due to the effects of drugs or alcohol they may or may not have taken whilst in the club. It is simply our duty to make sure they are safe while under our care.

This venue works closely with Cleveland Police to deal positively with drug misuse. Chambers and Haze fully supports the police policy below.



## DEALING WITH DRUGS IN PUBS & CLUBS

### 1. Persons entering premises.

There is no power to search persons entering premises unless that person consents to being searched.

If it is suspected that a person is in possession of a controlled drug and refuses to be searched prior to entry then that person should be refused entry and identified to Police if present at the time.

### 2. Persons in premises.

There is no power to search persons on premises unless that person consents to being searched

If the person is suspected of possessing a controlled drug and refuses to be searched a decision must be made to either eject the person or call the Police who have a power to search the person.

If the person consents to a search and drugs are found or the person voluntarily gives up the drugs, staff should:

1. Seize the drugs as evidence.
2. Detain the person if possible (do not put yourself, other staff or customers at risk of being assaulted).
3. Call Police. If it was not possible to detain the person try to give the best description possible to Police to assist in identifying him/her.

### 3. Persons in premises suspected of dealing drugs.

There is no power to search persons on premises unless that person consents to being searched.

#### Persons acting suspiciously – suspected of dealing drugs

Watch, observe the person to establish whether drug dealing is actually taking place. If the person's actions are suspicious (ie people approaching, money changing hands) but drugs are not seen so dealing cannot be confirmed then disrupt their behaviour by making it obvious that you are watching them.

Depending on what you have seen consider calling Police who may have the power to search depending on what has been observed OR ejecting the person if appropriate

#### Persons actually observed dealing drugs

Call Police. Keep the individual under observation until Police arrive to prevent him/her disposing of evidence. On Police arrival identify the individual to officers. If the individual realises he/she is being observed they may try to leave the premises. You have the power to make a citizens arrest but only do so if you feel able to do so without putting yourself, other staff or customers in danger of being assaulted. Alternatively, try and note where the individual goes when he/she leaves the premises and give this information, and a description of the individual to Police on their arrival.

### 4. Seizure of Drugs.

If drugs are seized from a person and Police are called the drugs should be handed to Police at the time of attending.

If drugs are found on premises and are not attributable to any specific person they should be placed into secure storage within the premises. The storage should be a safe or similar fixed secure container.

In the container should be a hardbound record book or register into which the following information should be recorded by the finder:

1. A description of the drugs in general terms (eg 2 white tablets, plastic bag containing white powder)
2. Where the drugs were found
3. Time and date found
4. Who found the drugs

The finder must notify the person in charge (normally the DPS) of the find and get them to countersign the entry in the drugs register.

Police must then be notified (normally the Licensing Officer) who will arrange recovery of the drugs from the premises at the earliest opportunity.

NB – Care must be taken to avoid any risk of infection from syringes and other drugs paraphernalia that may be discarded by drug users. This can be achieved by taking reasonable precautions when handling such items. Gloves should be worn and 'sharps receptacles' provided. These receptacles can be disposed of by Police when collecting drugs from the premises.

Signed: .....

Date: .....

Print Name: .....

# Chambers HAZE

## GLASS COLLECTION POLICY

CHAMBERS and HAZE is a very popular, vibrant and busy environment, attracting a wide range of individuals and groups of people that come to the club in order to have a good time and enjoy themselves, hopefully in the knowledge that we do our best to provide a safe space for them to have fun without worrying about what might happen. This training guide has been put together in an effort to reduce the amount of damage caused by broken glass that could possibly happen in CHAMBERS and HAZE.

You as a staff member of CHAMBERS and HAZE you are responsible for what happens in the nightclub when you are on duty. Whether you are serving drinks, collecting glasses or working on the cloakroom it is your duty to be aware of everything that is happening around you.

Even if you are not a dedicated member of floor staff it is your responsibility to make sure the floor is as clean, tidy and most importantly safe for the public to use. If you are working behind the bar and it goes quiet enough for you to be able to get out and collect some glasses and help the floor team – do it! Your floor staff will appreciate it and you will be helping to make CHAMBERS and HAZE a safer environment. The management will endeavour to do their best to make sure there are enough glass collectors working on any given night to make sure there is no short fall in the collection of glasses and the disposal of hazards on the floor of the club. The main floor of the club is where the public come to enjoy themselves – it is where they have paid to be.

Therefore, it is of utmost importance that they are not hampered by excess debris and other people's bottles and glasses. Public areas of the club should remain SAFE, CLEAN and TIDY at all times with no exception. Injuries such as cut feet can be easily avoided if the floor is kept clear of bottles and glass at all times.

### **Floor Staff**

It is your duty to do the following:

- Collect all Polycarbonate glasses in your designated area without exception
- Make sure any breakages or spillages are taken care of immediately (the use of wet floor signs is extremely important in the instance of a spillage)
- Ensure Polycarbonate glasses are taken care of in the proper manner (any broken glass must be placed in a secure bin with a lid that cannot be tampered with)
- Bins must not be filled to the point of Polycarbonate glass spilling out of the top to ensure safe transport  
(bins should not be moved around the building while the public are still present)
- Your area must be clean and tidy at all times – free of Polycarbonate glasses, rubbish, discarded flyers etc., vomit and spillages
- If your area includes the toilets they must be mopped regularly, re-stocked with soap/toilet roll, glasses and bottles removed, urinals and toilets checked for blockages – blockages removed, any drugs/drugs paraphernalia found and taken to manager immediately.
- If your area includes one of the outside areas it is of extreme importance that all bottles and glasses are removed from concrete areas and not allowed to build up. Broken glass must be removed immediately, Bottles and glasses from neighbouring premises must be collected from the vicinity and disposed of.





## 'Spillages'

It is your duty to maintain all areas of the club at all time – spillages' must be cleared up immediately. The correct procedure for clearing up spillages is as follows:

- Inform patrons of the danger
- Place a wet floor sign next to spillage
- Clear up the spillage with appropriate equipment
- (if you can get another member of staff to stand next to spillage while you go and retrieve wet floor sign and cleaning materials this is best) Your manager will be filling in a check sheet as they walk around the premises to make sure the job is getting done. If any area is not satisfactory you may be given a formal warning. It is also part of our job to make sure that members of the public attending CHAMBERS and HAZE are kept as safe as possible while under our responsibility It is very important that all customers attending the club are safe while in the club, leave the club safe, and make their way home safely after we close. It is simply our duty to make sure they are safe while under our care.

Signed: .....

Date: .....

Print Name: .....



# Chambers

## INCIDENT REPORT FORM

Date of incident        /    /

Time of incident

Name of person recording details. ....

Description of incident (Theft, Disorderly incident, Assault)  
.....  
.....  
.....  
.....  
.....

Include names and contact details of witnesses, (Staff or Public)  
.....  
.....  
.....  
.....

Value of property Stolen (if applicable):

Reported to the police (if not reason why it was not reported).    YES / NO        Date    /    /  
Did Police attend; (record collar number of officer you dealt with) YES / NO        Date    /    /  
Request for CCTV footage. Police must provide a USB drive    YES / NO        Date    /    /

Incident Reference Number (Request from police) .....

Signed: .....

Date: .....

Print Name: .....





**KNOWLEDGE TEST FOLLOWING TRAINING OF EMPLOYEES  
AT**



**Licensing Legislation and the Social Responsibilities relating to the  
Retail Sale of Alcohol  
28<sup>th</sup> February 2016**

**NAME** .....

**ROLL WITHIN THE PREMISES** .....

**RESULT**                      **PASS / FAIL**

**EXAMINER SIGNATURE** .....



**1 The purpose of a licensing policy is to show how:**

- A Environmental Health will monitor the area for noise disturbance
- B Local hospitals will deal with drink related illnesses and injuries
- C The designated premises supervisors will be chosen for the area
- D The licensing authority intends to promote the licensing objectives

**2 Community Safety Partnerships have been set up to:**

- A Increase customer service standards by reducing disorder
- B Reduce crime and disorder through the local authority and police
- C Remove crime by personal licence holders taking regular crime watch shifts
- D Set standards for responsible drinks promotions in the local area

**3 Which of these is a licensing objective?**

- A Prevention of alcohol addiction
- B Prevention of crime and disorder
- C Prosecution of known drug dealers
- D Prosecution of underage drinkers

**4 An unauthorised licensable activity is:**

- A One not agreed by the designated premises supervisor
- B One not covered by a premises licence, club premises certificate or temporary event notice
- C One provided for members of the public who are trouble makers
- D One which neighbours have complained about

**5 A drink is classed as alcohol if its abv is more than:**

- A 0.5%
- B 1.0%
- C 1.5%
- D 2.0%

**6 What unit of measurement will indicate how much alcohol is contained in a drink?**

- A Average ethanol amount
- B Typical retail ethanol volume
- C Percentage alcohol by volume
- D Standard average alcohol quantity

