



## **Licensing Sub Committee Hearing Panel**

Date: Wednesday, 13 July 2022

Time: 11.00 am

Venue: Exchange meeting room, Exchange Floor, Exchange Building, St Ann's Square entrance, Manchester, M1 4HN

Everyone is welcome to attend this committee meeting. Please respect the wishes and privacy of other users in this building due to the Coroner's Courts being on-site.

### **Access to the Exchange Building**

Public access to the Exchange Building is located on St Ann's Square, to the left of the entrance to the Royal Exchange Theatre. Please check in at reception to explain you are attending for a public hearing in Exchange Meeting Room and make your way up one floor (stairs or lift), turn right and continue along the corridor, through the next set of doors and turn immediately left through double doors. The Exchange meeting room is on the right.

## **Membership of the Licensing Sub Committee Hearing Panel**

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**Councillors** – Connolly, Evans and Hughes

## Agenda

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**1. Urgent Business**

To consider any items which the Chair has agreed to have submitted as urgent.

**2. Appeals**

To consider any appeals from the public against refusal to allow inspection of background documents and/or the inclusion of items in the confidential part of the agenda.

**3. Interests**

To allow Members an opportunity to [a] declare any personal, prejudicial or disclosable pecuniary interests they might have in any items which appear on this agenda; and [b] record any items from which they are precluded from voting as a result of Council Tax/Council rent arrears; [c] the existence and nature of party whipping arrangements in respect of any item to be considered at this meeting. Members with a personal interest should declare that at the start of the item under consideration. If Members also have a prejudicial or disclosable pecuniary interest they must withdraw from the meeting during the consideration of the item.

**4. Representation to Interim Measures - Bloom, 100 Bloom Street, Manchester, M1 3LY**

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The report of the Head of Planning, Building Control and Licensing is enclosed.

## Information about the Committee

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The Licensing Sub-Committee Hearing Panel fulfills the functions of the Licensing Authority in relation to the licensing of premises.

A procedure has been agreed which governs how the Panel will consider such applications.

Decisions made by the Panel will be under delegated authority and will not require to be referred to the Council for approval. Meetings are controlled by the Chair, who is responsible for seeing that the business on the agenda is dealt with properly.

Copies of the agenda are published on the Council's website. Some additional copies are available at the meeting from the Governance Support Officer.

The Council is concerned to ensure that its meetings are as open as possible and confidential business is kept to the strict minimum. When confidential items are involved these are considered at the end of the meeting at which point members of the public are asked to leave.

Smoking is not allowed in Council buildings.

Joanne Roney OBE  
Chief Executive  
Level 3, Town Hall Extension,  
Albert Square,  
Manchester, M60 2LA

## Further Information

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For help, advice and information about this meeting please contact the Committee Officer:

Ian Smith or Callum Jones  
Tel: 0161 234 3043/4940  
Email: [ian.hinton-smith@manchester.gov.uk](mailto:ian.hinton-smith@manchester.gov.uk)  
[callum.jones@manchester.gov.uk](mailto:callum.jones@manchester.gov.uk)

This agenda was issued on **Tuesday, 12 July 2022** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 2, Town Hall Extension (Library Walk Elevation), Manchester M60 2LA

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**Manchester City Council  
Report for Resolution**

**Report to:** Licensing Sub-Committee Hearing Panel – 13 July 2022

**Subject:** 100 Bloom Street, Manchester, M1 3LY - (App ref: LPU276694)

**Report of:** Head of Planning, Building Control & Licensing

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**Summary**

Hearing to consider representations against interim steps under s53b of the Licensing Act 2003

**Recommendations**

The Licensing Act 2003 at section 4(1) requires the Licensing Authority to carry out its functions with a view to promoting the Licensing Objectives which Section 4(2) sets out as:-

- a) The prevention of crime and disorder
- b) Public safety
- c) The prevention of public nuisance
- d) The protection of children from harm

The Sub-Committee must under Section 53B of the Licensing Act 2003, having had regard to representations against interim steps taken pending a full review of a premises licence, take such steps as it considers necessary for the promotion of the licensing objectives.

Under section 53(B)(8) of the Licensing Act 2003, the Sub-Committee must:

- (a) consider whether the interim steps are necessary for the promotion of the licensing objectives; and
- (b) determine whether to withdraw or modify the steps taken.

In considering those matters the relevant licensing authority must have regard to:

- (a) the certificate that accompanied the application; .
  - (b) any representations made by the chief officer of police for the police area in which the premises are situated (or for each police area in which they are partly situated); and
  - (c) any representations made by the holder of the premises licence
- 

**Wards Affected:** Piccadilly

Manchester Strategy Outcomes	Summary of the contribution to the strategy
A thriving and sustainable City: supporting a diverse and distinctive economy that creates	Licensed premises provide a key role as an employer, in regeneration, and in attracting people to the city. The efficient processing of applications

jobs and opportunities	as well as effective decision making in respect of them, plays an essential role in enabling businesses to thrive and maximise contribution to the economy of the region and sub-region.
A highly skilled city: world class and home grown talent sustaining the city's economic success	An effective Licensing regime will enable growth in our City by supporting businesses who promote the Licensing Objectives.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The Licensing process provides for local residents and other interested parties to make representations in relation to licensing applications. Representations have to be directly related to the licensing objectives.
A liveable and low carbon city: a destination of choice to live, visit and work.	An effective licensing system supports and enables growth and employment in our City with neighbourhoods that provide amenities suitable to the surrounding communities.
A connected city: world class infrastructure and connectivity to drive growth	

**Full details are in the body of the report, along with any implications for:**

Equal Opportunities Policy  
Risk Management  
Legal Considerations

### **Financial Consequences – Revenue**

None

### **Financial Consequences – Capital**

None

### **Contact Officers:**

Name: Fraser Swift  
Position: Principal Licensing Officer  
Telephone: 0161 234 1176  
E-mail: f.swift@manchester.gov.uk

Name: Patrick Ware

Position: Technical Licensing Officer  
Telephone: 0161 234 4858  
E-mail: premises.licensing@manchester.gov.uk

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**Background documents (available for public inspection):**

- Manchester City Council Statement of Licensing Policy 2016 - 2021
- Guidance issued under section 182 of the Licensing Act 2003, April 2018
- Licensing Act 2003 (Hearings) Regulations 2005
- Any further documentary submissions by any party to the hearing

## 1. **Introduction**

- 1.1 On 29 June 2022, an application was made by Greater Manchester Police under s53A of the Licensing Act 2003 for a Summary Review of the Premises Licence for Bloom, 100 Bloom Street, Manchester, M1 3LY in the Piccadilly ward of Manchester. A location map and photograph of the premises is attached at **Appendix 1**.
- 1.2 On 1 July 2022, the Licensing Committee considered whether to impose interim steps on the premises licence in order to ensure the promotion of the Licensing objectives until the full review hearing on 25 July 2022.
- 1.3 On 11 July 2022, the premises licence holder made a representation against the interim steps the Licensing Committee imposed on the premises licence and the committee are now asked to (a) consider whether the interim steps are necessary for the promotion of the licensing objectives; and (b) determine whether to withdraw or modify the steps taken. A copy of the representation is attached at **Appendix 4**.

## 2. **The Application**

- 2.1 A copy of the application is attached at **Appendix 2**.
- 2.2 An application for the summary review of premises licence number 050906 under section 53A of the Licensing Act 2003 was submitted by Greater Manchester Police on 29/06/2022. The grounds of the application for review are that in the opinion of a senior police officer the premises are associated with serious crime or serious disorder or both.
- 2.3 **Interim Steps pending the review**
  - 2.3.1 On the date of the review hearing, the licensing authority is required to review any interim steps that are in place and consider whether it is appropriate for the promotion of the licensing objectives for the steps to remain in place, or if they should be modified or withdrawn.

