



OPERATIONAL COMPLIANCE MANUAL

DRAFT V1

(VERSION V1 30/01/24)

CONTENTS

DOCUMENT	PAGE NUMBERS
Introduction	3
Reviewing procedures	4
Why have an OCM?	5
Copy of Premises Licence	6
Security Policy	7 – 27
Queuing & Queue Management Policy	28 – 30
Challenge 25 Policy	31 – 35
Safeguarding Policy	36 - 42
Drugs Policy	43 - 49
Noise Management	50 - 51

INTRODUCTION

THE FORGE is a 450-capacity entertainment venue, featuring an events hall for 400 people and restaurant/balcony upstairs for 50 people.

The venue generally operates live music events, playing soul, jazz and world music through promoters AGMP however, does host a series of events in partnership with other promoters. All external events are vetted thoroughly before the booking is accepted.

As we are a medium sized venue in the borough of camden we have the appropriate and proportionate initiatives in place to reduce potential crime within and immediately outside the venue and to safeguard our customers.

This Operational Compliance Manual (**OCM**) is designed to assist all Staff, Managers, Security and External Contractors in operating **THE FORGE** safely and efficiently.

By doing this, we will promote the four Licensing Objectives as set out in the Licensing Act 2003:-

- The prevention of crime and disorder;
- Public safety;
- The prevention of public nuisance; and
- The protection of children from harm.

Each objective is of equal importance.

REVIEWING PROCEDURES

This **OCM** is a working document.

It should be reviewed and revised regularly, particularly when changes are made to the premises and/or the premises licence.

The OCM may also be updated upon receiving advice from Responsible Authorities or External Contractors e.g. a Fire Risk Assessor.

Date of review	Person reviewing	Summary of changes
e.g. 20/03/24	e.g. Steve Wilmot	e.g. Revised search procedures

All proposed changes to the **OCM** will be submitted to the Police Licensing Team and the Licensing Authority in draft prior to this document being updated.

THE FORGE will hold a copy of the current **OCM** at the premises and that copy shall be made available to Responsible Authority Officers visiting the premises when open.

Requests to view the **OCM** at other times will be met by sending a copy of the **OCM** by email.

The OCM will not be changed without buy-in from the Police Licensing Team and the Licensing Authority

WHY HAVE AN OCM?

The policies and procedures as set out in this OCM are designed to promote the Licensing Objectives and to satisfy the conditions of the Premises Licence.

For example, in relation to assaults that may take place at the premises, the following condition is relevant:

- **In the event that any serious assault is (or appears to have been) committed on the Premises, the management will immediately ensure that:**
 - 1. The police (and where appropriate, the London Ambulance Service) are called without delay.**
 - 2. All measures that are reasonably practicable are taken to apprehend any suspects pending the arrival of the police.**
 - 3. The crime scene is preserved so as to enable a full forensic investigation to be carried out by the police.**
 - 4. Such other measures are taken (as appropriate) to fully protect the safety of all persons present on the premises.**

The **OCM** sets out how **THE FORGE** will comply with the various conditions of the premises licence.

[INSERT COPY PREMISES LICENCE PART A]

THE FORGE SECURITY POLICY

Purpose:

The purpose of this policy is to bring together the various aspects of **THE FORGE's** procedures that relate to security e.g. ID scan, search procedures, SIA placement, emergency procedures etc. under the heading of a Security Policy.

Having a Security policy allows us to promote the Licensing Objectives, particularly The Prevention of Crime and Disorder and Public Safety.

The Policy also allows us to assist the Responsible Authorities, particularly the Police, in their duties to the wider public.

Who does this policy apply to:

This Policy applies to all staff but is particularly aimed at staff engaged in entry or security procedures including the Door Team and Security Team. The Policy is also aimed at Managers and the Designated Premises Supervisor.

Licence Condition(s):

Condition 4 of our Premises Licence requires that we have this Policy. It reads:

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 (a) be authorised to carry out that activity by a licence granted under the Private Security Industry Act 2001; or (b) be entitled to carry out that activity by virtue of section 4 of that Act.

This Policy satisfies Condition 4.

Possible Consequences:

If the Premises is not secure, then we become vulnerable to crime and disorder and undermining the Prevention of Crime and Disorder Licensing Objective. We place the safety

of our customers at risk and could undermine the Public Safety Licensing Objective. We would allow THE FORGE to become an unsafe and insecure place to work.

Contents:

Section	Document
1	Security Operations
2	Security Staff Assignment Overview
3	Emergency Evacuation Procedures
4	Health & Safety Procedures
5	ID & Scan Policy
6	Refusals Policy
7	Search Policy
8	Smoking Policy
9	Prohibited Items
10	CCTV Policy
Appendix 1	SIA Door Supervisor Profile Sheet
Appendix 2	SIA Door Supervisor Sign-in/Sign Out Sheet

Security Operations

Our Premises Licence requires that we employ SIA Licensed Door Supervisors.

This document will refer to those SIA Licensed Door Supervisors as Door Team and Security Team.

Door Team refers to SIA Licensed Door Supervisors engaged outside the venue in relation to Customers accessing the venue.

Security Team means all other SIA Licensed Door Supervisors engaged both within, and without, the venue.

<p><i>1 x SIA registered door supervisors will be on duty at the venue per 100 customers</i></p>
--

We have engaged the services of a Security Industry Authority (SIA) Registered Company to provide SIA Licensed Door Supervisors to the Premises.

We will ensure that the Registered Company provide us with SIA Licensed Door Supervisors who:

- Are registered with the SIA – checks will be undertaken upon appointment and periodically thereafter
- Have the correct SIA permission for door security
- Have public liability insurance
- Provide us with a regular Door/Security Team
- Are trained and able to use our ID Scan machine

In addition to the training provided by the SIA (and registered providers) we will provide SIA Licensed Door Supervisors engaged at the venue with:

- A copy of this Policy; and
- In-house training in relation to this Policy and our expectations.

Any new SIA Licensed Door Supervisor rostered to work at the Premises will be expected to attend the Premises at least 1.5 hours before their designated start time for induction training by the Duty Manager and/or the DPS.

All SIA Licensed Door Supervisors will be expected to attend the Premises at least 45 minutes before their designated start time for a pre-event briefing from the Head of Security and the Duty Manager and/or the DPS.

For every event at the Premises we will have on duty:

- The Designated Premises Supervisor or, in his or her absence, a Duty Manager who shall be a Personal Licence Holder e.g. capable of acting as a DPS.
- An Assistant Manager who shall also be a Personal Licence Holder
- A minimum of 2 x SIA Licensed Door Supervisors comprising the Door Team and Security Team. At least 1 x SIA Licensed Door Supervisor shall, as far as is possible, be female.
- A further Personal Licence Holder
- Sufficient bar, floor, and support staff for the expected Customer attendance (allowing for increased attendance)
- A minimum of 1 x member of staff who are designated as Welfare Officers

The DPS/Duty Manager, Assistant Manager, Door & Security Teams, and Welfare Officers will all be in possession of 2-way radios.

Roles and Responsibilities:

Designated Premises Supervisors / Duty Manager – shall be located at the entrance to the Premises and tasked with managing the Door Team and use of the ID Scanner

Assistant Manager – shall be located within the Premises and tasked with supporting the Designated Premises Supervisor or Duty Manager. He or she shall manage the Door Team and the ID Scanner if the DPS/Duty Manager is called away.

SIA Licensed Door Supervisor (Door Team) – shall be located outside and at the entrance to the Premises and shall be tasked with queue management, Customer communication, searching, requesting ID and age verification. After entry has been concluded, all members of the Door Team shall revert to being part of the Security Team. At least 1 x member of the Door Team (where possible) shall be female.