**7 To keep risks at a low level, the UK Chief Medical Officer recommends it is safest not to drink regularly more than:**

- A 14 units
- B 16 units
- C 18 units
- D 20 units

**8 The time it takes for one unit of alcohol to be removed from the body is about:**

- A One hour
- B Two hours
- C Three hours
- D Four hours

**9 A premises licence authorises the use of specific premises for:**

- A One or more licensable activities
- B Showing live football and rugby
- C Playing darts and pool
- D Political meetings

**10 Under the Licensing Act 2003, which of these is a licensable activity?**

- A Provision of fund raising raffles for charity
- B Provision of live televised football
- C Supply of alcohol on club premises
- D Supply of tobacco products

**11 What is the purpose of reviewing a premises licence?**

- A To approve the process for hiring staff
- B To ensure that the licensing objectives are being promoted
- C To improve customer service standards
- D To maximise turnover and sales

**12 Which of these is a mandatory condition attached to a premises licence which authorises the retail sale of alcohol?**

- A A designated premises supervisor must be appointed for the premises
- B A personal licence holder must be present for every sale of alcohol
- C Every member of bar staff must hold a licensing qualification
- D The premises licence holder must hold a personal licence

**13 The maximum penalty for selling alcohol outside the hours authorised by a premises licence is:**

- A £10,000 fine and/or 1 month imprisonment
- B £15,000 fine and/or 3 months imprisonment
- C An unlimited fine and/or 6 months imprisonment
- D A discretionary fine and/or 9 months imprisonment

**14 The role of the designated premises supervisor on licensed premises is to:**

- A Be in day-to-day control of the premises
- B Be responsible for all stock of food and drink
- C Design and plan the layout of the premises
- D Personally open and close the premises everyday

**15 Which of these would not be classed as an irresponsible drinks promotion?**

- A Offering a free pint of beer every time a football team scores a goal
- B Rewarding customers with free alcohol if they drink quickly
- C All you can drink for £10 offers
- D Offering a bottle of wine as a raffle prize

**16 If controlled drug activity is allowed on licensed premises, the premises licence could be:**

- A Amended by the police
- B Endorsed by the Environmental Health Inspector
- C Reviewed by the Planning Department
- D Revoked by the licensing authority



**17 If a police officer witnesses the sale of alcohol to a drunk, what value fixed penalty fine can they impose?**

- A £40
- B £70
- C £90
- D £120

**18 Who can authorise underage persons to carry out test purchasing on licensed premises?**

- A Food hygiene officers
- B Local Magistrates
- C School inspectors
- D Weights and Measures inspectors

**19 Which of these is the most reliable document for proof of age?**

- A A bank statement
- B A credit card
- C A valid photo driving licence
- D A utility bill

**20 On what grounds can the Magistrates Court issue a closure order?**

- A Noise from the premises is causing a serious public nuisance
- B Rubbish is being produced on the premises
- C There are too many people queuing to enter the premises
- D There has been an increase in alcohol related injuries

**21 The police can apply for a closure notice if:**

- A Too many people have an interest in the business
- B There are too few customers frequenting the premises
- C Disorder is either taking place, or is likely to take place at the premises
- D The designated premises supervisor is not always on the premises

**22 It is an offence to serve alcohol to a person who is:**

- A A local brewer
- B A local Magistrate
- C Driving
- D Drunk

**23 Which alcoholic drinks may a 16 year old, accompanied by an adult, consume at a table meal on licensed premises?**

- A Beer, cider and spirits
- B Beer, wine and cider
- C Cider, spirits and wine
- D Spirits, beer and wine

**24 What is the importance of the licensing objectives?**

- A They provide licence holders with the knowledge they need to run a licensed premises
- B They provide the framework of licensing law
- C They help the police to carry out their roles
- D They help the licensing authorities to issue personal licences

**25 What is the minimum age at which a person can legally be sold alcohol on licensed premises?**

- A 16
- B 18
- C 20
- D 21



PRESERVATION OF CRIME SCENE

The crime scene is a highly important source of physical evidence that must be kept secured for the authorities. To ensure no possible cross-contamination with any other objects a crime scene must be preserved. Making sure the crime scene is preserved, as evidence is crucial it is also important that fundamental practices are adhered to.

Upon arrival at the scene of the crime, the first staff member must record the time, date and weather conditions and take action to preserve and secure the area to the maximum extent possible.

The administering of medical assistance to victims on the crime scene takes priority. Any unauthorized access must be disallowed as any individual present poses the risk of contaminating or destroying physical evidence. Once the scene has been secured. Immediate action must be taken to protect items of evidence, which may be destroyed by weather conditions or fire etc.

Any persons present at the scene of the crime who may be witnesses should be removed and their details taken. It is also necessary to record all movements at the scene and any items moved or touched by individuals. The use of ropes and barriers to prevent unauthorized persons contaminating the evidence is essential.

Signed: .....

Date: .....

Print Name: .....



# Chambers HAZE

## RECOGNISING THE NEEDS OF DISABLED OR IMPAIRED PERSONS

This training guide has been put together in an effort to illustrate the extra responsibilities given to you in the event you are promoted to Bar person. There are many varied responsibilities involved in the Bar role, and equally important in helping your managers in the smooth running of the premises as mentioned in the previous training document you will be aware of the fact that you are now in a position of responsibility and will be assigned the duty of Fire marshal in the event of an evacuation and may have to assist certain members of the public in their safe evacuation. It is important to understand that a person with disabilities may not be a wheelchair user and/or may not be visibly identified as being disabled/impaired in any way. This training guide has been written in an effort to help you recognize a number of disabilities and help any patrons affected in the safest possible manner during a significant event such as an evacuation. With this information you will be able to recognize people with disabilities before the point of evacuation and be aware of their possible needs in the event of a fire or other serious incident.

Wheelchair users or people with limited mobility That may be able to walk slightly and therefore assist with their own evacuation in this situation it is important that you assess how capable the individual is of getting out safely on their own or assisted by another staff member, you must ask;

- Can you walk aided/unaided down the stairs?
- How far can you walk unaided?
- Would this be increased if assistance was made available?
- How many people would you need to assist you?
- How many times might they need to stop and rest?
- Would hand rails be of use in assisting your escape?
- How might your disability be worsened e.g. by smoke etc.?

People who use electrically powered wheelchairs may have less mobility than those who use manual chairs. However, there may be exceptions to this rule, so it is important to consult the disabled person wherever possible. This group of people is likely to require much more assistance when leaving the building. It is wise for the person responsible to find the nearest refuge point for anyone in a powered wheelchair and follow the fire evacuation plan as usual.

### **Hearing impaired and deaf people**

Hearing impaired and deaf people may need to know that there is an escape in progress – The alarm is audible only apart from the emergency lights. Hearing impaired or deaf people might not recognize these signs. You may be aware of any hearing impaired or deaf people in the venue due to previous contact on that evening, if this is the case it may be prudent to write a sign in plain English stating the emergency in progress and action to be taken. Note: Shouting louder is unlikely to be the answer in this situation.

### **Visually impaired and Blind People**

Visually impaired or blind people may not be able to easily locate exit signage. In the unlikely event where a blind or visually impaired person is left alone or unattended It will be necessary to use a buddy system and delegate a member of staff to help the person out of the premises safely by guiding them to the nearest exit and to the assembly point.

### **People with cognitive disabilities**

People with cognitive disabilities often have problems comprehending what is happening in escape conditions or may not have the same perceptions of risk as non-disabled people.

There may be reluctance by some to take an unknown route from the building. Some people with cognitive disabilities may fall into the group of unknown disabilities, such as dyslexia, dyspraxia and autism. These people may not be aware of the problem. In the unlikely event that these people are left alone or unattended it will be necessary to use the buddy system mentioned above keeping the individual as calm as possible, possibly using a slower or less crowded escape route if available.

### **Unknown Requirements**

It should not be assumed that because a person has a disability they will need or even ask for assistance. Some will be confident that they can get out of the building unaided.

Conversely, there should also be an opportunity for other people who may not be considered as having a disability to request an escape plan and have the opportunity to have a confidential discussion about their escape requirements and be clear that if they need help it will be provided.

One group of people in this category is people with epilepsy – these people may make themselves known to you at the bar or your manager may make you aware of them via previous conversations. For example, it is possible a person with epilepsy could have a seizure due to the fire alarm operating and may collapse in an area where they are on their own (e.g. a toilet cubicle) so that no one knows where they are. This is very unlikely and the general practice of fire marshals (yourselves) carefully and fully checking each floor during the evacuation process should cover this rare eventuality. You must also be aware of people that may have asthma, heart conditions or just may not be able to cope with the stress of an evacuation.