## 3. **Current Premises Licence**

- 3.1 A copy of the current licence is attached at **Appendix 3**.
- 3.2 The premises licence holder is Lapwine Ltd and has held the licence since 21/08/2017.
- 3.3 The designated premises supervisor is Joe Lewis Maybury who has held this position since 27/01/2018.



### 3.4 The licensable activities permitted by the licence are:

Sale by retail of alcohol							
Standard timings							
Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start	1100	1100	1100	1100	1100	1100	1200
Finish	0400	0400	0400	0400	0600	0600	0400
The sale of alcohol is licensed for consumption both on and off the premises.							
Seasonal variations and Non standard Timings:							
<u>New Year:</u> From the start time on New Year's Eve to the terminal hour for New Year's Day							

Live music; Recorded music; Performances of dance; Anything similar to live music, recorded music or the performance of dance							
Standard timings							
Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start	1100	1100	1100	1100	1100	1100	1100
Finish	0400	0400	0400	0400	0600	0600	0400
Licensed to take place indoors only.							
Seasonal variations and Non standard Timings: None							

Provision of late night refreshment							
Standard timings							
Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start	2300	2300	2300	2300	2300	2300	2300
Finish	0230	0230	0230	0230	0230	0230	0230
Licensed to take place indoors only.							
Seasonal variations and Non-standard Timings:							
<u>New Year's Eve:</u> Start 2300 Finish 0500							
<u>Sundays preceding Bank Holiday Mondays (excluding Easter Sunday):</u> Start 2300 Finish 0500							

Hours premises are open to the public							
Standard timings							
Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start	1100	1100	1100	1100	1100	1100	1100
Finish	0430	0430	0430	0430	0630	0630	0430
Seasonal variations and Non-standard Timings:							
None							

## 4. **Key Policies and Considerations**

### 4.1 **Legal Considerations**

- 4.1.1 Hearings under the Licensing Act 2003 operate under the Licensing Act 2003 (Hearings) Regulations 2005.

### 4.2 **New Information**

- 4.2.1 In accordance with Regulation 18 of the Licensing Act 2003 (Hearings) Regulations 2005, the authority may take into account documentary or other information produced by a party in support of their application, representations or notice either before the hearing or, with the consent of all parties, at the hearing.

#### 4.3 **Hearsay Evidence**

- 4.3.1 The Panel may accept hearsay evidence and it will be a matter for the Panel to attach what weight to it that they consider appropriate. Hearsay evidence is evidence of something that a witness neither saw nor heard, but has heard or read about.

#### 4.4 **The Secretary of State's Guidance to the Licensing Act 2003**

- 4.4.1 The Secretary of State's Guidance to the Licensing Act 2003 is provided to licensing authorities in relation to the carrying out of their functions under the 2003 Act. It also provides information to magistrates' courts hearing appeals against licensing decisions and has been made widely available for the benefit of those who run licensed premises, their legal advisers and the general public. It is a key medium for promoting best practice, ensuring consistent application of licensing powers across England and Wales and for promoting fairness, equal treatment and proportionality.
- 4.4.2 Section 4 of the 2003 Act provides that, in carrying out its functions, a licensing authority must 'have regard to' guidance issued by the Secretary of State under section 182. The Guidance is therefore binding on all licensing authorities to that extent. However, the Guidance cannot anticipate every possible scenario or set of circumstances that may arise and, as long as licensing authorities have properly understood this Guidance, they may depart from it if they have good reason to do so and can provide full reasons.
- 4.4.3 Departure from the Guidance could give rise to an appeal or judicial review, and the reasons given will then be a key consideration for the courts when considering the lawfulness and merits of any decision taken.

#### 4.5 **Manchester Statement of Licensing Policy**

- 4.5.1 Section 4 of the 2003 Act provides that, in carrying out its functions, a licensing authority must 'have regard to' its statement of licensing policy.
- 4.5.2 The Licensing Policy sets out the vision the licensing authority has for the regulation of licensed premises throughout Manchester and outlines the standards expected in order to ensure the promotion of the licensing objectives in the city. The Panel may depart from the policies should it consider doing so would benefit the promotion of the licensing objectives. Reasons are to be given for any such departure from the Policy.
- 4.5.3 There are a number of references in the Policy to the licensing authority's expectations of applicants. The licensing authority will not apply the Policy

rigidly, but will always have regard to the merits of the case with a view to promoting the licensing objectives.

- 4.5.4 Relevant to this application, the Panel are recommended to have regard to the following sections of the Policy:

***Section 6: What we aim to encourage***

This section identifies certain types of venues and initiatives the licensing authority aims to encourage in order to promote an inclusive evening and night-time economy not simply focused on the consumption of alcohol. We aim to encourage:

- Premises that will extend the diversity of entertainment and attract a wider range of participants
- Live music, especially original material, which will provide a range of live performances and styles of music, provided that such entertainment does not undermine the licensing objectives
- National cultural institutions, global sports events and cultural festivals
- Non-drink-led premises, including restaurants, cafes, theatres and cinemas
- Communication and integration with local residents and businesses through licensees consulting with those in the local area prior to an application
- Participation in Pubwatches, off licence forums and other crime-reduction partnerships
- Engagement with the NITENET radio scheme and DISC secure information sharing platform by city centre venues through the Cityco Manchester Business Crime Reduction Partnership
- Designing out crime in the layout of the premises

***Section 7: Local factors***

This section sets out key issues that applicants are expected to take into account relevant to the individual characteristics of the premises and address any local factors relevant to their premises.

Having regard to this application, the Panel are recommended to have regard to the following Factors:

- Identified risk factors specific to the licensed premises

***Section 8: Manchester's standards to promote the licensing objectives***

This section identifies the standards that the licensing authority expects of licensed premises in Manchester. It is recognised that not all standards will be appropriate to apply in every situation to every premises. The degree to which standards would be appropriate is expected to be proportionate to the risk posed against the promotion of the licensing objectives having regard to the individual circumstances of the premises. The standards are not exhaustive and the licensing authority will have regard to any relevant issues raised in any representation that may fall outside them.

- MS1 Implement effective security measures at the premises
- MS2 Effective general management of the premises

- MS4 Prevent the use of illegal drugs, new psychoactive substances (NPS) and the spiking of drinks at the premises
- MS6 Provide a Duty of Care for intoxicated or vulnerable customers and medical emergencies
- MS11 Ensure the wellbeing of children on the premises

## 5. **Conclusion**

- 5.1 A licensing authority must carry out its functions under this Act (“licensing functions”) with a view to promoting the licensing objectives:
- the prevention of crime and disorder
  - public safety;
  - the prevention of public nuisance; and
  - the protection of children from harm.
- 5.2 In reaching the decision, regard must be had to relevant provisions of the national guidance and the Council’s licensing policy statement.
- 5.3 The Panel must consider what steps are appropriate for the promotion of the licensing objectives.
- 5.4 In making its decision with regard to the representation against the interim steps, the steps the Panel can take are:
- a) To modify the conditions of the licence;
  - b) To exclude any of the licensable activities from the licence;
  - c) To remove the designated premises supervisor;
  - d) To suspend the licence
- 5.5 The conditions of the licence, with the exception of mandatory conditions in Appendix 1 of the licence, may be modified to alter or omit any of them or to add any new condition, including restricting the times at which licensable activities authorised by the licence can take place.
- 5.6 All licensing determinations should be considered on the individual merits of the application.
- 5.7 The Panel’s determination should be evidence-based, justified as being appropriate for the promotion of the licensing objectives and proportionate to what it is intended to achieve. Findings on any issues of fact should be on the balance of probability.
- 5.8 It is important that a licensing authority should give comprehensive reasons for its decisions in anticipation of any appeals. Failure to give adequate reasons could itself give rise to grounds for an appeal.
- 5.9 **The Panel is asked to determine what steps, as set out in 5.4 above, are appropriate for the promotion of the licensing objectives.**



Bloom  
100 Bloom Street, Manchester, M1 3LY

Premises Licensing  
Manchester City Council

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Survey100019568.



