

Update from the Premises Licence Holder 23 10 2020

From: Mark Poulton

Sent: 23 October 2020 15:40

To: licensing

Cc: 'Gino Forte

Subject: Matter Ref: 0482340042 Re: Licence Review: Devonshire Bar & Lounge (1 Document Attached)

Dear all,

By way of update:

The venue will stay closed until March 2021 pending a £100,000 refurbishment and rebranding.

Policies: Attached are new/updated drug, outdoor management and dispersal policies (within the one PDF). If there are any comments/suggestions/criticisms please let us know.

Door Staff: Apex security to be awarded the security contract. Apex currently have the contract for Embassy in Eastbourne.

DPS: Gino will be the DPS.

CCTV: a new system is currently being installed with 48 cameras, 32 of which are internal and 16 are external.

Kind regards

Mark Poulton
Partner

[Stephen Rimmer LLP Solicitors]



ZERO TOLERANCE DRUG POLICY

APPENDIX C - DRUGS POLICY, THE DEVONSHIRE

This policy on drugs shall be ratified in consultation with Sussex Police and other responsible authorities and is based on the following core messages:

- ✦ Prevention
- ✦ Drug dealers and users
- ✦ Training
- ✦ Venue

PREVENTION

The Devonshire does not condone the use of, or the dealing in, illegal drugs on site. The message, to actively discourage dealers and users, is to be published in the following ways:

- ✦ Policy distilled on The Devonshire website and social media.
- ✦ Other forms of media may be used for individual campaigns
- ✦ Prominent signage at entrances and in the toilet area's
- ✦ During peak periods security will prominently check the toilets every 30 minutes and a record will be kept noting any actions or findings.

DRUG DEALERS AND USERS

Security shall take an active role monitoring for drug dealing and shall work in full co-operation with Police.

☛ Security may conduct targeted searches for drugs and shall record details of ongoing activity with regards to searching and the number of people that are stopped as a result.

☛ Security shall seize any drugs which may be required for evidential purposes, shall provide a suitable receptacle for the safe retention of illegal substances and shall inform the local Police so that appropriate collection/disposal can be arranged.

☛ When there is a strong suspicion of drug dealing, security shall inform and assist the local Police in every way possible.

TRAINING

Staff shall be trained in Drug awareness and training will be refreshed quarterly in line with The Devonshire's compliance training policy.

☛ Staff will be trained in up-to-date information about drugs, drug trends. They will be trained in how to spot the signs of drug use and drug dealing.

☛ Staff will have a good understanding of the steps taken if a person is discovered to be dealing drugs, taking drugs or under the influence of drugs.

☛ Security personnel and some of the staff are trained in emergency first aid and are fully informed about drugs policy and welfare. Welfare provision has a focus on harm reduction and minimisation. A key element is in preventative work and guidance and educational information about drugs, including alcohol, is given as appropriate.

This policy should be read alongside our eviction policy

Venue

- ☛The venue will be designed in such a way as to discourage drug use. The venue will be well lit as to avoid blind spots for staff and CCTV.
- ☛Toilet areas will be designed in a way as to discourage the use of drugs in the toilets.
 - ☛The toilets will have prominent signage as to the zero tolerance policy.
- ☛CCTV will be stored for the minimum of 31 days and will record for a 24 hour period.
- ☛Information in relation to particular incidents of drugs relating to patrons will be recorded on the ID scan as appropriate.

Summary

- ☛Drugs will not, under any circumstances, be tolerated at The Devonshire.
- ☛Any one found in possession of drugs will be handed over to the police in accordance with the agreed policy with Sussex police.
- ☛Any drugs found on the premises will be given to a manager and sealed in an official evidence bag accompanied by an incident report number then put in the drop drug safe. All relevant information will then need to be filled in on an incident report. This should list what and where was found along with who found and collected it. The Sussex police agreed contact will then be called to collect the confiscated drugs.
- ☛Anyone under the influence of drugs will be refused access to the building.
- ☛Any member of staff under the influence of drugs will be dismissed.
- ☛Staff training in drug awareness will be carried out on a three monthly basis and on induction.
- ☛CCTV and video recording equipment has been installed in the building. The tapes are kept for 31 days in locked cabinets and run for a full 24 hour period.

The venue management will take a pro-active and collaborative approach to their relationship with the police. They will work closely alongside Sussex police to promote the licensing objectives and aim to run a clean safe venue to be enjoyed by customers and staff alike.

The Devonshire



OUTDOOR MANAGEMENT POLICY

Appendix B - OUTDOOR MANAGEMENT AND SMOKING POLICY

This smoking policy has been created to assist in promoting the four licensing objectives. This smoking policy can be changed from time to time following best practice improvements and any recommendations that are approved by the operators of The Devonshire. All members of staff must make sure that they are familiar with the terms of this policy.