### **Identification of escape routes by reception or security**

- Customers visiting the club may ask staff to show them the escape routes and procedures on arrival. This task should be allocated to the most suitable person in the building or area that the customer will be spending the bulk of their time in order to build up a familiarity with them so they know who to go to in case of emergency.
- You may be made aware of people's disabilities or impairments via interaction with them or their interaction with your co-workers. It is important that you recognize them and view them as people that may need help in an emergency system mentioned above keeping the individual as calm as possible, possibly using a slower or less crowded escape route if available. Unknown requirements It should not be assumed that because a person has a disability they will need or even ask for assistance. Some will be confident that they can get out of the building unaided. Conversely, there should also be an opportunity for other people who may not be considered as having a disability to request an escape plan and have the opportunity to have a confidential discussion about their escape requirements and be clear that if they need help it will be provided. One group of people in this category is people with epilepsy – these people may make themselves known to you at the bar or your manager may make you aware of them via previous conversations. For example, it is possible a person with epilepsy could have a seizure due to the fire alarm operating and may collapse in an area where they are on their own (e.g. a toilet cubicle) so that no one knows where they are. This is very unlikely and the general practice of fire marshals yourselves) carefully and fully checking each floor during the evacuation process should cover this rare eventuality. You must also be aware of people that may have asthma, heart conditions or just may not be able to cope with the stress of an evacuation

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- You may be made aware of people's disabilities or Impairments via interaction with them or their interaction with your co-workers. It is important that you recognize them and view them as people that may need help in an emergency.

Signed: .....

Date: .....

Print Name: .....







## RESPONSIBLE SERVICE OF ALCOHOL POLICY

This short document will outline the groups of people you are unable to serve and our policy on underage persons on premises. If you are unsure of any of the information you are presented on this subject matter it is imperative that you ask for advice as after signing this document, it will be considered GROSS MISCONDUCT to in anyway act against our policy on responsible service.

### **People excluded from service**

#### **1. Persons under the age of 18 years of age:**

The next section fully outlines the procedure of checking for proof of age and what is considered sufficient proof of age.

#### **2. Persons deemed intoxicated:**

Although subjective it is important that you practice caution during service and that if you are in doubt of a person's level of intoxication that you ask for a manager/supervisor to 'cut' that person off from service.

The standard legal penalty for Serving either of the above is an £90 spot fine to YOURSELF and the possibility of further fines/Licensing consequences to the license holder.

### **Persons under the age of 18**

At no time shall persons under the age of 18 be permitted on any premises in either for work or social reasons.

- Persons under the age of 18 shall not be allowed on premises at any time. If any person appearing to be under the age of twenty-one enters the premises they shall be asked for proof of age, whether or not they are purchasing alcohol and if they are unable to produce identification, in the form of a driver's license or passport they will be asked to leave the premises
- The only forms of identification accepted in the above cases will be a valid passport or drivers licence
- If the identification is deemed not genuine by the employee asking for it will be confiscated and handed to the police.
- Signs explaining the necessary requirement of identification and the types of identification accepted shall be displayed prominently at the entrance to the premises, in the bar and in each of the toilets on premises at all times.

I hereby sign and agree with the above statements and will act in accordance with them throughout my period of employment.

Signed: .....

Date: .....

Print Name: .....



## TEST OF POLICY KNOWLEDGE

### Test 1

### HEALTH & SAFETY

Tick ONE answer for each Question

**Q1. You notice a large pool of water on the dancefloor. What do you do?**

- A. Ignore it and carry on about your business?
- B. Leave it unattended and get a mop?
- C. Place a wet floor sign by the spillage and then mop dry?

**Q2. You have a number of boxes to carry from one side of the venue to the other, there isn't a trolley available. What do you do?**

- A. Load up as much as you can and get it there in one go?
- B. Carry only what you can manage, making more than one trip if required?
- C. Leave them as someone else will get them.

**Q3. You are asked to go up a ladder? Do you?**

- A. Get yourself straight up there and do the job?
- B. Put something heavy at the bottom to stop the ladders from slipping?
- C. Ask another person to foot the ladders for you, making sure your safe?

**Q4. You notice loose wires from a piece of machinery. Do you?**

- A. Touch them and see what happens?
- B. Inform the management?
- C. Ignore it and carry on working?

**Q5. A member of the public is dancing on a table? What do you do?**

- A. Leave them to it, they are just having fun?
- B. Drag them down?
- C. Inform a member of management or door supervisor?

**Q6. There is broken glass on the floor, people are dancing around it. What do you do?**

- A. Come back when the area is clear?
- B. Push them out of the way so you can sweep it up?
- C. Inform them of the danger, then sweep it up?

**Q7. There is a spray bottle without a label. What do you do with it?**

- A. Place it in a rubbish bin?
- B. Use it anyway, it obviously contains a cleaning product?
- C. Rinse it out and refill with another cleaning product?

**Q8. A fight breaks out at the bar. What do you do?**

- A. Jump in and break it up
- B. Ignore it and continue serving?
- C. Inform a member of management or door supervisor?

**Q9. A customer comes to you with a cut. What is the correct procedure?**

- A. Apply a band aid and send them on their way?
- B. Locate the designated first aider, who will assess the situation, apply the required first aid and record the incident in the accident book?
- C. Ignore it.

**Q10. You notice a light out in a toilet cubicle. Do you?**

- A. Ignore it. There seems to be enough light in there?
- B. Inform a member of management who will replace the bulb?
- C. Lock the cubicle?

## **Test 2**

### **FIRE SAFETY**

Tick ONE answer for each question

**Q1. In the event of a fire, it is important to:**

- A. Raise alarm by, running around screaming FIRE! FIRE! ?
- B. Raise alarm by, smashing the breakglass panel and then scream FIRE! FIRE! ?
- C. Raise alarm by, smashing the breakglass panel and then inform a member of management using the code word – Freddie Kruger?

**Q2. Where is the assembly point in the event of a fire?**

- A. Back at home?
- B. The closest pub for a quick pint?
- C. In the side carpark opposite CHAMBERS & HAZE?

**Q3. You leave your ipod in the cloakroom, do you:**

- A. Go back for it at your own risk?
- B. Ask your manager to get it for you?
- C. Leave it there, you can't risk re-enter the building?

**Q4. In the event of a fire it is important to:**

- A. Give the elderly priority in getting out first?
- B. Get yourself out at the expense of everybody else?
- C. Give able bodied person's priority in getting out first?

**Q5. To assist with a safe & easy evacuation it is important to:**

- A. Panic?
- B. Make sure to floors are nice and clean?
- C. Keep all fire exits clear of debris and obstacles?

## **Test 3**

### **CRIME PREVENTION**

Tick ONE answer for each question

**Q1. You witness someone taking drugs in the toilets. Do you?**

- A. Ignore it?
- B. Inform a member of management or door supervisor, so they can take the correct course of action?
- C. Take the drugs from them and escort them from the premises?

**Q2. You assume that a customer may be under the legal age to drink. Do you:**

- A. Say nothing. Door supervisors would have already asked them on their way in?
- B. Ask them for a valid passport or driving license?
- C. Ask them how old they are and trust their answer?

**Q3. You find a mobile phone on the dancefloor. Do you?**

- A. Keep it, you could do with an upgrade?
- B. Take it to the cloakroom where it will be kept whilst open, then logged into lost property should no one claim it?
- C. Leave it be, someone will claim it?

**Q4. You notice an unattended bag being taken from a table and straight to the toilets. Do you?**

- A. Confront them?
- B. Inform a member of management or door supervisor?
- C. Do nothing. It's not your problem?

**Q5. What is the legal age to drink alcohol?**

- A. 16
- B. 18
- C. 21

**Q6. You notice someone behaving suspiciously. What should you do?**

- A. Report it to a manager or door superior?
- B. Ignore it. You can't be sure that anything is happening?
- C. Follow them around, you've always fancied yourself as a Sherlock Holmes?

**Q7. You suspect a member of staff of being under the influence of drugs. What should you do?**

- A. Say nothing. Its your friend and you don't want to get them in trouble?
- B. Inform a member of management. Who will follow the correct disciplinary procedures?
- C. Join them in whatever they have taken?

**Q8. A fight breaks out at the bar. What do you do?**

- 1. Jump in and break it up?
- 2. Ignore it and continue serving?
- 3. Inform a member of management or door supervisor?

**Q9. You feel like a customer may have had one too many. Do you?**

- A. Continue serving them to increase profits?
- B. Inform them that you're not allowed to serve them and offer them a soft drink as an alternative?
- C. Have them removed from the venue?