<b>PREMISE NAME:</b>	Bloom
<b>PREMISE ADDRESS:</b>	100 Bloom Street, Manchester, M1 3LY
<b>WARD:</b>	Piccadilly
<b>HEARING DATE:</b>	1 <sup>st</sup> July 2022

**ANNEX B**

Greater Manchester Police  
Central Park  
Northampton Road  
Manchester

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

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

*Premises*<sup>2</sup>:  
Club Bloom  
100 Bloom St  
Manchester  
M1 3LY

Premises licence number (if known): 050906

Name of premises supervisor (if known): Joe Maybury

I am a Superintendent Downey <sup>3</sup> in the Greater Manchester police force.

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

The standard review of the premises licence under section 51 Licensing Act 2003 is inappropriate due to length of time a standard review would take, there are serious concerns as to the serious nature of the incident which require immediate resolution. Greater Manchester Police believe that serious crime has occurred at the premises.

Greater Manchester Police (GMP) will say that the premises are associated with serious crime. Serious crime is defined within the statutory guidance as per

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

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

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

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

section 81(3)(a) and (b) of the Regulation of Investigatory Powers Act 2000, which states that the conduct constitutes an offence for which a person 21 years of age or over with no previous convictions could reasonably be expected to be sentenced to imprisonment for 3 years or more. Therefore due to the serious crime which has taken place at the premises GMP feel that it is necessary for an expedited review to take place.

The premises are situated on Bloom Street in the City Centre of Manchester and the premises licence was issued on 31/08/2005. The Premises Licence Holder (PLH) is Lapwine Limited and the Designated Premises Supervisor (DPS) is Joe Maybury.

During the early hours of Wednesday 29<sup>th</sup> June 2022 a 15 year old male has gained entry to Club Bloom. At approximately 0415hrs on Wednesday 29<sup>th</sup> June 2022 an adult female customer and her friends have been approached by the 15 year old male who has offered to sell them drugs. The female customer and the 15 year old male have entered the male toilets together, speaking to a member of security staff who was positioned outside the toilets when they have entered. A friend of the female has stated the member of security staff has said to the 15 year old male, "Have a good one mate" as he has entered the toilets with the female. They have then entered a cubicle together inside the male toilets.

Once inside the cubicle, the 15 year old male has raped the female customer. After approximately 20 minutes the female customer has sent a text message to her friends asking for help. The friends have attended the toilets and have walked the female customer out where she has explained what had happened to her.

The female victim and her friends have explained to staff at Club Bloom what had happened. Security staff have then located the 15 year old male and detained him outside the premises. The victim has originally told staff that she did not want the police contacted and the 15 year old male offender has been allowed to leave the premises by staff.

At approximately 0500hrs the same day, one of the victims friends has contacted Greater Manchester Police to report the incident and officers have attended the premises. A crime report for rape has been recorded and is currently being investigated.

The details of this incident are shocking for a number of reasons. A 15 year old male was permitted entry to a nightclub in the early hours of the morning and the usual age verification seems not to have taken place. A 15 year old male was able to attempt to deal drugs to customers inside the premises. A female customer has been permitted to enter the male toilets with the 15 year old male, seemingly with the approval of security staff. Once a very serious incident was brought to the attention of staff and the offender was detained, staff have not contacted police and then allowed the offender to leave the area without contacting the police meaning the opportunity to apprehend a potentially dangerous offender was missed and the subsequent investigation hindered.

The powers under sections 53A to 53C of the 2003 Act, are aimed at tackling serious crime and serious disorder.

The powers contained under section 53A of the Licensing Act 2003 are necessary and proportionate in light of the association that the premises has to



serious crime.

In the interim Greater Manchester Police would request that the Licensing Authority consider suspension of the Premises Licence until the full review is heard before the committee. Serious Crime has occurred at the premises and until the Licensing Committee hear the full review and all the evidence that will be disclosed, to allow the premises to continue to operate as a licensed premises gives concerns that further crime will occur and place customers in danger. Greater Manchester Police will say that the licensing objective of the prevention of crime and disorder can only be promoted if the premises licence was suspended until the final determination of the summary review application. The standard review of the premises licence under section 51 Licensing Act 2003 is inappropriate due to length of time a standard review would take, there are serious concerns in relation to the serious crime at the premises.

Superintendent Christopher Downey

29<sup>th</sup> June 2022

.....  
(Signed)

.....  
(Date)

## ANNEX C

## FORM FOR APPLYING FOR A SUMMARY LICENCE REVIEW

[Insert name and address of relevant licensing authority and its reference number (optional)]

Manchester City Council

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

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PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

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

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

**1. Premises details:**

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

**Club Bloom  
100 Bloom St**

Post town: Manchester

Post code (if known): **M1 3LY**

**2. Premises licence details:**

Name of premises licence holder (if known): Lapwine limited

Number of premises licence holder (if known): 050906

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

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

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(Please tick the box to confirm) ☒

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

[Please read guidance note 2]

The standard review of the premises licence under section 51 Licensing Act 2003 is inappropriate due to length of time a standard review would take, there are serious concerns as to the serious nature of the incident which require immediate resolution. Greater Manchester Police believe that serious crime has occurred at the premises.

Greater Manchester Police (GMP) will say that the premises are associated with serious crime. Serious crime is defined within the statutory guidance as per section 81(3)(a) and (b) of the Regulation of Investigatory Powers Act 2000, which states that the conduct constitutes an offence for which a person 21 years of age or over with no previous convictions could reasonably be expected to be sentenced to imprisonment for 3 years or more. Therefore due to the serious crime which has taken place at the premises GMP feel that it is necessary for an expedited review to take place.

The premises are situated on Bloom Street in the City Centre of Manchester and the premises licence was issued on 31/08/2005. The Premises Licence Holder (PLH) is Lapwine Limited and the Designated Premises Supervisor (DPS) is Joe Maybury.

During the early hours of Wednesday 29th June 2022 a 15 year old male has gained entry to Club Bloom. At approximately 0415hrs on Wednesday 29th June 2022 an adult female customer and her friends have been approached by the 15 year old male who has offered to sell them drugs. The female customer and the 15 year old male have entered the male toilets together, speaking to a member of security staff who was positioned outside the toilets when they have entered. A friend of the female has stated the member of security staff has said to the 15 year old male, "Have a good one mate" as he has entered the toilets with the female. They have then entered a cubicle together inside the male toilets.

Once inside the cubicle, the 15 year old male has raped the female customer. After approximately 20 minutes the female customer has sent a text message to her friends asking for help. The friends have attended the toilets and have walked the female customer out where she has explained what had happened to her.

The female victim and her friends have explained to staff at Club Bloom what had happened. Security staff have then located the 15 year old male and detained him outside the premises. The victim has originally told staff that she did not want the police contacted and the 15 year old male offender has been allowed to leave the premises by staff.

At approximately 0500hrs the same day, one of the victims friends has contacted Greater Manchester Police to report the incident and officers have attended the premises. A crime report for rape has been recorded and is currently being investigated.

The details of this incident are shocking for a number of reasons. A 15 year old male was permitted entry to a nightclub in the early hours of the morning and

the usual age verification seems not to have taken place. A 15 year old male was able to attempt to deal drugs to customers inside the premises. A female customer has been permitted to enter the male toilets with the 15 year old male, seemingly with the approval of security staff. Once a very serious incident was brought to the attention of staff and the offender was detained, staff have not contacted police and then allowed the offender to leave the area without contacting the police meaning the opportunity to apprehend a potentially dangerous offender was missed and the subsequent investigation hindered.

The powers under sections 53A to 53C of the 2003 Act, are aimed at tackling serious crime and serious disorder.

The powers contained under section 53A of the Licensing Act 2003 are necessary and proportionate in light of the association that the premises has to serious crime.