SIA Licensed Door Supervisor (Security Team) – shall be located within the Premises and shall be tasked with monitoring customer behaviour, undertaking roving patrols, looking for signs of intoxication, looking for welfare issues, dealing with incidents, checking toilets for drug use etc. At the end of the night the Security Team, which by this point will include the Door Team, will be engaged in ensuring safe and speedy dispersal from the Premises in accordance with the Premises' Dispersal Policy.

Welfare Officers – shall be located either within or without the venue depending on Customer presence at from time to time. They shall be tasked solely with monitoring Customer behaviour and looking out for welfare issues. At the end of the night they shall be located at the Premises' exit to watch out for vulnerability issues and to make sure Customers end the night right.

SIA Dress Code

To ensure visibility, we require that our SIA Licensed Door Supervisors dress as follows:

- White shirt
- Black tie (this should be easily detachable so as not to present a choking risk)
- Black shoes/boots
- Black trousers
- High visibility jacket
- SIA identification in either lanyard or armband

SIA Behaviour Code

At Bonbon we expect our SIA Licensed Door Supervisors to behave professionally at all times.

This means:

- Being friendly, but professional e.g. not over-friendly with Customers as their first point of contact with the Premises
- Ensuring that the Premises' opening and closing times for events are met
- Assisting Premises Staff and Management with the smooth running and operation of the Premises
- Maintaining a high-profile security presence both inside and outside the Premises to deter bad behaviour and intervene, as appropriate, in incidents
- Ensuring the health and safety of Customers
- Monitoring Customer welfare alongside Staff and Management
- Ensuring (with the DPS and/or Duty Manager) that **ALL CUSTOMERS** provide a valid form of identification and that that identification is scanned in to the Premises ID scanning machine
- Performing searches in accordance with the Premises' search policy
- Assisting with egress and dispersal
- Assisting the Responsible Authorities with any enquiries
- Performing such other tasks as directed by the DPS and/or Duty Manager or Assistant Manager

Security Placement

The overall security plan for the Premises is at the discretion of the Head SIA Licensed Door Supervisor in consultation with the Designated Premises Supervisor and/or Duty Manager.

There shall be always at least 1 x SIA security staff at the entrance to the Premises. That number shall be supplemented by further SIA security staff at peak times e.g. during searching and for queue management.

SIA Licensed Door Supervisors shall be located in visible positions within the Premises maintaining lines of site to key areas e.g. the toilets, bars etc.

SIA Licensed Door Supervisors shall conduct regular patrols of the Premises and shall check the Premises' toilets for signs of drug use.

SIA Licensed Door Supervisors will rotate as directed to ensure fresh eyes as the night progresses.

All SIA Licensed Door Supervisors shall be in possession of a 2-way radio system throughout their shift.

Security Staff Assignment Overview

This section contains the bare minimum expectations for SIA Licensed Door Supervisors working at THE FORGE

Specific instructions will be issued at the Security Briefing which will take place prior to each event and will be listed on the Security Briefing Sheet/Opening Checklist. The Security Briefing will be led by the DPS/General Manager and the Head SIA Licensed Door Supervisor.

SIA will:

- Adhere to the SIA dress code
- Arrive at least 30 minutes before an event
- Sign-in as required using the sign-in sheet provided
- Provide full and clear details on the sign-in sheet
- Report to the Head SIA Licensed Door Supervisor
- Attend the Security Briefing
- Assist the Head SIA Licensed Door Supervisor in carrying out pre-opening checks
- Report to their assigned position/undertake their assigned role within the context of the security plan e.g. a Door Team SIA Licensed Door Supervisor will report to the entrance to the Premises to assist with ingress/searching etc.
- Assist in searching/ID scanning as directed
- Carry out their duties to the best of their ability throughout the night
- Deal quickly and efficiently with any incidents
- Report any concerns to the Head SIA Licensed Door Supervisor and/or the DPS/Duty Manager using the radio system provided
- Enable the swift and quiet dispersal of Customers from the Premises and immediate vicinity
- Assist with a 360-degree sweep of the area around the Premises
- Stay on post and engaged until released by the Head SIA Licensed Door Supervisor
- Sign-out as required using the sign-out sheet provided

Emergency Evacuation Procedures

In case of emergency the DPS/Duty Manager is responsible for making the final call on whether to evacuate the Premises, or not.

In the absence of the DPS/Duty Manager the Head SIA Licensed Door Supervisor should make that decision. There should not, however, be a situation where the DPS/Duty Manager is not present.

Our evacuation process is as follows:

- 1. Remember to stay calm. Speak loudly and clearly when giving instructions.**

2. Calmly usher Customers to the assembly point which is the corner of delancey & camden high st / opposite blues kitchen

The Code Word for emergencies is “MR SANDS” e.g. “MR SANDS is in the [state location of the emergency]”. State the name of the person that you want to attend the emergency. For example, if the emergency is in the Male toilet and you want the DPS to attend then the descriptor would be:

“MR SANDS is in the male toilet. Please could NAME attend immediately”

Please see below for responses to specific emergencies.

EMERGENCY TYPE:	TELEPHONE NUMBER:	ACTION REQUIRED:	NOTES:
Fire	999	Sound the nearest fire alarm Radio in the emergency Ask the DJ/Performer to stop the music Evacuate the building Speak calmly, loudly, and direct Customers to the nearest fire exit Avoid using words “fire” or “threat” when directing customers. Refer instead to a	Avoid using words like “fire.” Use the word “situation” instead Security Script: “Ladies and Gentlemen, we have a situation that requires us to evacuate the building. Please leave the building by the nearest available exit. Thank you.” In all cases where the

		<p>“situation.”</p> <p>Look out specifically for those who need help evacuating the Premises.</p> <p>Ensure that nobody re-enters the building (except emergency personnel) until the emergency services have cleared the Premises for re-entry</p> <p>Ensure that no one re-enters the building (except emergency personnel) until the emergency personnel say it is safe to do so.</p>	<p>emergency services have been called, assist them only if asked to do so. They are professionals. Provide them with as much information as possible.</p>
<p>Medical incident e.g. fainting, collapse, injuries etc.</p> <p>Medical e.g fainting, collapsing, cuts etc</p>	<p>999 if serious and/or life threatening</p>	<p>Report to the DPS/Duty Manager</p> <p>Report to allotted First Aider</p> <p>Ensure that the area where the Customer or Staff member requiring treatment is clear</p> <p>Do not allow friends or others to interfere with the work of the first aider or emergency services</p>	<p>The decision to call the Emergency Services rests with the DPS/Duty Manager and/or the allotted first aider.</p> <p>If none of those are available please report to the Head SIA Licensed Door Supervisor</p>
<p>Bomb threat (any – verbal or</p>	<p>999 immediately</p>	<p>Where a suspicious item is found, do not</p>	<p>The decision to call the</p>

otherwise) or suspicious item		<p>touch the suspicious item</p> <p>Clear Customers and Staff from the immediate area and evacuate the Premises using the evacuation procedure</p> <p>Where the threat is written or verbal this should be reported to the DPS/Duty Manager and Head SIA Licensed Door Supervisor immediately</p>	<p>Emergency Services rests with the DPS/Duty Manager and/or the Head SIA Licensed Door Supervisor</p> <p>If none of those are available, please report to the Assistant Manager</p>
-------------------------------	--	--	--

In instances where there is a serious fight/serious disorder at the Premises any member of Staff or Door/Security Team may call the Police on 999 without delay

Please remember that:

All incidents must be recorded in the incident log in accordance with the Premises' incident reporting procedures

All measures that are reasonably practical to apprehend any suspects must be taken

The crime scene must be preserved to enable forensic investigation

Such other measures as are necessary must be taken to protect the safety of Customers and Staff

We keep an evidence preservation box at the Premises. The box contains tape, gloves, and evidence bags.