**Q10. Someone comes to the bar and believes that their drink has been spiked. Do you?**

- A. Ignore them. They are just being paranoid?
- B. Remove the drink and dispose of it?
- C. Drink it?

#### **Test 4**

#### **DRINKS/DRUNKENNESS**

**Q1. A man comes to the bar, His eyes are glazed over and he is slurring his words, you are not closest to him but your friend goes to serve the man. What should you do?**

- A. Watch your friend serve the man then tell them afterwards they should not have done?
- B. Intervene and tell the man he can have no more alcohol but a free glass of water?
- C. Get a member of security to throw the man out?

**Q2. A Girl comes to the bar and orders 2 alcoholic drinks. You recognise her as the friend of someone you refused to serve earlier for being too drunk. What do you do?**

- A. Serve her as normal; it's her fault if her mate's too drunk!
- B. Refuse service and tell her to take her friend home.
- C. Tell her she can only have one drink for herself because her friend has been cut off, recommend that her friend drinks some water

**Q3. You have refused service to a member of the public, they start to swear at you and become aggressive, what do you do?**

- A. Shout and swear back at them
- B. Apologise and stand back
- C. Get your supervisor to call security

#### **Test 5**

#### **DRUGS**

**Q1. While checking the toilets you see a small plastic bag on the floor with some white powder inside. What do you do?**

- A. Put it in your pocket and save it for later
- B. Throw it in the bin
- C. Take it to your manager

**Q2. A man comes to the bar, his eyes are very big and there are traces of white powder around his nostrils. What should you do?**

- A. Report him to a member of security or management
- B. Ignore it, it's none of your business
- C. Ask him to empty his pockets out on the bar

**Q3. What do you understand the drugs policy in CHAMBERS & HAZE to be?**

- A. Taking drugs in CHAMBERS & HAZE is ok unless you get caught?
- B. Security and management turn a blind eye to the use of drugs
- C. CHAMBERS & HAZE has a Zero tolerance policy towards drugs and if you are caught you will be taken to the Police

#### **Test 6**

#### **DUTY OF CARE**

**Q1. You find someone in the toilets collapsed and unconscious what do you do?**

- A. Point and laugh

- B. Wake them up by throwing cold water on them
- C. Do your best to make them comfortable and get your manager

**Q2. You see a girl being sick and stumbling around, what do you do?**

- A. Get a member of security to throw her out
- B. Get her some water and sit her somewhere cool and comfortable
- C. Ignore her, if you say anything you'll have to clean up the mess

**Q3. At the end of the night you are outside clearing the square of flyers and mess, A girl is alone on the steps and looks a bit disorientated and scared what should you do?**

- A. Ignore her its nearly home time
- B. Try your charms on her – you never know!
- C. Inform your manager of the situation

Signed: .....

Date: .....

Print Name: .....