- ☛ Smoking is not permitted within any part of indoor area of The Devonshire.
- ☛ Customers who come from within the premises and wish to smoke should be directed to the agreed designated smoking area. This area is to be known as the designated smoking area for the premises.
- ☛ The door attendant(s)/ door supervisor(s) or daytime staff on duty shall be in charge of monitoring the designated smoking area and any external area in general.
- ☛ After 11pm, if the designated area is full, a member of staff should ask the customer to wait within the premises until a space becomes available.
- ☛ The smoking area should be cleaned regularly and ashtrays emptied. A log will be kept to ensure the smoking area is checked and cleaned every 30 minutes during peak periods.
- ☛ Customers should be reminded to respect our neighbours and to keep conversations to a minimum.
- ☛ The door attendant(s)/ door supervisor(s) on duty shall keep a log of any person causing any disturbance or nuisance whether or not that person is a customer.
- ☛ The door attendant(s)/ door supervisor(s) on duty shall assist in trying to keep any noise disturbances/incidents from the designated smoking area as well as in the immediate vicinity of the premises to a minimum.

The Devonshire



DISPERSAL POLICY

APPENDIX A - DISPERSAL POLICY, THE DEVONSHIRE

This Dispersal Policy has been implemented to assist in the promotion of the four licensing objectives, in particular crime and disorder, public nuisance and public safety. This document is subject to change from time to time as it is a working best practices document that may change through discussions with interested parties and more specifically with our neighbours.

🍷 Management are aware of the potential for neighbourhood noise and disturbance at the time that customers leave at closing time. Management have agreed to implement a written dispersal policy to move customers from the premises and the immediate vicinity in such a way so as to cause minimum disturbance or nuisance to neighbours. Every effort will be made to minimise any potential nuisance and it will be the responsibility of all members of staff to support this policy.

Winding-down Period

🍷 Management have put into place an effective “wind-down” procedure in order to facilitate prompt closure of the premises and orderly dispersal pattern by customers.

🍷 At closing additional staff are directed to work in the customer areas near the front/rear entrance. Customers are informed that the premises are about to close and are directed towards the exit.

🍷 Given the style of the business there is a gradual departure of customers and the premises are frequently not at capacity at closing time.

🍷 Internal lighting levels will be increased, music tempo will be slowed and volume levels to be lowered during the last 30 minutes of trading.

🍷 The winding down period outlined above ensures that customers disperse gradually prior to cessation of trade.

🍷 We are proud of our building and the area we work in. We will endeavour to keep the area clean and attractive for our patrons and our neighbours. This means dealing with debris outside our frontage that may have nothing to do with us but in the interests of maintaining good standards in the area we will still clear it up.

Door Supervisor

- ✿ When applicable, a door supervisor shall be maintained until 30 minutes after the premises are closed and shall be in position early enough in the evening to ensure that procedures for promoting public safety and preventing public nuisance are effective
- ✿ The doorman is trained to know:-
 - (a) where the nearest mode of public transport is
 - (b) details of taxis and a number is available at the reception
 - (c) general local knowledge so that if customers decide to move on the doorstaff can help them with directions.
- ✿ The doorman's duties are split between supervising the dispersal and general control of the vicinity.
- ✿ He is easily identifiable, and shall wear his SIA badge at all times.
- ✿ There is an end of night team meeting to discuss any ways that the premises may improve the dispersal of patrons and any actions points are communicated to the doorman.

Notices

- ✿ Notices shall be displayed at the exit and in prominent positions requesting that patrons respect the needs of local residents and leave the premises and area quietly.
- ✿ All employees are given appropriate instructions and training to encourage customers to leave the premises and the area quietly.

Incident Reports

- ✿ All incidents of crime or disorder or nuisance are to be reported by the designated premises supervisor or responsible member of staff.
- ✿ The licence holder shall ensure that the details of all complaints are recorded in an occurrence book.
- ✿ When required, The Devonshire staff shall be in place at the exit to wish customers farewell and ask them to leave quietly and shall answer any questions regarding transport availability.
- ✿ The Devonshire does not tolerate departing customers congregating outside of the premises.
- ✿ The doorman should at all times be aware of activity outside of the premises and endeavour by his presence to minimise bad behaviour. He should be aware of potential areas of difficulty (nearby residences) and provide a presence in those places to minimise potential problems.

Training

17. Staff will be trained in this dispersal policy and a record will be kept
18. Training will be refreshed every 3 months in line with The Devonshire's 'compliance' training plan.
19. Staff will be encouraged to communicate with the local taxi firms to advise on closing times especially during peak periods to ensure there is a good supply. An agreed pick-up/drop off location to be communicated to customers.
20. Staff will be trained to understand their general responsibilities towards the safety of all categories of customers.
21. Staff will be trained to minimise noise from rubbish disposal after 11pm.
22. Whilst carrying out their legitimate duties outside of the premises all staff are trained not to behave in a manner likely to disturb the neighbourhood, conversation and laughter is discouraged.

The Devonshire