Health & Safety Procedures

We attribute the highest importance to the health and safety of our Staff, Customers and third parties related to our operation.

We maintain safe working conditions and equipment for our Staff and Contractors. We also provide training and information, as well as supervision, for our Staff and Contractors to complete their work in a safe, effective manner.

We require you to:

- Conduct your duties in a safe, conscientious way
- Ensure that all work carried out is carried out with regard to personal safety, the safety of others, and the safety of the general public

All Staff, SIA, and external contractors are expect to comply fully with this policy.

Procedure:

Pre-attendance

Ticket sale and re-sale websites shall be instructed to include the following information:

- ID may be required
- Challenge 25 policy operated
- customers will be searched at random

Social media posts and profiles will include the same information

Outside Premises

Door Team and Staff engaged in relation to queue management will ask Customers to ensure that they have to remain quiet and not block the pavement

Notices will be displayed alongside the queue explaining that:

- Patrons are required to respect our residents and remain quiet whilst queuing and leaving the venue

At Lobby

Notices will be displayed reiterating the above

Customers will have their tickets and relevant ID checked

AGE VERIFICATION DOES NOT END AT THE DOORS OF THE PREMISES. JUST BECAUSE THERE IS AN ID SCAN MACHINE IN OPERATION DOES NOT MEAN STAFF SHOULD NOT ASK TO SEE ID AGAIN IF THEY BELIEVE A CUSTOMER TO BE UNDER 25 (CHALLENGE 25). PLEASE REFER TO THE PREMISES' AGE VERIFICATION POLICY FOR FURTHER DETAILS.

Refusals Policy

THE FORGE is an inclusive Premises and we welcome anyone who wishes to attend and have a good time provided they meet our entry criteria. We will, however, refuse entry if:

- The last entry time has passed
- The Customer seeking entry appears, in our opinion, to be under the influence of drink or drugs
- The Customer seeking entry is abusive to other Customers, Staff, or the Door Team
- The Customer seeking entry is aggressive or displays unacceptable behaviour toward other Customers, Staff, or the Door Team
- The Customer seeking entry does not fit the relevant dress code for the event in question
- When the capacity of the Premises has been reached
- Where the Customer does not have a ticket or is not the correct age to comply with the conditions of our Premises Licence
- Breach of any of our policies

We reserve the right to refuse entry under any circumstance that does not breach our duties under the Equality Act 2010 or other relevant legislation.

Search Policy

The safety of our Customers and Staff is paramount. To that end, we operate a Search Policy for the Premises as follows:

The nature of the searching to be undertaken is to be agreed by the DPS/Manager on Duty and the Head Licensed SIA Door Supervisor prior to the event and communicated to the Door Team at the Security Briefing.

Full-body searches:

If full-body searching is selected as the appropriate search method the following will be undertaken:

- Customers will be searched at random, but all bags etc. will be checked
- The Door Team will seek permission from the Customer before undertaking a search of their person
- Customers will be reminded that the policy is **NO ENTRY IF A SEARCH IS REFUSED**
- This will also be communicated by notices displayed in view of the queue
- Any Customer refusing a search or agitating about being searched will be refused entry
- Full-body searches will be conducted thoroughly and professionally in accordance with the full-body search process designed and approved by the SIA
- Searching will be carried out on a same-sex basis wherever possible. Customers who identify as gender neutral or in other ways will be asked to confirm whether they wish to be searched by a male or female member of the Door Team.
- Searching will be conducted in full view of the Premises' CCTV surveillance system.
- Where prohibited items or substances are found on the person of the Customer then the Customer will be refused entry and the refusal recorded as per the Premises' incident recording procedures
- Where the prohibited item/substances are such that criminality is suspected the Door Team will endeavour to apprehend the Customer and the Police will be called. The Door Team will not be expected to place themselves in immediate danger under any circumstances and should this be the case their personal safety and the safety of other Customers is paramount and the Police should be called.
- Any prohibited items and substances seized during searching will be logged in accordance with the Premises' incident recording procedures and Drugs Policy.
- Any Customers who leave the venue and return prior to last-entry will, subject to it being feasible for them to return, be re-searched before re-entry.

Pat down/wand search

If pat down/wand searching is selected as the appropriate search method the following will be undertaken:

- All Customers will be searched
- The Door Team will seek permission from the Customer before undertaking a search of their person
- Customers will be reminded that the policy is **NO ENTRY IF A SEARCH IS REFUSED**

- This will also be communicated by notices displayed in view of the queue
- Any Customer refusing a search or agitating about being searched will be refused entry
- Pat down from top to toe, both front and back, using hands to thoroughly check clothes
- Customers will be asked to remove hats
- Customers may be asked to reveal the contents of their pockets to assist with pat down searching
- Customers will also be subject to a metal detecting wand search to identify any concealed metal items.
- Searching will be conducted in full view of the Premises' CCTV surveillance system.
- Where prohibited items or substances are found on the person of the Customer then the Customer will be refused entry and the refusal recorded as per the Premises' incident recording procedures
- Where the prohibited item/substances are such that criminality is suspected the Door Team will endeavour to apprehend the Customer and the Police will be called. The Door Team will not be expected to place themselves in immediate danger under any circumstances and should this be the case their personal safety and the safety of other Customers is paramount and the Police should be called.
- Any prohibited items and substances seized during searching will be logged in accordance with the Premises' incident recording procedures and Drugs Policy.
- Any Customers who leave the venue and return prior to last-entry will, subject to it being feasible for them to return, be re-searched before re-entry.

Bag searching

If bag searching is selected as the appropriate (or additional) search method the following will be undertaken:

- All Customers with bags will be searched
- The Door Team will seek permission from the Customer before undertaking a search of their bag
- Customers will be reminded that the policy is **NO ENTRY IF A SEARCH IS REFUSED**
-
- This will also be communicated by notices displayed in view of the queue
- Any Customer refusing a search or agitating about being searched will be refused entry

- Customers will be asked to open their own bag and a visual check of the contents of the bag undertaken by the Door Team
- Customers may be asked, where a visible check is not possible, to empty the contents of their bag into a suitable receptacle where the contents can be checked
- Searching will be conducted in full view of the Premises' CCTV surveillance system.
- Where prohibited items or substances are found in the bag of the Customer then the Customer will be refused entry and the refusal recorded as per the Premises' incident recording procedures
- Where the prohibited item/substances are such that criminality is suspected the Door Team will endeavour to apprehend the Customer and the Police will be called. The Door Team will not be expected to place themselves in immediate danger under any circumstances and should this be the case their personal safety and the safety of other Customers is paramount and the Police should be called.
- Any prohibited items and substances seized during searching will be logged in accordance with the Premises' incident recording procedures and Drugs Policy.
- Any Customers who leave the venue and return prior to last-entry will, subject to it being feasible for them to return, be re-searched before re-entry.

Smoking Policy

In accordance with the relevant legislation customers must only smoke in designated smoking areas. The remainder of the premises must be smoke free and a no smoking policy applies to both Staff and Customers.

Any Customers found smoking in the Premises including in the toilets will be ejected from the Premises.

Vaping is not permitted in the Premises and for the purposes of this policy is treated the same as smoking.

Prohibited Items

THE FORGE reserve the right not to allow certain items into the Premises.

Some items e.g. weapons and illegal substances will naturally not be permitted into the Premises and where discovered will be seized, logged, and disposed of accordingly.