# Chambers HAZE

## VENUE PLAN SHOWING

DISORDER HOTSPOT AREAS = DHA

DRUGS MISUSE AREAS = DMA

DOOR SUPERVISOR LOCATIONS = DSL

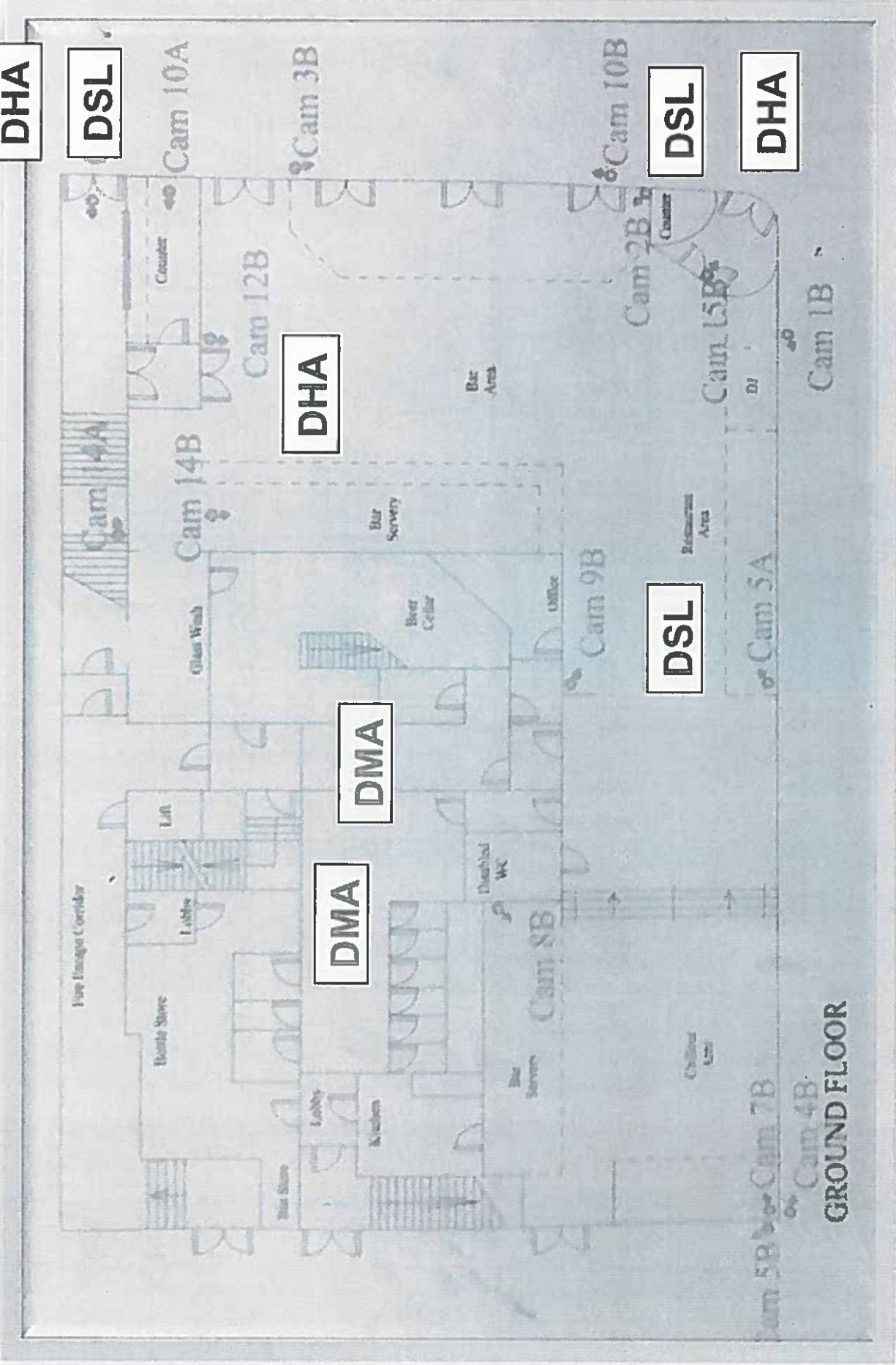
DHA

DSL

DSL

DSL

DHA



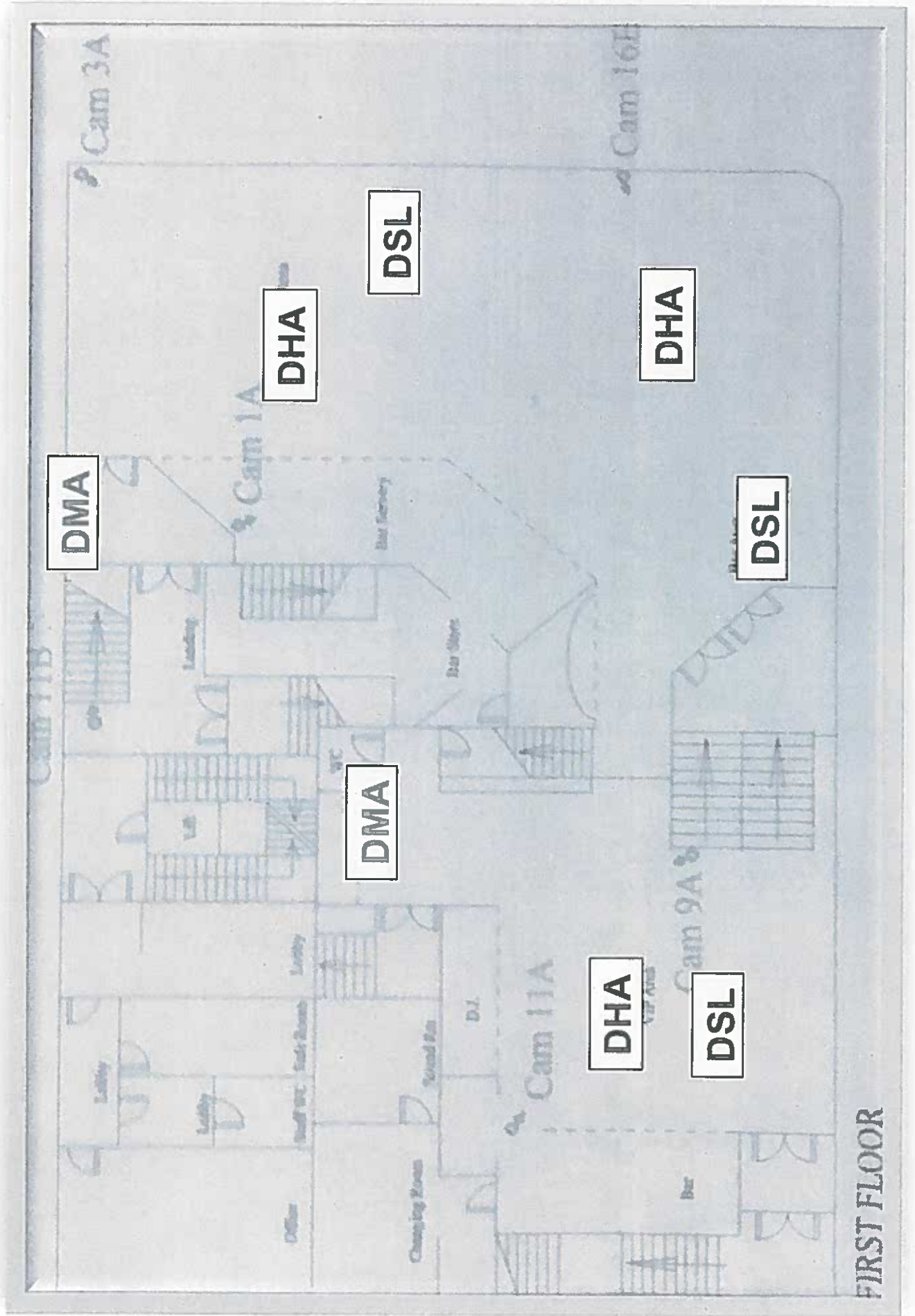
DHA

DMA

DMA

DSL

GROUND FLOOR



DMA

DHA

DSL

DHA

DSL

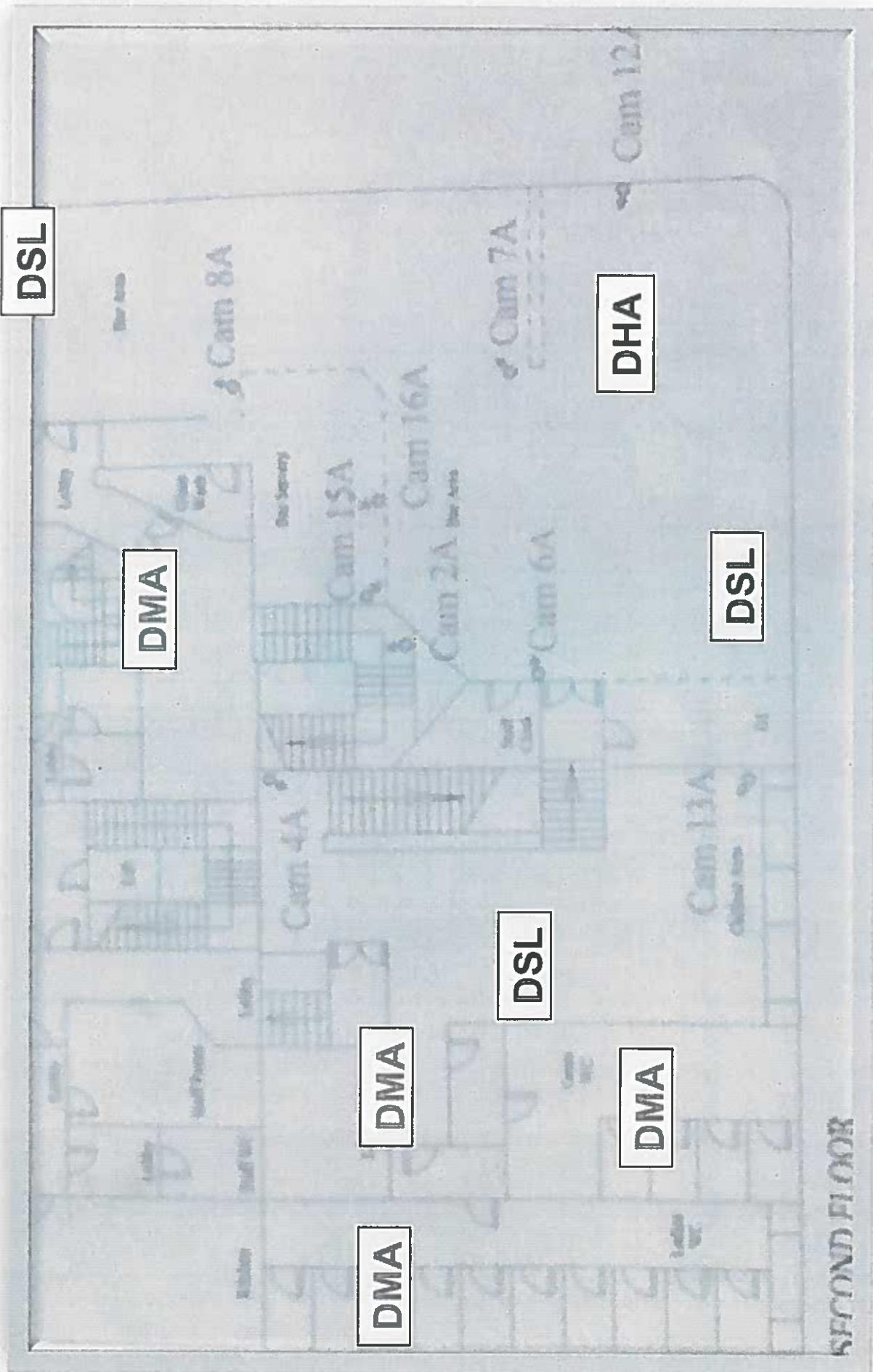
DMA

DHA

DSL

FIRST FLOOR





DSL

DMA

DHA

DSL

DSL

DMA

DMA

DMA

SECOND FLOOR

# Chambers HAZE

## VENUE PLAN SHOWING

DISORDER HOTSPOT AREAS = DHA

DRUGS MISUSE AREAS = DMA

DOOR SUPERVISOR LOCATIONS = DSL





# Chambers

## WEAPONS AND HOW TO DISPOSE OF WEAPONS

CHAMBERS & HAZE is a very popular, vibrant and busy environment, attracting a wide range of individuals and groups of people that come to the club in order to have a good time and enjoy themselves, hopefully in the knowledge that we do our best to provide a safe space for them to have fun without worrying about what might happen. This training guide has been put together in an effort to reduce the any form of injury or incident involving weapons that could possibly happen in CHAMBERS & HAZE.

You may or may not be aware of the current national and international problem of violent crimes involving knives or other weapons. In these times we must be aware of the possibility of a member of the public carrying a weapon or using another object such as a glass or bottle as a weapon. Security perform random searches on entry but it is possible that individuals could gain entry with weapons.

As you already know from previous training documents you know that it is extremely important to keep the floor clear of plastic glasses at all times to reduce the chances that someone may use them as a weapon. In the event that you find something you would consider being a weapon – This could be a knife, a screwdriver, heavy blunt objects etc.

- All objects considered to be weapons should be immediately taken to your senior duty manager
- It will then be placed in a 'sharp box', or a self-sealing evidence bag and the Police will be informed to come and collect it.
- Written records will be made of this. If the weapon found is a firearm – it should not be touched! You must inform your manager immediately and the area must be sealed off and the police called immediately.

Signed: .....

Date: .....

Print Name: .....



# DON'T GET BARRED

ANYBODY USING OR DEALING DRUGS OR CAUSING TROUBLE IN THESE PREMISES WILL BE BARRED FROM

## ALL

THE PREMISES DISPLAYING THIS SIGN



BE NICE TO OUR NEIGHBOURS



# PLEASE LEAVE QUIETLY



# KEEP CALM AND ENJOY YOURSELF

These premises operate Pubwatch. Any unruly behaviour and excessive drinking will not be tolerated and can result in a ban from ALL licensed premises in the area.



# KEEP CALM AND ENJOY YOURSELF

These premises operate Pubwatch. Any unruly behaviour and excessive drinking will not be tolerated and can result in a ban from ALL licensed premises in the area.

# DON'T GET BANNED

Anyone causing trouble, using or dealing in drugs in these premises will be BANNED from the premises displaying this sign.