In the interim Greater Manchester Police would request that the Licensing Authority consider suspension of the Premises Licence until the full review is heard before the committee. Serious Crime has occurred at the premises and until the Licensing Committee hear the full review and all the evidence that will be disclosed, to allow the premises to continue to operate as a licensed premises gives concerns that further crime will occur and place customers in danger. Greater Manchester Police will say that the licensing objective of the prevention of crime and disorder can only be promoted if the premises licence was suspended until the final determination of the summary review application.

The standard review of the premises licence under section 51 Licensing Act 2003 is inappropriate due to length of time a standard review would take, there are serious concerns in relation to the serious crime at the premises.

Signature of applicant: S.Hammersley

Date: 29/06/22

Capacity: Licensing Constable

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

Address: **Manchester Town Hall Police Station**

**Town Hall Extension**

**Lloyd Street**

**Manchester**

**M2 5DB**

Telephone number(s): 0161 856 6017

Email: [stuart.hammersley@gmp.police.uk](mailto:stuart.hammersley@gmp.police.uk)

Notes for guidance:

1. A certificate of the kind mentioned in the form must accompany the application in order for it to be valid under the terms of the Licensing Act 2003. The certificate must explicitly state the senior officer's opinion that the premises in question are associated with serious crime, serious disorder or both.

Serious crime is defined by reference to section 81 of the Regulation of Investigatory Powers Act 2000. In summary, it means:

- conduct that amounts to one or more criminal offences for which a person who has attained the age of eighteen and has no previous convictions could reasonably be expected to be sentenced to imprisonment for a term of three years or more; or
- conduct that amounts to one or more criminal offences and involves the use of violence, results in substantial financial gain or is conduct by a large number of persons in pursuit of a common purpose.

Serious disorder is not defined in legislation, and so bears its ordinary English meaning.

2. Briefly describe the circumstances giving rise to the opinion that the above premises are associated with serious crime, serious disorder, or both.

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# MANCHESTER CITY COUNCIL

## LICENSING ACT 2003 PREMISES LICENCE

<b>Premises licence number</b>	050906
<b>Granted</b>	31/08/2005
<b>Latest version</b>	Variation 212295 (granted 26/05/2018)

### Part 1 - Premises details

<b>Name and address of premises</b>
<b>Bloom</b> 100 Bloom Street, Manchester, M1 3LY
<b>Telephone number</b> 0161 228 7474

Licensable activities authorised by the licence		
<div><div><div>1. The sale by retail of alcohol*.</div><div>2. The provision of regulated entertainment, limited to:<div><div>Live music;</div><div>Recorded music;</div><div>Performances of dance;</div><div>Anything similar to live music, recorded music or the performance of dance.</div></div></div><div>3. The provision of late night refreshment.</div></div></div>		
Permitted Occupancy:	Ground Floor	330 persons
	First Floor	250 persons
* All references in this licence to “sale of alcohol” are to sale by retail		

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

Sale by retail of alcohol							
Standard timings							
Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start	1100	1100	1100	1100	1100	1100	1200
Finish	0500	0500	0500	0500	0600	0600	0500
The sale of alcohol is licensed for consumption both on and off the premises.							
<b>Seasonal variations and Non-standard Timings:</b>							
On the day British Summer Time commences: One additional hour following the terminal hour.							

Live music; Recorded music; Performances of dance; Anything similar to live music, recorded music or the performance of dance							
Standard timings							
Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start	1100	1100	1100	1100	1100	1100	1200
Finish	0500	0500	0500	0500	0600	0600	0500
Licensed to take place indoors only.							
Seasonal variations and Non-standard Timings: None							

### Provision of late night refreshment

Standard timings							
Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start	2300	2300	2300	2300	2300	2300	2300
Finish	0230	0230	0230	0230	0230	0230	0230
Licensed to take place both indoors and outdoors. All off-sale/takeaway Late Night Refreshment purchases shall take place from the basement area only.							
<b>Seasonal variations and Non-standard Timings:</b> New Year's Eve: Start 2300 Finish 0500 Sundays preceding Bank Holiday Mondays (excluding Easter Sunday): Start 2300 Finish 0500							

Hours premises are open to the public							
Standard timings							
Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start	1100	1100	1100	1100	1100	1100	1100
Finish	0530	0530	0530	0530	0630	0630	0530
<b>Seasonal variations and Non-standard Timings:</b> None							

## Part 2

Details of premises licence holder	
<b>Name:</b>	Lapwine Limited
<b>Address:</b>	Clarence House, 7 Hood Street, Greenock, Scotland, PA15 1YH
<b>Registered number:</b>	SC164204

Details of designated premises supervisor where the premises licence authorises for the supply of alcohol	
<b>Name:</b>	Joe Lewis Maybury
<b>Address:</b>	
<b>Personal Licence number:</b>	PA067085
<b>Issuing Authority:</b>	Trafford Metropolitan Borough Council

## Annex 1 – Mandatory conditions

### Door Supervisors

- Only individuals licensed by the Security Industry Authority shall be used at the premises to undertake security activities, which include guarding against: -
  - Unauthorised access or occupation (e.g. through door supervision),
  - Outbreaks of disorder, or
  - Damage,
 unless otherwise entitled by virtue of section 4 of the Private Security Industry Act 2001 to carry out such activities.

### Supply of alcohol

- No supply of alcohol may be made under this premises licence:
  - At a time when there is no designated premises supervisor in respect of the premises licence or,
  - At a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.
- Every retail sale or supply of alcohol made under this licence must be made or authorised by a person who holds a personal licence.



4. (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.
5. (1) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price, which is less than the permitted price.
- (2) For the purposes of the condition set out in (1) above–
  - (a) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979
  - (b) “permitted price” is the price found by applying the formula–
 
$$P = D + (D \times V)$$

where –

    - (i) P is the permitted price,
    - (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
    - (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
  - (c) “relevant person” means, in relation to premises in respect of which there is in force a premises licence –
    - (i) the holder of the premises licence,
    - (ii) the designated premises supervisor (if any) in respect of such a licence, or
    - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
  - (d) “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
  - (e) “valued added tax” means value added tax charged in accordance with the Value Added Tax Act 1994.
- (3) Where the permitted price given by paragraph (2)(b) would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
- (4) (a) Sub-paragraph (4)(b) applies where the permitted price given by paragraph (2)(b) on a day (“the first day”) would be different from the permitted price on the next day (“the second day”) as a result of a change to the rate of duty or value added tax.
- (b) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.
6. (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
- (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises –
  - (a) games or other activities which require or encourage, or are designed to require or

encourage, individuals to –

- (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
- (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
- (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
- (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
- (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
- (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

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

8. The responsible person must ensure that –

- (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures –
  - (i) beer or cider: ½ pint;
  - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
  - (iii) still wine in a glass: 125 ml;
- (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
- (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold the customer is made aware that these measures are available.

For the purposes of conditions 6, 7 and 8 above, a responsible person in relation to a licensed premises means the holder of the premise licence in respect of the premises, the designated premises supervisor (if any) or any individual aged 18 or over who is authorised by either the licence holder or designated premises supervisor. For premises with a club premises certificate, any member or officer of the club present on the premises in a capacity that which enables him to prevent the supply of alcohol.

## **Annex 2 – Conditions consistent with the operating schedule**

Not applicable

## **Annex 3 – Conditions attached after hearing by the licensing authority**

1. CCTV must be in operation at any time a person is in the premises.
2. All CCTV recorded images will have sufficient clarity / quality / definition to enable facial recognition.
3. CCTV will be kept in an unedited format for a minimum period of 28 days.
4. CCTV will be maintained on a regular basis and kept in good working order at all times.
5. CCTV maintenance records to be kept with details of contractor used and work carried out to be

recorded.