The following items are prohibited from being allowed into the Premises. This list will be kept under review:

- Sharp objects
- Corrosive substances e.g. acids or ammonia or any container likely to contain same
- Tools e.g. screwdrivers, drills, hammers
- Fireworks or other explosives
- Externally purchased alcohol
- Externally purchased food
- Liquids:
 - Drinking water / soft drinks
 - Liquid or semi-liquid foods
 - Sprays/aerosols
 - Pastes including toothpaste
 - Gels including shampoo and shower gel
- Medicines (except medicines for personal use e.g. insulin – please check with DPS/Duty Manager before admitting)
- Hypodermic needles / syringes
- Cooling gel pack
- Heavy bats and sticks including baseball, softball, and cricket (walking sticks are permitted, but please think whether the Customer needs it, is suitable for admission to a nightclub, or whether the stick could be used to conceal something else – please check)
- Tennis rackets
- Snooker, pool, or billiard cues
- Golf clubs
- Darts
- Walking or hiking poles
- Fishing rods
- Catapults
- Inflatable items e.g. beach balls
- Harpoons
- Crossbows
- Martial arts equipment
- Diving equipment

All queries are to be referred to the DPS/Duty Manager whose ruling is final.

The Bottom Line

If the Premises is not secure then we are all at risk – Customers, Staff, Security, Management

We have a Security Policy for a reason. It sets out our expectations in relation to security at the Premises and our procedures thereto.

It is vitally important that you read, understand and apply this policy.

If you have any doubts or see anything that does not feel right, then please report them to the Duty Manager / DPS / Welfare Officers immediately

Written Confirmation of Security Policy Training Received

I, _____

confirm that I have read and understood the premises' Security Policy and that I will apply that policy in the course of my duties.

I, _____

understand that if I do not apply the premises' Security Policy then disciplinary action will be taken against me, which may result in dismissal.

Name: _____

Date: _____

Signed: _____

Written Confirmation of Security Policy REFRESHER Training Received

I, _____

confirm that I have re-read and refamiliarised myself with the premises' Security Policy and that I will continue to apply that policy in the course of my duties.

I, _____

understand that if I do not continue to apply the premises' Security Policy then disciplinary action will be taken against me, which may result in summary dismissal.

Name: _____

Date: _____

Signed: _____

Appendix One

SIA Door Supervisor Profile Sheet
SIA Door Supervisor Profile Sheet

First Name: _____

Surname: _____

Goes By: _____

Date of Birth: _____

Home Address: _____

Email Address: _____

Mobile Number: _____

SIA Badge Number: _____

****TAKE FULL-PAGE COLOUR PHOTOGRAPH OF SIA ID AND SECURE COPY TO THIS SHEET****

Premises Remarks:

Appendix Two
SIA SIGN-IN/OUT SHEET
THE FORGE SIA SIGN-IN/OUT SHEET

XXX	First Name	Surname	SIA Badge #	Start Time	Signed	End Time	Signed
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							

IF YOU DO NOT SIGN-IN AND SIGN-OUT CORRECTLY AND/OR YOUR DETAILS ARE NOT LEGIBLE THEN WE RESERVE THE RIGHT TO WITHHOLD PAYMENT

DPS/Duty Manager Sign Off: _____

Name: _____

Date: _____

Remember: The minimum requirement to operate is 6 x SIA Licensed Door Supervisors
QUEUING AND QUEUE MANAGEMENT POLICY

Aim

The aim of this policy is to ensure that the queuing procedures outside **THE FORGE** are undertaken to a high standard.

As the queue may be customers' first interaction with our staff it is important that we get our queuing procedures right. It sets the tone for the remainder of customers' visits.

By having food queue management procedures we promote the Licensing Objectives, particularly the prevention of public nuisance, public safety, and the prevention of crime and disorder.

Policy

THE FORGE will ensure that there is an appropriate queuing system in place at the venue suitable to the type of event being held and the number of customers expected.

A low-impact event may not necessitate any queuing procedures at all.

The procedure below deals with a typical music event.

- Queue barriers will be placed outside the front of the venue

- The queue will be managed by staff and SIA

- Due to the location of the queue relative to The Blues Kitchen, it is imperative to ensure that certain areas e.g. the fire exit from The Blues Kitchen is kept clear.

- SIA will be located at relevant points within the queue, which may include – the end and the middle of the queue, the fire exit noted above, the front of the queue, the entrance to the search area, and the entrance to the venue (as appropriate).

- Customers will be kept two abreast within the queue barriers.

- All SIA engaged in managing the queue system shall wear suitable clothing. Suitable corporate/identifying clothing will be used to identify SIA door staff.

- SIA will be utilised to communicate the following in the queuing phase:
 - No entry with alcohol – customers with alcohol attempting to join the queue shall have this removed from their person before being allowed to join the queue

- Customer vetting takes place in the queue – any customers appearing in the reasonable opinion of the SIA to be intoxicated or under the influence of drugs will be removed from the queue and denied entry
- Customer vetting takes place in the queue – any customers displaying aggressive or unnecessarily boisterous behaviour in the queue will be removed from the queue and denied entry
- Customer vetting takes place in the queue – any customer not conforming to the venue's dress code will be removed from the queue and denied entry
- Customers will be searched – customers will be expected to undergo a search at the front door of the venue
- The venue's entry/no re-entry policy – to ensure that customers are aware that they will be unable to access the premises after a certain time or to regain entry to the premises if they leave after a certain time. The specific time will be communicated at the security briefing

SIA will keep a close eye on customers in the queue and those in the immediate vicinity of the venue. SIA will be particularly instructed to keep an eye on:

- Persons selling balloons
- Persons harassing customers en route to the venue
- Persons parking illegally
- Persons displaying aggressive behaviour or who appear to be under the influence of drink or drugs
- Persons who appear to be keeping an eye on the premises and who may be conducting reconnaissance

Any persons found to be engaging in these behaviours should be reported to the Head of Security who may make a further report to the Police.

THE FORGE CHALLENGE 25 POLICY

Purpose:

The purpose of this policy is to promote the Licensing Objectives, particularly The Protection of Children from Harm.

Who does this policy apply to:

This Policy is applicable to all staff engaged in the sale of alcohol at THE FORGE.

This Policy is to be read in conjunction with the premises' Security Policy

Licence Condition(s):

The relevant condition of the premises licence in relation to **our Policy** is:

9. (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol. (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy. (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either (a) a holographic mark, or (b) an ultraviolet feature.

Possible Consequences:

The sale of alcohol to a person under 18 is a criminal offence under section 146 of the Licensing Act 2003. The offence is punishable by an unlimited fine.

It is defence to show that you have exercised all due diligence to avoid committing the offence – if you apply this policy rigidly, you will be able to avail yourself of that defence.

What does Challenge 25 mean:

In its simplest form, Challenge 25 means that if a customer looks, in your opinion, under the age of 25 then they **must** be asked for ID to prove that they are over 18.

If a customer looks under 25, **you ask them for ID.**

If a customer that looks over 25 seems to be buying a drink for a customer who looks under 25, you ask for ID for the customer who looks under 25.

There are no exceptions to this policy.

What is “acceptable ID”:

Acceptable ID, in the context of our premises licence, means:

A photographic driving licence; or

A valid passport (note: the passport must be valid and in date)

A military or UK services photo ID card

An ID bearing the PASS scheme hologram

Checking ID:

You must make sure that you check any ID that is presented to you.

- Check the feel of the ID that is presented to you. Does it feel as though the ID may have been altered or tampered with?
- Check the provider’s appearance against the photograph
- Ask them to confirm their month or year of birth
- Ask them to confirm their address

If you have any doubts about the ID **whatsoever** you must refuse service. Refusals must be reported to management and must be logged correctly.

You must use your judgment. You must use your colleagues. If in doubt, ask.

The Bottom Line

You must ask anyone who looks under the age of 25 for ID to prove that they are 18. No ifs, no buts.

If that person either:

1. Cannot produce ID

2. Refuses to provide their ID

3. Provides ID that is in any way incorrect

Refuse service and report to management.

Written Confirmation of Challenge 25 Policy Training Received

I, _____

confirm that I have read and understood the premises' Challenge 25 policy and that I will apply that policy in the course of my duties.