N'T



INED





**M.A.K. Security**

Condition of entry to Chambers Bar  
 Challenge 25 no ID no entry  
 Drug and Concealed Weapon search  
 If the Door or any suspect you have concerned too  
 much alcohol or any drugs you will be refused  
 entry  
 All patrons will adhere to the correct dress code  
 The Management have the right to refuse entry at  
 their discretion at all times.  
 Please be considerate for nearby residents when  
 leaving the vehicle.

Please do not drink and drive  
 do not use your mobile and please no smoking

**DON'T GET BARRED**

ANYBODY USING OR DEALING DRUGS OR CAUSING TROUBLE IN THESE PREMISES WILL BE BARRED FROM **ALL** THE PREMISES DISPLAYING THIS SIGN

**NATIONAL PUBWATCH**

**CHALLENGE 25**

IF YOU LOOK SUSPICIOUS YOU WILL BE ASKED FOR PHOTO ID

**NO ID NO SALE**

IF YOU DO NOT HAVE A PHOTO ID YOU WILL NOT BE SERVED

**DOOR STAFF WILL NOT TOLERATE AGGRESSIVE OR ABUSIVE BEHAVIOUR**



**KEEP CALM AND ENJOY YOURSELF**

These premises operate Pubwatch  
 Anti-social behaviour and general unruly will not be tolerated  
 and you must be 18 from ALL licensed premises in this area

**MIDDLESBROUGH PUBWATCH**

RADIO LINK TO POLICE AND ALL LICENSED PREMISES

**Apex Radio Systems Ltd.**

HELPING TO PREVENT CRIME & DISORDER





**Door Supervisors  
Register**

**Incident Book**

Middlesbrough

**Safer  
Middlesbrough**



Middlesbrough

**Safer  
Middlesbrough**



**BLU  
TACK**

BLU TACK The Adhesive Tape











# DON'T GET BANNED



Anyone causing trouble, using or dealing in drugs in these premises will be **BANNED** from all the premises displaying this sign

From pubsandclubs.org.uk  
See www.pubsandclubs.org.uk



# KEEP CALM AND ENJOY YOURSELF

These premises operate PUBS & CLUBS  
Anti-social behaviour and criminal activity will not be tolerated  
and our staff or 999 have full powers of arrest on this site

From pubsandclubs.org.uk  
See www.pubsandclubs.org.uk

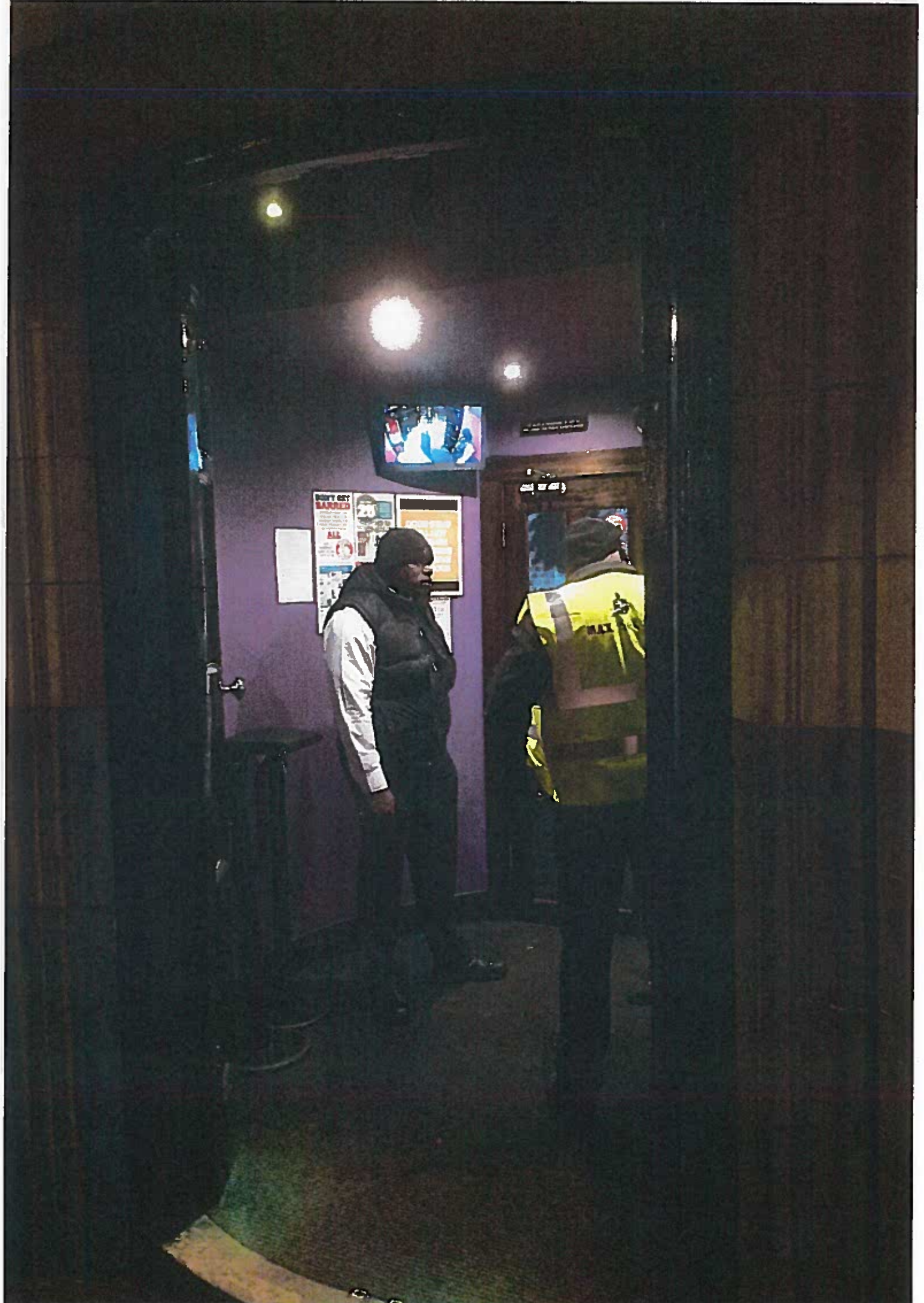




















BE NICE TO OUR WORKMATES  
**PLEASE LEAVE QUIETLY**

**DON'T GET BARRED**

**DON'T GET BARRED**  
A PERSON WHO IS  
CAUGHT DRIVING BY  
THESE PREMISES WILL  
BE BARRED FROM  
**ALL**  
THE PREMISES  
OPERATING AT THIS SITE

**KEEP CALM AND ENJOY YOURSELF**

25  
**NO ID NO SALE**

A sign with a silhouette of a person and other illegible text.

A large sign with multiple columns of text and images, possibly a menu or information board.





Middlesbrough  
Council



## PREMISES LICENCE

### Part A

Premises licence number MBRO/PR0147/019199

#### Part 1 - Premises details

|  |                      |
|--|----------------------|
| Postal address of premises, or if none, ordnance survey map reference or description |                      |
| Chambers<br>2-6 Albert Road  |                      |
| Post town<br>Middlesbrough   | Post code<br>TS1 1QA |
| Telephone number<br>01642 213658   |                      |

Where the licence is time limited the dates

N/A

Licensable activities authorised by the licence

Live Music  
Recorded Music  
Performances of Dance  
Activity like music/dance  
Late Night Refreshment  
Sale of Alcohol

The times the licence authorises the carrying out of licensable activities

**LIVE MUSIC**

Monday to Sunday: 11am to 4.30am

**RECORDED MUSIC**

Monday to Sunday: 11am to 4.30am

**PERFORMANCES OF DANCE**

Monday to Sunday: 11am to 4.30am

**ACTIVITIES LIKE MUSIC/DANCE**

Monday to Sunday: 11am to 4.30am

Licence issued 9 June 2014 - Transfer & Vary DPS



**LATE NIGHT REFRESHMENTS**

Monday to Sunday: 11am to 4.30am

**SALE OF ALCOHOL ON AND OFF PREMISES**

Monday to Sunday: 11am to 4am

**The opening hours of the premises**

Monday to Sunday: 11am to 4.30am

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

Alcohol sales permitted ON and OFF the premises

**Part 2**

**Name, (registered) address, telephone number and email (where relevant) of holder of premises licence**

A & L Entertainments Ltd  
2-6 Albert Road  
Middlesbrough  
TS1 1QA

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

9013440

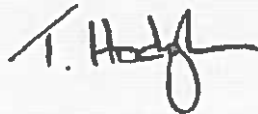
**Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol**

Mr Abdu Shafer

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

MBRO/PL0263/019475 issued by Middlesbrough Borough Council

Granted on 5 June 2014



Authorised Officer

Licence issued 9 June 2014 – Transfer & Vary DPS

## Annex 1 - Mandatory conditions

Mandatory conditions in accordance with Section 19 of the Licensing Act 2003:

Where a premises licence authorises the supply of alcohol:

- (i) 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.
- (ii) Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

1. (1) The responsible person shall take all reasonable steps to 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 in a manner which carries a significant risk of leading or contributing to crime and disorder, prejudice to public safety, public nuisance, or harm to children -

(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 (other than any promotion or discount available to an individual in respect of alcohol for consumption at a table meal, as defined in section 159 of the Act);

(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;

(d) provision of free or discounted alcohol in relation to the viewing on the premises of a sporting event, where that provision is dependent on -

(i) the outcome of a race, competition or other event or process, or

(ii) the likelihood of anything occurring or not occurring;

(e) 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.