6. Where CCTV is recorded on to a hard drive system any DVDs subsequently produced will be in a format so it can be played back on a standard personal computer or standard DVD player.
7. Where CCTV is recorded on to a hard drive system, the hard drive system must have a minimum of 28 day roll over recording period.
8. Where CCTV is recorded on to VHS cassette tapes there will be a minimum of 28 days-worth of VHS cassettes. These must be indexed and used on a roll over basis.
9. Any person left in charge of the premises must be trained in the use of any such CCTV equipment and able to produce / download / burn CCTV images upon request by a person from a responsible authority.
10. Plans indicating the position of CCTV cameras to be submitted to the responsible bodies within one week of the granting of a licence requiring CCTV.
11. Where the recording is on a removable medium (ie videotape, compact disc, flash card etc.), a secure storage system to store those recording mediums shall be provided.
12. Clubscan/IDSCAN or similar system installed with a TV monitor at the entrance capturing persons entering and leaving.
13. SIA registered doorstaff to be employed from a company with ACS accreditation
14. A written record shall be kept on the premises by the Licence Holder of every person employed on the premises as security personnel in a register kept for that purpose. That record shall contain the following details:
  - (a) the door supervisor's name, date of birth and home address;
  - (b) his/her Security Industry Authority licence number;
  - (c) the time and date he/she starts and finishes duty;
  - (d) the time of any breaks taken whilst on duty;
  - (e) each entry shall be signed by the door supervisor.
15. That register shall be available for inspection on demand by an Authorised Officer of the Council, the Security Industry Authority or a Police Constable.
16. When employed all doorstaff will wear Hi-Vis jackets both internally and externally.
17. When the premises are being used for externally promoted events then the City Partnership/ Licensing and Events offices at Bootle Street Police Station must be notified at least 28 days prior to the event taking place in order that a risk assessment be carried out by the premises in relation to any such event.
18. The Challenge 25 policy will be implemented in full and appropriate identification will be sought from any person who appears under the age of 25. The only acceptable forms of identification will be passport, photo driving licence and those carrying the PASS logo.
19. Staff training will include the Challenge 25 policy and its operation. In particular staff will be trained to take such action as is necessary to prevent the sale of alcohol to persons over the age of 18 where those customers are engaged in the distribution of alcohol to persons under the age of 18. The training will be given to a new member of staff before they commence paid employment and all staff will be retrained quarterly. Training also to include drugs, conflict management and drunkenness.
20. All training will be documented.
21. All drinks to be decanted into Polycarbonate/Plastic drinking vessels at point of sale
22. The Nitenet radio link shall be implemented, maintained and used
23. Documented dispersal, smoking and search/drugs policies to be implemented in agreement with Greater Manchester Police and lodged with all responsible authorities within 14 days of licence being varied.
24. An incident book shall be implemented and open to inspection by any authorized officer of GMP or

Manchester City Council.

25. There shall be provided at the premises door supervisors who are registered with the Security Industry Authority to such a number, as the management of the premises consider sufficient to control the entry of persons to the premises and for the keeping of order in the premises when they are used for a licensable activity
26. Start times of the Security team on a Friday and Saturday night will ensure that the main entrance will be staffed and both the ground and first floor (when open) have dedicated SIA registered security staff on duty conducting roving patrols. The Hart Street entrance to also be monitored by SIA door staff.
27. Staff Members (with proof of ID) from premises within the Village shall be granted 'automatic' membership and be allowed entrance up to 30 minutes prior to close.
28. A member of staff must attend at least 6 meetings of the Manchester Pub and Club watch annually.
29. The DPS will meet regularly with all security staff and discuss recent incidents that have occurred inside the premises. Discussion to include 'Hot Spots' and peak times for disorder to ensure staff fully aware of issues.
30. The premises licence holder shall take active steps to ensure that illegal drugs or weapons are not taken into the premises including a random search policy of patrons entering the premises. Patrons who refuse to be searched prior to entry will not be permitted entry to the premises.
31. A notice will be displayed in clear and prominent position at the entrance to the premises advising patrons they will be refused entry to the premises if they refuse to be searched.
32. Any person found to be using illegal drugs within the premises will be removed from the premises and the police must be notified.
33. Persons who appear to have consumed excessive alcohol will not be permitted entry to the premises.
34. Notices will be displayed regarding security of personal items (i.e. mobile phones, handbags) making customers more security conscious.
35. Identifiable patrol/floorwalkers to be on duty to deter theft of items/property
36. The management and staff shall make regular checks to ensure the toilets are well maintained.
37. All staff shall be provided with adequate and suitable training to make them aware of the problems associated with and how to reduce the risks of the spiking of drinks.
38. The management and staff shall ensure that the occupancy limit is not exceeded at any time.
39. Regular written risk assessments shall be carried out regarding all the regulated activities which take place in the premises.
40. A written evacuation procedure, which includes emergency exit from the premises by disabled customers, shall be implemented at the premises and all staff shall be fully briefed in the procedure.
41. No person in the possession of drink in a sealed or unsealed container shall be allowed to enter the premises except for the purpose of delivery.
42. No drink shall be removed from the premises in an unsealed container.
43. All external windows and doors are to be kept closed after 2300, except for emergency (fire doors) and access/egress (non-fire doors).
44. No external speakers shall be operated from the premises.
45. No glassware to be disposed of after 2300, and no refuse collections made before 0700.
46. Notices shall be prominently displayed near all exits from the premises asking patrons to leave quietly with consideration for local residents.
47. Door supervisors shall be required to supervise the area immediately outside the premises to encourage patrons to be quiet and reduce any noise and anti-social behaviour including the Hart Street Entrance.
48. A tamper proof noise limiting device shall be fitted to the sound system within the premises, all music played at the premises must pass through this sound limiter.

- |  |
|--|
| <p>49. All patrons leaving the premises must do so by the Hart Street entrance.</p> <p>50. The smoking area to be situated on Hart street and to be agreed with Greater Manchester Police and Environmental Health.</p> <p>51. No person under the age of 18 shall be permitted entry to or allowed to remain on the premises after 2000 each day.</p> <p>52. On Friday and Saturday the last condition of entry shall be 0430.</p> <p>53. A minimum of 2 SIA trained door supervisors shall be present at the premises from whenever the premises is open to the public to 30 minutes after close of business on Sunday to Thursdays.</p> <p>54. A minimum of 6 SIA trained door supervisors shall be premises at the premises from whenever the premises is open to the public to 30 minutes after close of business on Fridays and Saturdays.</p> |
|--|

<b>Annex 4 – Plans</b>
See attached

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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## Additional Conditions:

- 1) Update Clubscan Condition: in the Hearing it said that the teenager used a fake ID and this wasn't picked up on the system. Is there a better system they could offer?

An ID scanning system approved of in writing by the Licensing Authority must be operated at the premises at all times it is open to the public. All persons entering the premises must provide verifiable ID and record their details on the system.

- 2) Random searches will take place for those entering or re-entering the premises. A Notice will be displayed at the entrance notifying customers that this takes place. All searches must be monitored by bodycam and/or CCTV.
- 3) A record must be kept of the SIA registration number of the Door Supervisor and the ID of the bodycam worn by them.
- 4) Bodycam images must be stored so that they are retrievable and accessible for replay and viewing, and kept in an environment that will not be detrimental to the quality or capacity for future viewing. They should be appropriately labelled to enable identification and retrieval and kept for a minimum of 28 days.
- 5) The Premises Licence holder must ensure that there are members of trained staff at the premises during the operating hours able to provide viewable copies on request to Police or an authorised Officer of the Local Authority as soon as it is reasonably practicable in accordance with the Data Protection Act 1998 (or any replacement legislation).
- 6) There shall be a lockable 'drugs box' at the premises to which no member of staff (apart from the DPS) shall have access. All controlled drugs (or items suspected to be, or containing controlled drugs) found at the premises must be placed in this box as soon as practicable. Whenever this box is emptied, all its contents must be handed over to Greater Manchester Police for appropriate disposal.
- 7) There will be regular toilet checks (at least every 30 minutes) by a member of staff.