I, _____

understand that if I do not apply the premises' Challenge 25 policy then disciplinary action will be taken against me, which may result in summary dismissal.

Name: _____

Date: _____

Signed: _____

Written Confirmation of Challenge 25 Policy REFRESHER Training Received

I, _____

confirm that I have re-read and refamiliarised myself with the premises' Challenge 25 policy and that I will continue to apply that policy in the course of my duties.

I, _____

understand that if I do not continue to apply the premises' Challenge 25 policy then disciplinary action will be taken against me, which may result in summary dismissal.

Name: _____

Date: _____

Signed: _____

THE FORGE SAFEGUARDING POLICY

Purpose:

The purpose of this policy is to bring together various strands of safeguarding e.g. Ask for Angela, Drink Spiking, and Welfare and Vulnerability in one place. Our customers safety, and therefore the promotion of the Public Safety (and other) Licensing Objectives is key.

Who does this policy apply to:

This Policy is applicable to all staff, but is particularly aimed at staff engaged in the sale of alcohol, the Door Team and Welfare Officers.

This Policy is to be read in conjunction with the Premises' other Policies e.g. Dispersal and Challenge 25.

Licence Condition(s):

The Premises Licence doesn't currently contain a specific condition relevant to safeguarding. This is kept under review.

Possible Consequences:

If we allow Customers to become vulnerable then we run the risk that serious consequences can flow out of that. The possibilities are endless and horrifying. As a business we must aim to ensure that Customers do not become vulnerable in the first place. This may not be achievable as Customers may present with their own vulnerabilities, but we can ensure that we do not make a bad situation worse.

What is vulnerability:

Simply put, vulnerability (or being vulnerable) is where an individual by reason of drink or drugs is impaired to the extent that they are no longer able to control their own actions/resist the actions of others.

What can we do:

As a business we employ Customer Welfare Officers who are designated to keep watch over Customer behaviour. It is their job to help with welfare and vulnerability issues, such as intoxication, but it is not just up to them. It is up to everyone.

We must all be alive to vulnerability issues and keep an eye out for them.

Be aware of the signs of intoxication:

- The Customer may be unsteady on their feet
- The Customer may be uncoordinated in their movement
- The Customer may trip or fall or have trouble standing unaided
- The Customer may appear sleepy or drowsy
- The Customer may present as having problems with their vision
- The Customer may slur their words or have trouble forming coherent sentences

Be aware of the signs of drug taking:

- Some signs of drug taking are like those of intoxication above
- Customers visiting the toilet more frequently than normal
- Customers handing things to one another prior to a visit to the toilet
- Customers visiting the toilet in groups. Please use judgment in this regard as some Customers will, as a matter of habit, do this
- Customers frequently rubbing their face/nose

- Customers whose jawline moves unprompted or who cannot shut their mouth despite not speaking

Be aware of other signs of vulnerability:

- A Customer crying or looking visibly upset
- A Customer becoming angry or unhappy with a partner, friend, or acquaintance
- A Customer who seems to be searching for someone or something or who appears lost
- A Customer who seems withdrawn

The above examples are not exhaustive. You must form your own judgment on whether intervention is required.

REMEMBER – it is better to intervene and have gotten the need for intervention wrong than to not intervene and matters to deteriorate.

Procedure:

Welfare and vulnerability issues should be reported, immediately, to the Duty Manager, DPS, or Welfare Officers unless immediate intervention is required. In those circumstances you should intervene.

You should tell the person you are reporting to as much information about what you have observed.

You should explain how you have reached your judgment on the need for an intervention.

You must be prepared to support the Duty Manager, DPS etc. in making an intervention and supporting the Customer. This takes precedence over your immediate duties.

Ask for Angela

As a business we operate the “Ask for Angela” scheme.

Posters are displayed at the entrance to the Premises and in the Premises’ toilets.

The Ask for Angela scheme is a way in which Customers that are in distress can quickly and discreetly notify the Premises that they are in trouble and would like help.

All such interventions must be dealt with speedily and professionally.

All staff will be trained, and the Ask for Angela scheme adopted.

Should a request for “Angela” be made to Staff this should be reported to the Welfare Officer immediately.

The Welfare Officer will determine whether medical attention is required and/or whether Police intervention is necessary

The Duty Manager and/or the DPS must also be informed. The Security Team and CCTV are to be informed of the report also.

If no further medical attention is required then the Welfare Officer will make sure that the Customer is safely conveyed from the Premises or reunited with friends/family.

If any offences are disclosed then these will be reported to the Police and logged according to the Premises’ incident reporting procedures.

If possible, the crime scene will be identified and secured by the Security Team and Staff.

If any suspect can be identified and it is safe to detain them then this will be undertaken by the Security Team. The suspect should only be detained if they are compliant. Do not attempt to make any arrest using Citizen Arrest powers.

The suspect should be detained in an area away from Customers but covered by CCTV footage. The suspect and the victim must not be brought to the same area.

Staff dealing with the victim and staff dealing with any suspect should be kept separate.

Any allegations or comments made by the victim or suspect should be written down and recorded accurately and immediately.

As soon as is reasonably practicable, a full and accurate incident report must be completed by the Duty Manager and/or the DPS. This is to include comments from Staff members involved in any intervention.

No allegation or Customer requesting assistance under this scheme will be dismissed without being investigated. A focused and supportive approach will be adopted from the outset.

Spiking

Spiking has existed since time immemorial. It is not a new phenomenon.

The purpose of this section of the Policy is to ensure that Staff are appraised of spiking issues and what to do in the event of a suspected spiking.

Drink spiking (or spiking), broadly, comes in three forms:

- A Customer's drink being spiked with additional alcohol (alcohol spiking)
- A Customer's drink being spiked with an additional substance, usually a drug of some description
- A Customer being directly spiked with an additional substance e.g. needle spiking

Detecting spiking incidents is notoriously difficult, but nevertheless Staff should be on the lookout for incidents.

Please refer to the section on intoxication/drugs above for signs to look out for. If the customer is displaying these signs despite not having consumed much (or any) alcohol then spiking may be involved. Be appreciative of the issue of pre-loading where Customers may have consumed alcohol and/or drugs prior to coming to the Premises and may present as okay initially, but may soon show signs of intoxication or drug abuse.

Suspected instances of Spiking must be reported to the Duty Manager and/or DPS and the Welfare Officers.

The Bottom Line

Safeguarding is EVERYBODY'S job

We must do everything we can to keep our customers safe.

This means looking out for signs of intoxication or drug abuse.

This means looking out for vulnerability issues and/or instances of harassment.

It is OK to ask someone if they are not okay.

If you have any doubts or see anything that does not feel right, then please report them to the Duty Manager / DPS / Welfare Officers immediately

Written Confirmation of Safeguarding Policy Training Received

I, _____

confirm that I have read and understood the premises' Safeguarding Policy and that I will apply that policy in the course of my duties.

I, _____

understand that if I do not apply the premises' Safeguarding Policy then disciplinary action will be taken against me, which may result in dismissal.

Name: _____

Date: _____

Signed: _____

Written Confirmation of Safeguarding Policy REFRESHER Training Received

I, _____

confirm that I have re-read and familiarised myself with the premises' Safeguarding Policy and that I will continue to apply that policy in the course of my duties.

I, _____

understand that if I do not continue to apply the premises' Safeguarding Policy then disciplinary action will be taken against me, which may result in summary dismissal.

Name: _____

Date: _____

Signed: _____

THE FORGE DRUGS POLICY

AS A PREMISES WE OPERATE A ZERO-TOLERANCE DRUGS POLICY

Purpose:

The purpose of this policy is to reinforce the Premises' zero-tolerance policy to the possession of/dealing of illegal substances and to promote the Licensing Objectives of the Prevention of Crime and Disorder and Public Safety.