2. The responsible person shall ensure that no alcohol is dispensed 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).

3. The responsible person shall ensure that free tap water is provided on request to customers where it is reasonably available.

4. (1) The premise licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.

(2) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and a holographic mark.

5. 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: 1/2 pint;

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

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

(b) customers are made aware of the availability of these measures.

Mandatory conditions in accordance with Section 21 of the Licensing Act 2003:

(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, the licence must include a condition that each such individual must be licensed by the Security Industry Authority.

(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 (c.12) (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).

For the purposes of this section -

(a) 'security activity' means an activity to which paragraph 2(1)(a) of that Schedule applies, 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

### Embedded Restrictions and Benefits

#### ON LICENCES

Alcohol shall not be sold or supplied except during permitted hours.  
In this condition, permitted hours means:

Monday to Sunday: 11am to 4am.

On New Years Eve from the end of permitted hours on New Years Eve to the start of permitted hours on the following day (or if there are no permitted hours on the following day, midnight on 31 December).

As the provisions of the Private Places of Entertainment (Licensing) Act 1967 was previously adopted and applied throughout the Borough of Middlesbrough, private entertainment for gain may be provided throughout the premises by virtue of the previous Justices' Licence/Public Entertainment Licence.

Public Entertainment by way of music and singing only, which is provided solely by the reproduction of recorded sound, may be provided throughout the premises by virtue of the previous Justices' Licence.

## LICENSING OBJECTIVES

### GENERAL - ALL FOUR LICENSING OBJECTIVES

1. All managers and area managers have attended and passed the national licensee certificate and first aid courses. The unit is an active member of the pub watch scheme and has a pub watch radio which is linked to the local police. When any incident occurs in the venue a company incident form is completed by the door staff and managers. After completion this form is faxed through to head office for their records.
2. All security staff hold an SIA badge and are required to sign in at the start of every shift, a file holding all signing sheets and incident reports is kept in the unit at all times.
3. Full co-operation will be given to the Police while they are conducting any investigation.

### THE PREVENTION OF CRIME AND DISORDER

1. A 32 camera recording system is in place in the unit.
2. The unit is fitted with an intruder alarm which is a redcare system, so any activation and a key holder is informed immediately.
3. The toilet areas are checked every 20 minutes. Security and bar staff are all trained to be vigilant at all times for any signs of drunkenness, violence or drug abuse.
4. All door staff used in the venue are fully trained and all hold SIA badges.

5. A random search policy is in place. A female member of security is for the searching of female patrons.
6. To understand Cleveland Police drug action plan and enforce this at all times. All staff are trained to be vigilant at all times and not serve anyone who is drunk.
7. Any other patron who is found buying alcohol for a patron who is drunk will be removed from the premises.
8. All CCTV footage recorded should be kept for a minimum period of 31 days and which ever format footage is recorded onto should be kept in a locked and secure cabinet.
9. All glasses should be made of toughened glass.
10. The DPS or his representative should attend the appropriate Pubwatch scheme.
11. A fully up to date incident book recording incidents of crime and disorder should be kept at all times.
12. No person under 18 years of age shall be permitted in the premises after midnight on any occasion whether this person is accompanied or not.
13. No drink of any description shall be allowed to leave the premises in any glass, open bottle or other container.
14. The premises will have a minimum of one secure non returnable bottle bank per floor.
15. No drinks promotions which encourage immoderate or irresponsible drinking shall be allowed.
16. After 8pm 1 SIA qualified door supervisor should be on duty for every 100 patrons present at the premises

#### **PUBLIC SAFETY**

1. Health and Safety risk assessments are carried out twice a year and a copy will be provided on request.
2. Fire risk assessments are carried out twice a year and a copy will be provided on request.
3. A fire detection and alarm system is present throughout the building and a bell test is conducted on a weekly basis.
4. A full fire drill is conducted with the staff every 6 months and the system is serviced every year where a new certificate is issued on compliance.
5. The fire alarm is fitted with a music cut off system, so if the fire bell activates then the music will cut off.
6. Maintained and non-maintained emergency lighting is located around the building and covers all emergency exit routes. These are fully tested every 12 months.
7. All employees have a staff induction when starting work with the company. This induction covers health and safety, fire evacuation and fire fighting, drug awareness and dealing with violence. A copy is attached.
8. All door staff are SIA badge holders.
9. The building has a capacity level set on it by the Fire Authority as follows:  
 Ground Floor - 418  
 1st Floor - 335  
 Second Floor - 200  
 These capacity levels are monitored at all times by the management and the security personnel by using door clickers.



### THE PREVENTION OF PUBLIC NUISANCE

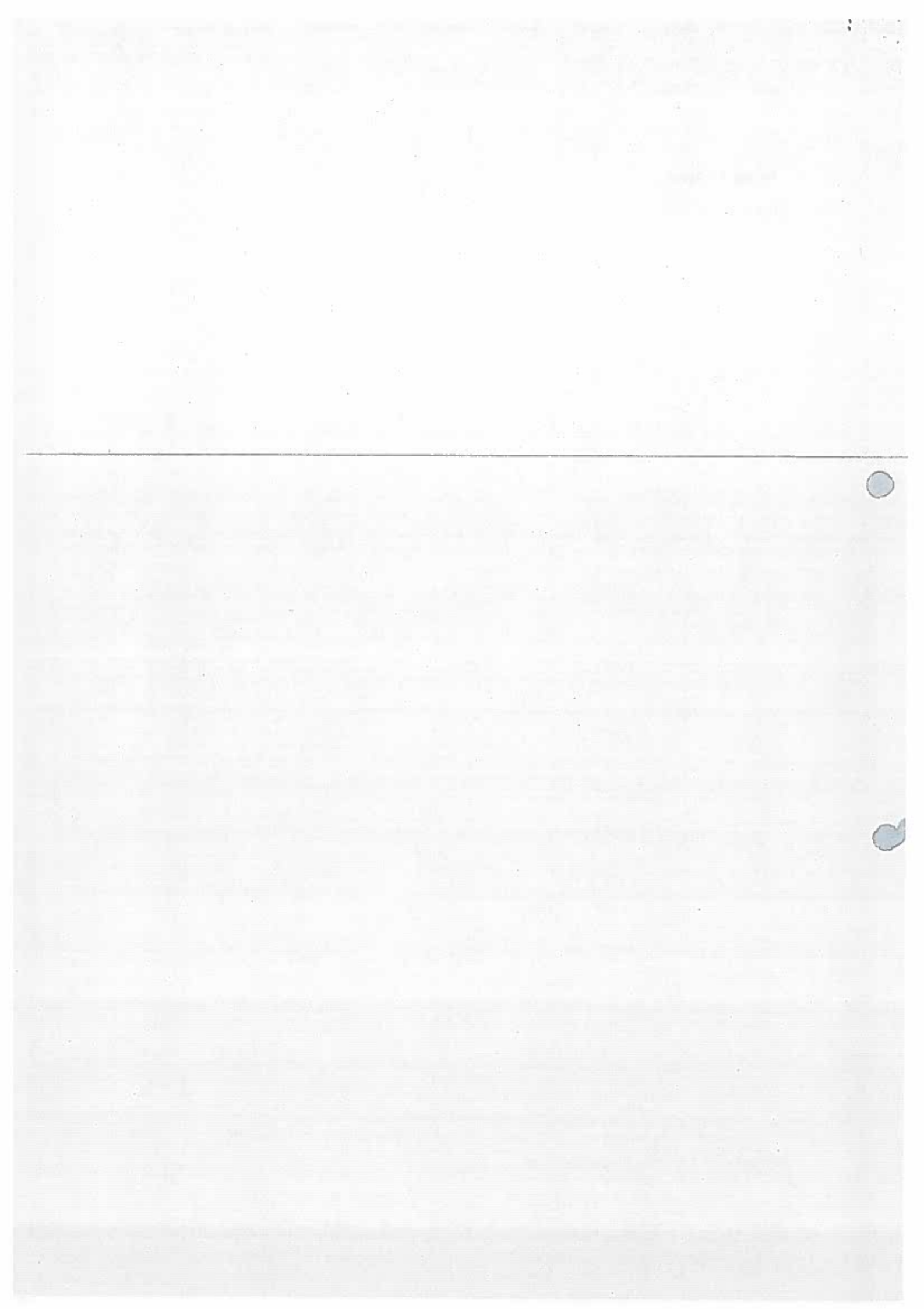
1. Implementation of dispersal policy - as attached document.
2. Active member of pub watch and will bar any customers who are on the pub watch list.
3. A litter patrol will be conducted at the end of every night.
4. A sound limiting device for amplified sound shall be installed and operated at the premises and incorporate a noise cut-out device which operates if noise from regulated entertainment exceeds a level that has been set and agreed with Middlesbrough Council. The sound limiting device shall be used to control amplified sound from all public entertainment events held at the premises.
5. The doors opening onto Albert Mews at the rear of the premises shall not be used at any time as an access route for customers to the premises, except in the event of an emergency.
6. Promotional flyers, advertising leaflets etc shall be collected at regular intervals by the licensee or his/her representative and deposited in the premises own waste bins. At the end of each evening staff shall patrol the vicinity, collect all discarded flyers within a 20 metre radius of the premises and deposit them in the premises own waste bins. Where promotional material is distributed away from the premises concerned the same principle applies, however at the end of the evening staff shall return to the distribution site(s), collect all relevant discarded promotional material and return it to their own premises.
7. Noise and vibration shall not emanate from the premises so as to cause a nuisance or disturbance to the occupiers of nearby premises.
8. All windows and external doors facing onto Wilson Street and Albert Mews shall be kept closed when regulated entertainment is being provided except in the event of an emergency. The doors facing onto Albert Road shall be kept closed after 2am when regulated entertainment is being provided except in the event of an emergency.
9. To take guidance from the conclusions of a noise acoustic report from Noise Technology.