**Industry Security UK LTD**

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## Clients

IndustryUK with hard work is based on a strong clientele. Here are just a few of our customers.









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## Why Industry UK

Industry UK has vast knowledge off all security aspects and provision. The directors all have extensive experience in the security sector. A high proportion of the managers and supervisors have over 10 years of experience. Thus Industry UK is very confident of meeting your requirements irrespective of high challenging they may be.

We offer highest level of proactive security and service to our clients. To achieve our aim we develop the strongest of relationships with our customers. Such relationships allow us to deliver our mission,

"Industry UK is committed to continual improvement of its security services. We endeavor to setting higher standards of practice and proactively working with our customers to ensure the safety of our clients, the public and our employees."





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## Mission Statement

Industry Security UK Limited aim to provide all of our clients with the option to receive all support services they require from one innovative and effective supplier.

Industry Security UK Limited promotes training and development and emphasises the value of active customer service as a vital tool to both gain competitive advantage and exceed client expectations.

Professional and Personal Integrity

To achieve this mission Industry Security UK Limited will embrace the following values and work ethics within our organisation:

- Strive for quality and excellence in everything that we do
- Foster a "we can do" culture by working with commitment and enthusiasm
- Have a clear view of the high standards expected of us and strive to maintain them
- Take personal and team ownership for our work

Management team will ensure those who operate within the business understand this statement and how they contribute to its effective implementation and achievement.

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## Company Profile

Industry UK has built a strong client base with a proactive approach focused on developing customer understanding & relationships. The directors are a close team which has been in place since the formation of Industry UK. The management team have extensive knowledge and expertise in the security sector. The Industry UK directors are committed to maintaining close working relationship with our clients since this enables us to provide a continual improvement on our services.

We believe in attention to detail in all aspects, ranging from documentation at our head office to the uniform of our personnel on site. Such factors contribute to ensuring the skilled and professional day to day running of our company.

Industry UK provide all the security services nationwide to meet your requirements including,

- Static guarding
- Retail guarding
- Door supervision
- Event security
- Key holding
- Mobile patrols
- Training
- Close protection services
- K9 search teams

All staff are screened and vetted to BS7858 in line with current British standards which includes

- Suitability to work check
- CRB check
- Full reference check alongside the applicants 10 year work history

Once all licensing and vetting procedures have been undertaken all personnel receive on and off site training specific to each individual client. We at Industry UK pride ourselves on the spick and span presentation of all our security personnel. We can tailor the security operator's uniform to suit your requirement and ensure that all personal protective equipment is in line with current health and safety regulations.







# **HOSPITALITY, LICENSING SAFETY & SECURITY**

**BLOOM NIGHTCLUB MANCHESTER**

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## Venue

**Designated Premises Supervisor –**  
**I-Guard Security Area Manager –**

**Maximum occupancy** is stated at 330 on the ground floor and 250 persons on the first floor.

**Fire assembly point** – Car Park opposite in Abington St.

**Specific risks & controls**

**The following points are to be adopted and adhered to by the door team without exception:-**

- The Door Supervisor team deployed will have the authority to make decisions on persons allowed admission & as such the Management cannot be “blamed” for refusals.
- Any known “Faces” and their entourage will be refused admission
- Hats and Man Bags must be refused from entrance to the premises.

- A random search policy will be adopted. All searches will be undertaken in a discreet manner and in the presence of a duty manager
- The business operates a zero tolerance to drug use, possession or dealing within the venue.
- All seizures will be handed into a member of management to be put in the drug safe.
- All seized items will be noted as an incident and the relevant incident report form completed
- All persons deemed as “drunk” or under the influence of substance will not be permitted entry to the venue
- Dress code will be smart casual; Tracksuits and or Man bags, etc. will not be permitted into the venue.
- Door supervisors will undertake regular “walk rounds” within the venue, to provide a deterrent, establish any risks and the condition of the customers
- Any customer deemed to be drunk must be removed from the premises to the risk of them purchasing or consuming more alcohol
- Toilet checks to be undertaken every 20-30 minutes within the venue
- In case of an emergency (such as a fire alarm activation) one door supervisor will cease allowing entry and clear the path outside the venue, the other supervisors will be responsible for clearing all public areas including the toilets
- Door Supervisors will wear High Visibility armbands with SIA licensed displayed and High visibility Vests whilst on duty.

#### **Manning Positions & Responsibilities**

##### **Front Door**

- Door supervisors will be positioned at the front door to manage entries, searching, initial ID checks, drunkenness, refusals, vetting of undesirables etc.
- This venue operates a strict challenge 25's and over policy.
- Also to manage the queue outside to ensure persons not meeting the admission policy and removed early and ensure the pathway is kept clear.
- Door supervisor will also adopt the 25 and overs policy established on this venue and make sure it is fully enforced.
- Doors will be closed as per licencing hours, there are **NO** exceptions to this rule.
- Door supervisors will ensure no glasses are to be taken outside front entrance.

##### **Internal**

- Door supervisors will carry out toilet checks every 20-30 minutes ensuring there are no illegal activities being carried out, and that there is no more than one person to each toilet cubical.

- To ensure the coat and hat policy is enforced, there will be a member of staff at the cloak room desk by the main doors.
- Door supervisors will make sure the safety of the public is always taken in to account any customer seen to be aggressive or violent in any way will be ejected from the premises immediately, and any disputes the customer are to be resolved once they have left the premises as customer care is important.
- Door supervisors will take health and safety very seriously as intoxicated customers forget how important safety is, it is our job to remind them. e.g.: Customers taking their footwear off in case they cut their feet. Customers picking each other up or putting them on one another's shoulders, as they could fall or lose balance and seriously injure themselves.
- Door supervisors will ensure fire exits and other private areas are not blocked by any objects, or are used by anybody unauthorised to do so.
- At the end of the night Door Supervisors will ensure customers are polite and ensure a smooth exit of the venue. whilst checking toilets to make sure there are no customers, and a final check and fire exits and other areas within the venue.
- Door Supervisors must not leave the premises until everybody is out and the premises is locked and secure.

## Hospitality

As Door Supervisors we often forget that customers are simply visiting the venue to have a good time and not to cause trouble. An escalation of emotion can be triggered by many things within the licensed premises but often we find that Door Supervisors, through poor customer skills or awareness, can force the escalation rather than resolving the problem.

### Customer Care

#### Initial Response:

You are often the first person a customer will see and as such the first 20 seconds of our customers experience are crucially important.

Customers will make assumptions within that very short period of time about your ability, the quality of service and safety that you can deliver and indeed if they like you or not.

This Initial Response also impacts massively upon the venue because customers will assume that if you have low standards, then so does the venue & the company you work for.

**Top 10 Tips;**

- **Smile**
- **Eye Contact**
- **Positive Attitude**
- **Be calm & Aware**
- **Meet & Greet**
- **Clean & Smart in appearance**
- **Good relaxed stance**
- **Be Fair but Assertive**
- **Fair and equal to all**
- **Open the Door and Give information where required**

Remember these points and it will make you look professional, approachable and effective to achieve a good first impression or as we call it “Initial Response”.

**Behaviour Cycle**

An important thing to remember is that how you act will affect everybody you deal with. If you are negative in your attitude and behaviour then that’s what you will receive. If you are happy, helpful, positive and calm then the customers will have a much more enhanced and enjoyable experience.

An easy philosophy to adopt;

**Enjoy** – The job, 95% of the time, is very social. Get involved with the customers, be part of their social event and fun.

**Be There** – Concentrate on the job in hand, pay attention to the customer’s needs and be aware of the service and expectation.

**Choose your Attitude** - A positive attitude towards the job, the venue and your customers will make you stand out and above the crowd and enhance the customer’s experience. Make a choice, choose a positive attitude.