Who does this policy apply to:

This Policy is applicable to all staff, but is particularly aimed at staff engaged in the sale of alcohol, the Door Team and Welfare Officers.

This Policy is to be read in conjunction with the Premises' other Policies e.g. Dispersal and Challenge 25.

Licence Condition(s):

There are no current licence conditions in relation to this

Possible Consequences:

If we allow Customers to take drugs then we run the risk of those Customers becoming vulnerable with serious consequences flowing out of that.

If we allow Customers to deal drugs on the Premises then we run the risk of becoming associated with the sale and supply of controlled substances. Criminals attract other criminals and this can lead to undermining the Prevention of Crime and Disorder Licensing Objective. We also run the risk that our Customers will take drugs and become vulnerable (see above).

What are drugs:

Drugs are controlled substances that are illegal to possess or sell (except in very limited and inapplicable circumstances).

Drugs come in many forms and are categorised by class e.g. Class A, Class B, and Class C. Class A drugs are considered by the Government to be the most harmful and Class C the least (although still harmful. Some drugs, for example caffeine (coffee) and alcohol are not controlled substances and safe (in moderation) for human consumption.

CLASS	EXAMPLES	POSSESSION	SUPPLY/PRODUCTION
A	Crack cocaine, cocaine, ecstasy (MDMA), heroin, LSD, magic mushrooms, methadone, methamphetamine (crystal meth)	Up to 7 years in prison, an unlimited fine or both	Up to life in prison, an unlimited fine or both
B	Amphetamines, barbiturates, cannabis, codeine, ketamine, methylphenidate (Ritalin), synthetic cannabinoids, synthetic cathinones (for example mephedrone, methoxetamine)	Up to 5 years in prison, an unlimited fine or both	Up to 14 years in prison, an unlimited fine or both
C	Anabolic steroids, benzodiazepines (diazepam), gamma hydroxybutyrate (GHB), gamma-	Up to 2 years in prison, an unlimited fine or both (except anabolic steroids - it's	Up to 14 years in prison, an unlimited fine or both

	butyrolactone (GBL), piperazines (BZP), khat	not an offence to possess them for personal use)	
--	--	--	--

What can we do:

We must do everything we can to keep drugs out of our Premises whilst acknowledging that drugs can, and will, get into the venue. If drugs can get into maximum security prisons, they can get into a licensed premises, and we must know what to do about drugs that do get into the venue and the people that use or deal them.

As a starting point we have this Policy, which Staff are trained in. Our zero-tolerance policy towards drugs applies as equally to Staff as it does to Customers.

Customers may be searched on entry to the Premises in accordance with the Premises' search procedures.

Working within the boundaries of the legal framework and the Human Rights Act all Customers will be subject to a thorough search on entry. A thorough search includes the Customer's outer clothing, shoes, and bags. All searches must be conducted within visibility of the Premises' CCTV surveillance. Female Customers shall only be searched by a female member of the Door Team.

If a Customer is found to be in possession of what is believed to be a controlled drug or substance and the amount is believed to be consistent with personal use then the Security Team will seize the item in question. The Duty Manager and/or DPS will be informed by radio and requested to attend. The items will be placed in a numbered bag and sealed. Such bags are provided by the Police and available at the Premises. All details of the seizure will be recorded according to the Premises' incident recording procedures. The Customer, if outside the Premises, will be refused entry and informed that if they do not leave immediately the Police will be called and a lifetime ban issued. In both cases, the seized items will be deposited in the drugs safe for safekeeping and collection by the Police at a future time.

If a Customer is found to be in possession of what is believe to be a controlled drug or substance and the amount is believed to be consistent with intent to supply then the Security Team will seize the items in question. The Duty Manager and/or DPS will be informed by radio and requested to attend. The Customer will be detained by the Security Team provided that it is safe to do so and the Police will be called to attend. The items will be placed in a numbered bag and sealed. Such bags are provided by the Police and available at the Premises. All details of the seizure will be recorded according to the Premises' incident recording procedures. The Customer, if outside the Premises, will have their details taken and entered into the Premises' ID scan system and a lifetime ban issued. The Customer, if within the Premises, will be removed to a secure location covered by the Premises

CCTV surveillance system and the Police called and lifetime ban issued. In both cases, the seized items will be retained. If the Police attend then the seized items will be handed over immediately. If the Police do not attend then the seized items will be deposited in the drugs safe for safekeeping and collection by the Police at a future time.

At the beginning of each month the DPS will contact the Islington Police Licensing Team by email to [redacted] advising that drugs have seized at the Premises and providing a breakdown of the seizures. The Islington Police Licensing Team will be invited to attend the Premises and take possession of the drugs for eventual destruction. Seized drugs will not be removed from the Premises and destroyed by Staff or third parties.

The Premises' will display on its website, on posters, and on promotional materials the Premises' commitment and zero-tolerance policy towards drugs. Customers will be reminded of the Premises' search policy.

We must also keep a watch for signs of drug taking within the Premises. Staff are reminded to be vigilant in their duties and to watch for signs of drug taking such as:

- Customers who are incoherent and have trouble forming sentences
- Customers whose speech or movement is impaired
- Customers who visibly present as having taken drugs e.g. speaking quickly, sweating excessively, quick and agitated movements
- Customers visiting the toilet more frequently than normal
- Customers handing things to one another prior to a visit to the toilet
- Customers visiting the toilet in groups. Please use judgment in this regard as some Customers will, as a matter of habit, do this
- Customers frequently rubbing their face/nose
- Customers whose jawline moves unprompted or who cannot shut their mouth despite not speaking

The above examples are not exhaustive. You must form your own judgment on whether intervention is required.

REMEMBER – it is better to intervene and have gotten the need for intervention wrong than to not intervene and matters to deteriorate.

The Bottom Line

It is inevitable that Customers will try to bring drugs (controlled substances) to the Premises either for personal use, or to sell or supply those drugs to others.

We operate a zero-tolerance policy towards drugs, which applies equally to Customers and Staff.

Drugs are all of our problem and we must do everything we can to keep our Customers safe.

This means looking out for signs of drug abuse.

This means looking out for vulnerability issues arising out of drug abuse.

If you have any doubts or see anything that does not feel right, then please report them to the Duty Manager / DPS / Welfare Officers immediately

Written Confirmation of Drug Policy Training Received

I, _____

confirm that I have read and understood the premises' Drug Policy and that I will apply that policy in the course of my duties.

I, _____

understand that if I do not apply the premises' Drug Policy then disciplinary action will be taken against me, which may result in dismissal.

Name: _____

Date: _____

Signed: _____

Written Confirmation of Drug Policy REFRESHER Training Received

I, _____

confirm that I have re-read and refamiliarised myself with the premises' Drug Policy and that I will continue to apply that policy in the course of my duties.

I, _____

understand that if I do not continue to apply the premises' Drug Policy then disciplinary action will be taken against me, which may result in summary dismissal.

Name: _____

Date: _____

Signed: _____

**LICENSING ACT 2003
THE FORGE
NOISE MANAGEMENT PLAN**

Objective:

To ensure that the premises promote the Licensing Objectives, particularly the Prevention of Public Nuisance, the Premises Licence Holder will utilise the Noise Management Plan to put in place reasonable measures to reduce the impact of noise associated with the premises.