### THE PROTECTION OF CHILDREN FROM HARM

1. Where under 18 events are in operation no alcohol will be on sale or visible on the premises.
2. SIA licensed personnel will be present at all times.
3. Events will finish no later than 10pm.
4. A 100% search policy will be in operation.
5. Parents will be welcome to visit the event at all times but because it is strict under 18's they must be accompanied by the manager whilst in the venue.
6. An identification policy is in place, if someone looks younger than 21 they will be asked for identification, where only a passport or driving licence will be accepted as valid documentation. If they cannot produce identification then they will be refused entry.

**Annex 3 - Conditions attached after a hearing by the licensing authority**

Not Applicable



Application for the review of a premises licence under section 53A of the Licensing Act 2003 (premises associated with serious crime, serious disorder or both)

**PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST**

Before completing this form please read the guidance notes at the end of the form. If you are completing the form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

**I Pc Emma Price**

[on behalf of] the chief officer of police for the Cleveland police area apply for the review of a premises licence under section 53A of the Licensing Act 2003.

**1. Premises details:**

Postal address of premises, or if none or not known, ordnance survey map reference or description:

Chambers,  
2-6 Albert Road,

Post town: Middlesbrough

Post code (if known): TS1 1QA

**2. Premises licence details:**

Name of premises licence holder (if known): Mr. Abdu SHAHER

Number of premises licence (if known): MBRO/PR0147/019199

**3. Certificate under section 53A(1)(b) of the Licensing Act 2003 [Please read guidance note 1]:**

I confirm that a certificate has been given by a senior member of the police force for the police area above that in his opinion the above premises are associated with serious crime or serious disorder or both, and the certificate accompanies this application.

(Please tick the box to confirm)



**4. Details of association of the above premises with serious crime, serious disorder or both:**

**[Please read guidance note 2]**

On Monday 22nd February 2016 an incident took place at the Chambers Bar on Albert Road at 01:40 hrs where a Police Officer was hit over the head by a customer with a glass bottle. The incident had started inside the bar where doorstaff had gone to eject a group of disorderly customers. Whilst doing this a member of Chambers doorstaff who was off duty and talking to his colleagues has thrown food over one of the disorderly group. This resulted in the group starting to fight with the doorstaff. The incident escalated and was captured on a dash mounted camera by a Police traffic car. Two plain clothes Police Officers who were passing went to assist and a female who was part of the disorderly group hit one of the Police Officers over the head with a glass bottle she had took out of Chambers.

The female was arrested and has been charged with the offence of causing Grievous Bodily Harm.

This premises has been the subject of Police concern since August 2015. Police Licensing Officers have been in regular contact with the owner and Designated Premises Supervisor Abdu Shafer.

On the 18th of February 2016 Police Licensing Officers visited the premises to speak with Mr Shafer and obtain CCTV footage of incidents in the premises.

These incidents included an assault between customers at 04:15 hours on Monday the 8th February where a male received a broken jaw and an incident on Saturday 12th February at 01:26 hrs where a male was assaulted on the dancefloor and also received a broken jaw.

These sorts of violent incidents have become commonplace at Chambers and the Police Licensing Officers have requested Mr Shafer provide them with written details of what measures he has taken to address the violence.

Mr Shafer has not provided any such details and it is clear from this latest incident that he has lost control of the premises.

This latest incident constitutes both serious crime and serious disorder. It is not appropriate to address these issues through the standard review process as the incidents have become so violent that immediate action is required before a member of the public is seriously harmed.

**Signature of applicant:**

**Date: 24/02/2016**

**Capacity: Police Constable**

**Contact details for matters concerning this application:**



[Cleveland Police]

**CERTIFICATE UNDER SECTION 53A(1)(b) OF THE LICENSING ACT 2003**

I hereby certify that in my opinion the premises described below are associated with serious crime / serious disorder / both serious crime and serious disorder<sup>1</sup>.

Premises<sup>2</sup>:  
Chambers  
2-6 Albert Road  
Middlesbrough  
TS1 1QA

Premises licence number (if known): MBRO/PR0147/019199

Name of premises supervisor (if known): Abdu Shafer

I am a Chief Superintendant *Giordon Lang*<sup>3</sup> in the Cleveland police force.

I am giving this certificate because I am of the opinion that other procedures under the Licensing Act are inappropriate in this case, because<sup>4</sup>:

On Monday 22<sup>nd</sup> February 2016 an incident took place at the Chambers Bar on Albert Road at 01:40 hrs where a Police Officer was hit over the head by a customer with a glass bottle. The incident had started inside the bar where doorstaff had gone to eject a group of disorderly customers.

Whilst doing this a member of Chambers doorstaff who was off duty and talking to his colleagues has thrown food over one of the disorderly group. This resulted in the group starting to fight with the doorstaff. The incident escalated and was captured on a dash mounted camera by a Police traffic car. Two plain clothes Police Officers who were passing went to assist and a female who was part of the disorderly group hit one of the Police Officers over the head with a glass bottle she had took out of Chambers.

The female was arrested and has been charged with the offence of causing

<sup>1</sup> Delete as applicable.

<sup>2</sup> Include business name and address and any other relevant identifying details.

<sup>3</sup> Insert rank of officer giving the certificate, which must be superintendent or above.

<sup>4</sup> Give a brief description of why other procedures such as a standard review process are thought to be inappropriate, e.g. the degree of seriousness of the crime and/or disorder, the past history of compliance in relation to the premises concerned.

Grievous Bodily Harm.

This premises has been the subject of Police concern since August 2015. Police Licensing Officers have been in regular contact with the owner and Designated Premises Supervisor Abdu Shafer.

On the 18<sup>th</sup> of February 2016 Police Licensing Officers visited the premises to speak with Mr Shafer and obtain CCTV footage of incidents in the premises. These incidents included an assault between customers at 04:15 hours on Monday the 8<sup>th</sup> February where a male received a broken jaw and an incident on Saturday 12<sup>th</sup> February at 01:26 hrs where a male was assaulted on the dancefloor and also received a broken jaw.

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(Signed)



(Date)

24<sup>th</sup> February 2016.

## EXPLANATORY NOTE

*(This note is not part of the Regulations)*

These Regulations amend various Regulations under the Licensing Act 2003 ("the Act") to allow for the operation of the new summary review procedure under sections 53A to 53C of the Act in relation to premises licences.

The Licensing Act 2003 (Premises licences and club premises certificates) Regulations 2005 (S.I.2005/42) are amended to provide for the making of applications, the giving of notices and the advertisement of applications under the new procedure. This includes the prescription of an application form for the initiation of the procedure by the police.

The Licensing Act 2003 (Hearings) Regulations (S.I. 2005/44) are amended to provide for hearings conducted in pursuance of the new procedure, under section 53C of the Act. Lastly, the Licensing Act 2003 (Licensing authority's register)(other information) Regulations 2005 (S.I. 2005/43) are amended to require inclusion on a licensing authority's register of the fact that an application under the new procedure has been made, and the grounds upon which it is made.

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