**Make Their Day** – Go the extra mile, offer to help & assistance pro-actively and if they want a photo taking then do it, be part of their experience.

**Expectations**

The customer often expects “bouncers”, but we are going to give them “Door supervisors”. Our goal is to ensure that customers have an **enjoyable experience in a safe environment** and that’s what you will have to achieve.

When you act professional, polite & positive then you will exceed the customer's expectations and by implementing the above philosophy into your work ethics you will become an ambassador for I-Guard Security and for the venue you work at.

### **The Gap**

In the hospitality sector there is always a gap when we talk about service delivery. The gap is simply the difference between what the customer expects and what we can deliver.

It's important we understand this and manage the gap effectively.

Customers don't like queuing, being searched, having ID checked and being refused entry due to dress code etc. This is the gap.

### **Managing the Gap**

Walk the queue and pull out anyone who;

- Isn't dressed correctly
- Is drunk
- Looks underage and hasn't got required ID
- Is undesirable

Give information proactively, don't wait to be asked

- How much is the entry fee
- What's on tonight
- Is it busy
- Where are the taxi ranks
- Food in the area
- Where can I go dressed like this

When pulling people out of the queue remain positive, assertive, calm and helpful.

Leaving these people in the queue is not an option, because knocking them back at the front door after they have queued for an hour, will obviously cause conflict. Try and involve the customer in the solution whenever possible.

## **Licensing**

Every Premises Licence has specific conditions attached, such as children on licensed premises and occupancy levels, but all premises licenses in England & Wales have four **Licensing Objectives**.

It is the responsibility of the premises Licence holder or their representatives (Duty Manager, Door Supervisors) to uphold and promote these objectives, failure to do so could result in the premise license being put before the authorities for review or ultimately revocation.

By doing so we strive to achieve our goal of giving our customers an enjoyable experience in a safe environment.

### **Licensable Activity**

For a premises to undertake one or more of the following activities then a premise licence must be held and the attached conditions & objectives must be enforced & upheld.

- The sale of Alcohol by retail
- The provision of regulated entertainment

Late night refreshments (sale of food between 11pm – 5am)



**Authority powers****Right of entry & Inspection**

A Police officer or authorities (such as EHO, Fire, SIA) can enter licensed venues at any time if they believe a licensable activity is taking place, to check the activity is licensed and to establish the effects upon the licensed objectives .

A Police officer may enter and search licensed venues at any time if they believe an offence under the licensing act is being (or is about to be) committed. A search warrant is not needed.

**Closure Orders**

A senior Police officer (inspector or above) has the power to close the licensed venue if they believe a crime or disorder are taking place, or if disorder is imminent and such closure would be in the public's interest to ensure safety.

An environment Health officer has the same powers but this will be based upon Public Nuisance (noise coming from within or outside of the venue).

**Partnership Approach**

The security industry authority has established a body of key players whose objectives is to "reduce crime & disorder in and around licensed venues".

The key players are the SIA, the police, local authorities, other licensed venues & security companies. That means that each individual including the Door Supervisors are deemed as key players hence must work towards this goal.

**Drunken Persons**

It is an offence for a drunken person to attempt to purchase alcohol or for another person to purchase alcohol on their behalf.

It is also an offence for a venue to sell alcohol to a drunken person.

Also you need to be constantly monitoring behaviour inside the venue and drunken persons should be escorted out of the venue.

Remember we have a "duty of care" to all persons regardless of cause or condition so we must take care of a drunken person even if we reject them.

**Challenge 21/25**

I-Guard Security adopts a challenge 21/25 policy within the venues held. If a person who is under 18 is not permitted into the venue then this eliminates the risk of them being served.

If a person appears to look under the challenge age then ask them to prove they are 18 +

Acceptable proof is:-

- A passport
- A photo driving licence

There are **NO** exceptions to this rule, if they can't prove their age then simply refuse admission.

Remember test purchasing may take place by the police or trading standards, no ID then no entry.

**ID Interrogation**

We cannot simply accept ID at face value, Checks that must be adopted:-

- Is it real?
- Is it them? – driving licenses or passports can often have photos taken out some time ago
- Ask D.O.B – mix it up, what month? What year? And how old are you?

- If still in doubt request an example signature
- If still in doubt then refuse entry / service

**Remember to look for official logos, crests, and holographic logo's when checking foreign passports, driving licenses, ID cards. The rules above still apply – if you can't understand it, or are in any doubt then refuse entry.**

### Dispersal

The issue of dispersal is far more than emptying the venue quickly. Dispersal relates to clearing a particular area of town efficiently, safely, quietly and promptly, to where possible reduce the risks to people, the venue and the local community.

The end of a trading session can be a high – risk time if not handled correctly. People are often tired and past their peak after an evening's entertainment which means there is a risk of aggression.

The objective is to move people away from the area, efficiently and in a controlled manner which will prevent noise or troubles in the immediate area.

### Dispersal Action

- People should be removed from the venue by controlled exits only
- Door Supervisors will be present throughout the venue and at the exit doors during the close down
- The team at the exit doors are to be made aware of their responsibilities that covers the outside of the venue
- All people leaving the venues should be asked to do so quietly and promptly

The above points being implemented along with a close working relationship with the local authorities will aid dispersal.

Priority is to public safety and by addressing the above points risks will be considerably reduced.

## Safety

### Pre – opening & on – going checks

The venue management or authorised personnel are responsible for ensuring that the premises are safe for the public to enter and that ongoing safety checks are in place.

Door Supervisors are instrumental in assisting the venue to achieve the Public Safety Licensing Objective.

- The first DS on duty will check all fire exits are free from obstructions & clear to route end
- Constant checks of all fire exits must be undertaken
- Head Door Supervisor or Assistant will undertake a half hourly walk of the venue, to identify any issues or hot spots
- Toilet checks to be undertaken every half hour as a minimum
- Any broken glass etc., will be reported immediately for clean up
- Occupancy levels will be recorded every 30 minutes and increased to every 15 minutes as maximum occupancy is neared
- Incident report forms must be completed as soon as possible following an incident taking place within the venue

### Emergency & Evacuation Procedures

Door Supervisors will be a vital asset in the case of an emergency and must be clear on what their specific responsibilities are in an emergency situation.

All staff must attend the site specific training programme and walk the floor with the I-Guard Security Area Manager to confirm fire equipment and exit locations.

DS must also familiarise themselves with the assembly point location, all alarm call points and maximum occupancy levels.

### Use of Force

Any use of force must be reasonable, necessary & proportionate to the problem and should be avoided if at all possible.

Whatever the provocation a Door Supervisor **MUST NEVER** take the physical initiative as its unlikely this will be deemed reasonable, however a Door Supervisor is entitled to protect themselves if assaulted or attacked but again must use only reasonable & proportionate force.

Door Supervisor must always call for back up before any use of force, to provide a witness, to protect the customer and themselves.

### **Accident & First Aid**

Each venue will have a clear accident procedure and will have suitable and adequate first aid equipment in designated areas.

Any injuries must be reported immediately to management and noted on the companies incident report form with the relevant information.

First aid can only be given by a first aid trained member of staff; if you are not trained then your responsibility is to know who is and to coordinate their attendance to any and all injured parties.

### **Duty of care**

Every person in the workplace, regardless of employment status must show a duty of care.

The term 'Duty of Care' means that 'a person must never knowingly put themselves or others at risk in the workplace by their acts or omissions'.

Walking the floor and being vigilant and aware is a perfect example of showing duty of care, it's about informal risk assessment.

People who are intoxicated do not risk assess; hence they do not show a duty of care.

Remember to always adopt **A SAFER** approach to any problem; you must take care of yourselves first.

- **S** tep back (don't rush in)
- **A** ssess the Threat (what's happening – gather info)
- **F** ind help (get assistance)
- **E** valuate your options (what are you going to do?)
- **R** espond (act on it)
- 

When you respond you may find you don't get the calm reaction you expected. If this is the case the process will start again by you stepping.

