

The Prevention of Crime & Disorder

CCTV

The premises will be fitted with CCTV Cameras. Please see the attached plan of where they will be located.

The CCTV will cover all public areas including all entrances and exits.

The system will record images showing the identification of the individuals.

The CCTV system is able to capture a minimum of 24 frames per second and all recorded footage will be held for a minimum of 28 days.

The CCTV will be operational 24hrs a day and cover all licensable activities.

The CCTV will have accurate time and date.

The CCTV will be password protected.

The CCTV will be monitored by the Manager and specified trained staff on duty and all copies of the footage requested by the police or authorised council officer will be made available.

Preventing of illegal Drugs

If any drugs are to be found on the premises, then they are to be put immediately into a secure box to be kept in the Managers office, then the police will be notified.

All staff members will be trained regarding the venues zero tolerance policy. CCTV posters will be posted to discourage any use of illegal drugs.

Incident reporting

A logbook will be kept at the premises to record any such incidences which may include any complaints received, any faults in the CCTV system, any customers asked to leave for unreasonable behaviour, any drugs found on the premises.

Staff Training (alcohol & vulnerability welfare)

All staff that serve alcohol on the premises will undergo training on dealing with any underage customers and ask for the correct id to be given if deemed necessary. All staff will have a record of their training. Staff will be trained to recognise any signs of drunkenness or vulnerability and to contact the Manager who will deal with any situation. (The premises is not intended to be a pub).

Preventing and dealing with drunkenness

The Manager on duty will be responsible for managing any situation such as drunkenness and anyone who is deemed to be vulnerable. A personal license holder will be present at the premises to oversee the sale of alcohol.

Glassware / bottles

All drinks served outside on the terrace will only be permitted for the Pavilion customers and will be served to each table.

Preventing underage sales

Signage will be displayed regarding the challenge 25 scheme and the signage regarding it is an offense for anyone under the age of 18 to attempt to buy or purchase alcohol.

Restaurant & Takeaways (alcohol)

The premises will be used mainly as a café serving breakfast and lunch where the alcohol sales will be a minimum. All alcohol will be kept in stainless steel door fridges (not on display).

The function rooms will be mainly for specific events such as net-working meetings / canapes receptions/ weddings/funerals and meetings, these hours will be different for each occasion and the alcohol served will be part of each event where requested and applicable.

Public Safety

Emergencies

A first aider will be present on site when the premises is open for business to the public.

First aid equipment to be located in the kitchen and the Managers office, along with accident book to record any incidents with the public or staff.

The premises is a new build and has all the relevant external emergency exit sensor alarms and visible indicators / fire exits to alert the public and staff.

All new fire extinguishers are in all public areas plus the kitchen area with have kitchen fire blankets and the appropriate foam/powder extinguishers. The kitchen range has an Ansul Fire suppression R-102 system.

All staff on duty will be trained in the Emergency and evacuation procedures and use a designated area away from the building which will be the car park at the rear far corner east side of the building for a fire assembly point.

A fire drill will be carried out on a monthly basis and logged; all staff training will be logged on a 3 monthly basis.

If the fire alarm goes off the then lift will go to the ground floor and park.

Preventing Noise and other Public Nuisance

The windows are triple glazed and will be kept shut. The glass doors to the terrace will be open during service hours during the summer months when we expect the terrace to be in use and will be closed after each service.

All rubbish/ empties will be put in the designated areas before 9pm and not before 9am.

The kitchen extractor has a UV System and a charcoal filter to significantly reduce the smells and particle disbursement.

There will be signage for customers to ask them to respect our neighbours and to leave the premises in an orderly manner when any event involves night-time activities.

Last orders regarding drinks will be 11pm with a 30-minute drinking time with Guests supervised to leave in an orderly and quiet manner.

The cafe is located on the ground floor and can be accessed past the public toilets from the same main entrance to the premises, this is the main door into the café. The other door to the café can be accessed from the front terrace which is wheelchair access as well.

Smoking and other external Areas

A designated area will be allocated for smokers' section to the East side of the building around the corner from main terrace. Maximum of 12 persons at one time. Signage will be used regarding the need to respect neighbours.

All terrace tables and chairs will be securely chained after 10pm and not removed so as to keep the noise levels acceptable.

A maximum of 30 customers to be seated on the terrace at any one time.

A telephone number will be displayed for customers to call the Manager on duty.

Litter and Cleansing

Regular checks will be made when customers are dining outside on the terrace (normally part of a service) to check for any rubbish / debris after each table has been cleared and reset for the next customer. At the end of each day after the café has closed then the terrace will be swept, and any litter disposed of.

The company logo will be on any takeaway products such as coffee cups etc.

All empties will be disposed using a locked bin.

The Protection of Children from Harm

Children under the age of 16 years old unaccompanied by an adult will not be allowed to come into the Café/ Bar area when alcohol is being served.

Where children are accompanied and supervised by a responsible adult, no additional measures will be required.

CCTV cameras are on the premises and signage is made clear that CCTV cameras are in operation.

ID will be asked to be provided should anyone under the age of 18 try to buy alcohol and signage will be displayed regarding the "25 scheme" is in operation on these premises' public will be challenged if they appear to be under 25 years old.