The conditions relating to noise management are -

Conditions for Forge 3-7 Delancey Street. 1) A sound limiting device shall be installed where music is provided, set and sealed at a level approved by the Council 2) The sound limiting device or approved level shall not be altered without prior agreement of the Council 3) All audio and musical equipment used in the premises, shall be played through the installed sound limiting device 4) The sound limiting device shall be used whenever relevant regulated entertainment is taking place 5) No

noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance. 6) All windows and external doors shall be kept closed at any time when regulated entertainment takes place, except for the immediate access and egress of persons. 7) The premises shall be adequately ventilated to allow doors and windows to remain closed during licensed entertainment. The air conditioning system must be maintained in proper working order 8) An acoustic lobby shall be installed or entrance designed to minimise sound escape from the premises, ensuring that all doors open in the direction of escape in case of emergency. All fire exits adequately sound proofed to prevent sound outbreak. 9) The licensee shall appoint a noise consultant registered with the Institute of Acoustics or Association of Noise Consultants to prepare a scheme of sound insulation and noise control measures, which will include the installation of a noise limiting device, to prevent persons in the neighbourhood from being unreasonably disturbed by noise of music from the premises. The scheme shall be submitted for approval by the Council, and the approved scheme fully implemented to the satisfaction of the Council and the licensee notified in writing accordingly, prior to the premises being used for increased regulated entertainment. The report must satisfy the local authority that the premises structure is suitable for entertainment proposed to prevent noise breakout giving rise to public nuisance. The report shall include post completion test of all acoustic works during the quieter proposed operating hours for licensed activity. 10) All loudspeakers shall be sited and isolated from the structure to prevent noise and vibration public nuisance. 11) Persons wishing to leave the premises to smoke or otherwise shall not be permitted to take drinks outside with them at any time. 12) There shall be a limit of (10) smokers outside the premises at any one time Appendix 4 13) The premises shall operate a dispersal policy and all staff shall be trained in its implementation. 14) SIA and staff to actively monitor and intervene on public nuisance issues from patrons outside the premises. SIA to encourage effective and polite dispersal and remain on the premises until all patrons have dispersed from the area after the terminal hour. 15) All licensable activities to cease 30 minutes prior to the terminal hour to aid dispersal and soft finish. 16) All deliveries and collection to take place between 0700 to 2000hrs. Sundays 10.00 to 20.00hrs 17) There shall be no glass waste movements outside the venue between 23.00 and 08.00hrs. 18) noise conditions Up to 2300hrs applicable to entertainment premises which adjoin or are adjacent to noise sensitive properties The noise climate of the surrounding area shall be protected such that the A-weighted equivalent continuous noise level (LAeq) emanating from the application site, as measured 1 metre from any facade of any noise sensitive premises over any 5 minute period with entertainment taking place shall not increase by more than 5dB as compared to the same measure, from the same position, and over a comparable period, with no entertainment taking place. and The unweighted equivalent noise level (Leq) in the 63-125Hz Octave band, measured using the "fast" time constant, inside any "living room" of any noise sensitive premises, with the windows open or closed, over any 5 minute period with entertainment taking place, should show no increase as compared to the same measure, from the same location(s), and over a comparable period, with no entertainment taking place Up to 2300hrs applicable to entertainment premises which do not adjoin and are not immediately adjacent to noise sensitive properties The noise climate of the surrounding area shall be protected such that the A-weighted equivalent continuous noise level (LAeq) emanating from the application site, as measured 1 metre from any facade of any noise sensitive premises over any 5 minute period with entertainment taking place shall not increase by more than 5dB as compared to the same measure, from the same position, and over a comparable period, with

no entertainment taking place. the unweighted equivalent noise level (Leq) in the 63-125Hz Octave band, similarly measured, should not increase by more than 5dB as compared to the same measure, from the same position, and over a comparable period, with no entertainment taking place. After 2300hrs applicable to all entertainment premises Appendix 4 The noise climate of the surrounding area shall be protected such that the A-weighted equivalent continuous noise level (LAeq) emanating from the application site, as measured 1 metre from any facade of any noise sensitive premises over any 5 minute period with entertainment taking place shall not increase by more than 3dB as compared to the same measure, from the same position, and over a comparable period, with no entertainment taking place. and The unweighted equivalent noise level (Leq) in the 63-125Hz Octave band, measured using the "fast" time constant, inside any living room of any noise sensitive premises, with the windows open or closed, over any 5 minute period with entertainment taking place, should show no increase as compared to the same measure, from the same location(s), and over a comparable period, with no entertainment taking place No sound emanating from the establishment should be audible within any noise sensitive premises between 23.00 and 07.00 hours. 19) Last entry for admittance will be midnight for those evenings where the premises remains open after midnight to customers. 20) The license holder shall undertake a noise patrol to ensure there is no significant noise outbreak which could give rise to public nuisance. 21) Delancey Passage shall not be used by patrons at any time unless in an event of an emergency

The Premises Licence Holder will do this by:

Source	Possible Effects on Impact	Mitigations to consider
Inside music noise	Hours the premises will be operational and number of promoted events at the premises	Noise limiter to be installed and set at an appropriate level to reduce the impact on surrounding residents and local area.
	Volume	Control via a noise limiter and a “cooling down” period 30 minutes prior to the end of licensable activities.
	Doors and Windows	Keep closed at all times when Regulated Entertainment is taking place at the premises or after 21:00 hours (whichever is sooner).
	Location of speakers and equipment	Ensure they are moved away from doors and windows and avoid placement near party walls.
	Location of source	Avoid locating near large single glazed areas or external patron access doors.
	Bass control	Noise limiter to be installed and set at an appropriate level to reduce the impact on surrounding residents and

		local area.
Outside Music	Not applicable to the premises	Not applicable to the premises
Deliveries and Collections	Times of day	Deliveries and collections to take place Between 08:00 and 21:00.
	Days of week	Where possible and if external companies allow, Mon-Fri deliveries only and not on Public Holidays.
Smoking areas	Location Site	To be away from noise sensitive locations and limited number of patrons permitted to smoke at anyone time.
	Times of use	limit number of patrons permitted to smoke at any one time, reduction of numbers after 21:00.
Customers	Leaving Customers	Notices to remind patrons to leave the premises quietly and respect the local residents. SIA (when on duty) to manage dispersal in accordance with Policy.
	Later Hours	No re-entry to the premises after 22:30, save for smokers. This is to be continually risk assessed by the management of the premises.
	Loitering	No drinks to be taken outside the premises. SIA (when on duty) to manage dispersal in accordance with Policy. Refuse entry to those causing a nuisance.
Chillers, air con, extractors etc	Nature of noise including hums, rumbles and whines	Locate sources away from residents and party walls where possible. Use quieter plant, silencers and acoustic housings. Ensure equipment is serviced regularly and well maintained.

Complaints	Response and attitude	Incident log to be kept up to date recording date, time, name, cause and action taken. Consider regular meetings with neighbours (every quarter)
------------	-----------------------	--

THE FORGE DISPERSAL POLICY

THE FORGE is a 450 capacity venue on Delancey Street just off Camden High street. It has a unique set of circumstances that make it important to carry out an efficient and disciplined dispersal so as not to impact on local residents. Our main events are live music events which start at 19:00 and terminate at 23:00 in accordance with our planning restrictions from Monday to Saturday and at 22:30 on Sundays in accordance with our premises licence.

For live events our clientele is usually aged between 30-60. Artists tend to finish performances between 22:15 and 22:45, meaning that customers leave slowly over a 15-30 minute period. Some patrons will leave before the encore, some will leave when the band finishes, some will stay until the end. The main objective for the direction of dispersal is to veer customers in the direction of Camden high street. On average 85-95% of customers are happy to leave in this direction. As we have many local customers, we will always have a small number of people who live in the direction of Arlington Road/ Regents Park Etc., and a smaller number of people who have parked in that direction. For almost all our live events over the last 12 months we have found our customers to be well behaved, quiet and responsive to the security guards/managers instructions during dispersal. Our objective is to have the street clear within 15 minutes of closure. We also make sure Delancey Passage is clear and regularly take video recordings to document a full dispersal.

The Forge also occasionally has brunch/ day parties, these generally run from 12:00 - 17:00 and tend to be more challenging for several reasons:

1. As food and drink is served at a specific time customers tend to arrive at the same time.
2. Attendees are generally younger (22 - 35) and will all stay until the end of the event.
3. They can be less responsive to instructions from security guards/ managers.

For these reasons we implement different procedures for these events.

1. Security wear high Vis vests
2. The street is roped off to prevent spillage into the road.
3. Customers are handed lollipops to keep down to a minimum.

Our aim is to have the area cleared within 15 minutes, but for these events we approach the dispersal with a more ‘softly, softly’ approach we also make sure that the four corners of Delancey Street/ Pratt Street / Camden High Street are all clear of our patrons and no customers are loitering.

Purpose:

THE FORGE recognise the need for a comprehensive and considered Dispersal Policy to avoid potential disturbance and disorder at the end of the night. Disturbance and disorder undermine the Prevention of Public Nuisance, Public Safety and The Prevention of Crime and Disorder Licensing Objectives.

This Policy outlines the steps that the forge will take to minimise the risk of disturbance and disorder to ensure a safe, orderly, and quiet egress by customers and staff.

THE FORGE are mindful of the importance of clearing the immediate vicinity of the Premises (Delancey St) at the end of the night and making sure that all customers and staff leave without causing disturbance or disorder.

Who does this policy apply to:

This Policy is applicable to all staff and Door Team members engaged in Dispersal at the forge

...

Definitions:

Customers – persons who have come to the Premises and who are not members of Staff, the Door Team, or engaged in providing services

Dispersal – means the process by which customers and staff leave the Premises and the surrounding area

DPS – means the Designated Premises Supervisor from time to time

Door Team – means SIA Licensed Door Supervisors provided by the Premises’ SIA Provider

Duty Manager – means the Manager responsible for the safe operation of the Premises in the absence of the DPS

Licensing Objectives – as per the Licensing Act 2003 and supporting guidance

Manager – means a senior member of staff and holder of a Personal Licence

Personal Licence – as per the Licensing Act 2003

Premises – the forge 3-7 Delancey St, London nw17nl

Premises Licence – as per the Licensing Act 2003

Staff – means persons employed by the Premises including externally contracted persons

Wardens / Quiet Marshals – are members of Staff who are not part of the Door Team who are designated to assist with Dispersal

Welfare Officers – are members of Staff designated to assist with Customer welfare and trained in that regard

Wind-down – means the period prior to the closing of the Premises where Dispersal procedures are undertaken

Responsibilities:

The Duty Manager and/or DPS will ensure that this Policy is complied with both within and without the Premises.

The Duty Manager and/or DPS will be on duty at the end of the night to supervise dispersal alongside the Door Team. The Door Team will be outfitted in high-visibility jackets to ensure that their presence is visible and therefore more effective. The Duty Manager and/or DPS and the Door Team will be capable of communicating via radio.

The Duty Manager and/or DPS will monitor the implementation of this Dispersal Policy. A log will be kept detailing issues around dispersal to identify any necessary changes to the Policy and any staff training needs.

Any customer or member of staff found to be causing issues at dispersal will be refused entry to the Premises in the future/subject to disciplinary action.

Operational matters:

Customers shall not be permitted to remove drinks or glassware from the Premises. This is indicated by signage at exits from the Premises and by staff announcements. The Door Team shall have responsibility for observing customers as they leave the Premises and removing drinks or glassware from customers attempting to remove them.

Customers will be asked to leave the venue in a quiet and responsible manner. Customers will be reminded by signage and, if necessary, verbally, to “Respect our neighbours and leave the area quickly and quietly.”

Sales of alcohol will cease prior to the venue closing. During this period, known as a “wind-down”, customers will be encouraged to leave the venue slowly but surely to ensure fewer customers leaving the Premises in one go.

During the “wind-down” period music noise levels will be lowered, music tempo (BPM) slowed, and lighting levels increased. These measures, subliminally, indicate to customers that the night is coming to an end and that it is time to leave the Premises.

Any customers found to be loitering in the vicinity of the Premises will be politely asked to move on.

Dispersal and the Door Team will be supported by Wardens or Quiet Marshals from the Premises. Wardens/Quiet Marshals will be outfitted in high-visibility jackets. Together with the Door Team the Wardens/Quiet Marshals will patrol the immediate vicinity (360-degree sweep) of the Premises to ensure a swift departure of customers.

Customers will not be permitted to re-enter the Premises once they have left.

Public transport details will be kept handy at the exit of the Premises. Staff members and the Door Team will be briefed in relation to relevant transport links.

The Premises’ Welfare Officers will be stationed at the exit from the Premises in order to observe whether Customers require Welfare intervention prior to making their journey home.

The Premises has a relationship with a local taxi provider (NAME) who will offer customers and staff competitive rates. The taxi provider has undertaken to ensure that it has enough cars available at the end of the night. The DPS will maintain a line of communication with the taxi provider in relation to events and event timings.

The forge acknowledges that many customers will use ride-hailing apps such as Uber, Gett etc. The Duty Manager and/or DPS will monitor the behaviour of app-based drivers and any poor practice e.g. excessive beeping of horns will be logged and fed back to the relevant company.

Residents and businesses will be provided with a contact number and email address to notify any issues around dispersal or other complaints. All complaints will be logged in the Premises’ incident log, which is available to Responsible Authority Officers upon request.

Transport Links

Bus – Camden is fully covered by buses running 24 hours, that cover all areas of London.

Tube – the nearest tube station is Camden town, which is served by the Northern Line. The Northern Line is part of London’s “Night Tube” service and runs throughout the night on Friday and Saturday nights. The other London Underground Lines operating a Night Tube service include the Central, Piccadilly, Victoria, and Jubilee Lines.

London Overground – the nearest London Overground Stations are Camden road and Kentish town west. Staff are reminded that London Overground trains do not operate overnight.

National Rail – the nearest National Rail Stations are London Kings Cross and London Euston. Staff are reminded that National Rail services do not operate overnight.

Taxi – the Premises’ designated taxi provider is BEE GEES. Camden Station (as a London Night Tube Station) also has a taxi rank (with taxis subject to availability). There are a variety of app-based taxi provider e.g. Uber, Gett, Bolt etc.

Additional Information – additional transport information can be obtained from www.tfl.gov.uk (@TfL) / www.nationalrail.co.uk (@nationalrailenq)

Possible Consequences:

If, as a Premises, we get Dispersal wrong then we risk undermining the Prevention of Public Nuisance and the Prevention of Crime and Disorder Licensing Objectives. We risk enforcement action being taken against the Premises Licence and the Premises Licence Holder / DPS. We risk reputational damage and we risk receiving complaints from our neighbours, both business and residential.

The Bottom Line

A safe and effective Dispersal from the Premises is important.

All Staff and Door Team Members engaged in Dispersal have a role to play in ensuring that Dispersal is managed effectively and that our Customers end the night right.

Furthermore, we owe a duty to our Customers to keep an eye on vulnerability issues. If you spot a Customer in distress please report it to the Duty Manager and/or DPS and/or Welfare Officer immediately.

Written Confirmation of Dispersal Policy Training Received

I, _____

confirm that I have read and understood the premises' Dispersal Policy and that I will apply that policy in the course of my duties.

I, _____

understand that if I do not apply the premises' Dispersal Policy then disciplinary action may be taken against me, which may result in dismissal.

Name: _____

Date: _____

Signed: _____

Written Confirmation of Dispersal Policy REFRESHER Training Received

I, _____

confirm that I have re-read and refamiliarised myself with the premises' Dispersal Policy and that I will continue to apply that policy in the course of my duties.

I, _____

understand that if I do not continue to apply the premises' Dispersal Policy then disciplinary action may be taken against me, which may result in dismissal.

Name: _____

Date: _____

Signed: _____