When you are assessing the threat consider person (or people) – Object – Place, this is the threat, from the threat comes the risk.

### **CCTV**

CCTV has two functions, to act as a deterrent and to record evidence of any crime, disorder or unacceptable behaviour.

DS must walk around prior to working at the venue to establish the positions of cameras and any likely vulnerable areas that may need additional monitoring.

Whenever possible the cameras should be used as a witness, particularly when ejecting or searching customers.

### **Access & Egress**

The venue is responsible for ensuring that its customers get safe entry and exit to and from the venue and that traffic is adequately managed particularly on stairways.

The DS must also ensure that the venue is not in breach of the localised overcrowding statement, and that any areas which are found to be overcrowded are monitored and managed.

## **Security**

### **Drugs**

I-Guard Security operates a policy of zero tolerance with regards to drugs. The Door Supervisors must be vigilant in this area and provide each other with the support to maintain this initiative. It is a condition of employment that all Door Supervisors are willing to provide truthful statements to the police on request and attend court in support of these if required to do so.

Door Supervisors must follow the venue guidelines with regards to drug issues; customer searches etc., must be vigilant, aware of potential problems and high-risk areas. These high risk areas will be regularly checked during the 'walk around' and toilet checks.

All confiscated drugs must be witnessed, logged and handed over to the venue management, who will secure them before handing them over to the police. **UNDER NO CIRCUMSTANCES** must a Door Supervisor put seized items in pockets, no matter what the situation.

We will operate a random search policy to eliminate drugs from the venue. If drug issues are identified then a general search policy will be enforced. Specific searches will take place based on information received by Door Supervisor, management or CCTV.

### **Searches**

Searching is used mainly as a deterrent to prevent crime & disorder but also to give out client's confidence in our ability to ensure the venue is safe.

However a percentage of the guests may feel uncomfortable or even that the need to search them is in some way accusing them hence is confrontational.

With this in mind we should always strive to implement the 4 P's:-

- Permission
- Positive
- Polite
- Professional

Keep the customers informed every step of the way, tell them what you are doing. If a customer refuses to be searched it's not your job to argue with them or try and force a search. Simply advise them of its company policy and ask them why they are refusing a search (it may be they are embarrassed in front of their friends).

If they still refuse a search then refuse them admission but remember refusal is not an indication of guilt.

Searches must be restricted to non-intimate areas and same sex searches only.

Door Supervisors are not allowed to put their hands in a handbag/pocket or empty it themselves; the person must empty their bag or pockets themselves. This is to prevent allegations of planting and to protect the Door Supervisor.

**NEVER** put your hands anywhere you can't see.

You cannot ask a person to remove their shoes and socks.

**All door supervisors will be trained on and must comply with the venue drug prevention strategy. Any local authority run drugs strategies/partnership will be entered into by the venue and I-Guard Security.**

### **Seizures**

In the event of items being seized, the following must be recorded on an incident report form.

- Date/time found
- Where they were found
- Details of the person who found the seized item
- Details of the person seized from
- Description of the item
- Any action taken (Person detained, police called etc.)
- Signature of person seizing
- Signature of the venue or duty manager

Remember 'duty of care' to all and use that **SAFER** approach

### **Arrest**

Arresting a person is a serious matter because it takes away a person's liberty of freedom. We will only use our power of arrest, which is simply a citizen's arrest as a last resort because of the legal implications.

If you do arrest someone then follow these guidelines:-

- You may use reasonable, necessary & proportionate force
- Always get back up
- You cannot lock them up
- Tell them who you are & why you have arrested them
- Watch them at all times to prevent them from collusion with accomplices, destruction of evidence and the possibility of hurting themselves
- Hand them over to the police explaining what you have done and why
- Complete an incident form

**Responding to Incidents**

When responding to a 'shout' you must still take care of yourself and other innocent parties in the immediate area or on the route to the incident.

It may be a serious matter that requires immediate attention but knocking people over or injuring innocent people is a real possibility.

**Ejections**

Ejections will always be via a controlled exit if the person you are ejecting is a lone female, a drunken person underage or any other vulnerable person.

On certain occasions, if a person is particularly troublesome or aggressive, it may be prudent to eject them through the nearest exit, rather than walk them the entire length of the venue where other people may get involved or injured.

However this may leave the ejected person vulnerable, particularly if ejected to a non-public area such as a remote car park. Take management advice to establish the procedure.

**Incident reporting**

Incident reports are an important process within the licensed to provide an account of what happened, to provide evidence to the police or in a court and to enable all of us to learn from what happened.

It is crucial that these reports are completed promptly (after an incident) and completed in the correct way to ensure that they are admissible as evidence.

Golden rules are:-

- Use only open questions when completing (who, what, where, when, why, and how).
- Write in pen only
- Print clearly
- If you make a mistake put a single line through it and initial at the end
- Never use tipex
- Never rip out pages (all pages are numbered, if one is missing the **WHOLE** book is inadmissible)
- State only what you know (if you have been told info then state you were told and by whom)

All incident report forms must be discussed (Door Team and Venue Management) and witnessed (counter signed) by the manager.

Two types of report:-

**MINOR** – Minor reports are designed to be used for simple ejections or refusals where no aggression, force or any other action was required. A drunken or underage person being refused admission should be logged on a minor to provide the venue with a record of refusals and reasons, and to prove to the authorities we are indeed doing our jobs.

**MAJOR** – Any incident which involves authority action, first aid or ambulance attendance, weapons, drugs, aggression, threat etc. in fact any incident which is not deemed a minor as above.

If authorities visit (SIA, Police, Fire Officer, EHO, Licensing Officer etc.) then a major incident report must be completed even if there were no issues.

**Theft & lost Property**

Often theft occurs because clear lost property procedures are not implemented or trained in to staff. For instance persons leaving property unattended whilst going to the bar or dance floor can often find it gone when they return, staff should treat any unaccompanied property as lost property and follow the in house procedure to secure.

All lost property found or handed in will become the responsibility of the venue manager.

Once the lost property procedure has been implemented then it should be seen through – if you find something and whilst you are on your way to hand it over to the manager a person claims it is theirs, then take the person with you to the manager to establish ownership before handing it over.

Valuable items should be reported to the property office at the local police station in case the owner reports direct to the police.

**Radio Call Sign System**

There are set procedures for radio use, laid down by the radio standards agency.

The first thing you need to be aware of is the phonetic alphabet, which is used by the military, emergency services and other agencies using radio telephony systems.

It is a tried and tested method of communicating over the radio network and should be adopted by all security personnel.

<b>A Alpha</b>	<b>F Foxtrot</b>	<b>K Kilo</b>	<b>P Papa</b>	<b>U Uniform</b>	<b>Z Zulu</b>
<b>B Bravo</b>	<b>G Gulf</b>	<b>L Lima</b>	<b>Q Quebec</b>	<b>V Victor</b>	
<b>C Charlie</b>	<b>H Hotel</b>	<b>M Mike</b>	<b>R Romeo</b>	<b>W Whiskey</b>	
<b>D Delta</b>	<b>I India</b>	<b>N November</b>	<b>S Sierra</b>	<b>X X-ray</b>	
<b>E Echo</b>	<b>J Juliet</b>	<b>O Oscar</b>	<b>T Tango</b>	<b>Y Yankee</b>	

**Crime scene Preservation**

It is the venue's responsibility to ensure that any crime scene and evidence are protected until Police or forensic investigators arrive at the scene.

The location of any major incident, which will be deemed as a crime scene, must be cleared of people and cordoned off to ensure preservation of evidence.

Any persons entering this scene will disturb and potentially destroy evidence so any persons entering must have a justifiable reason for doing so, such as giving first aid. Anybody who doesn't have a justifiable reason must be excluded from entering; this may include yourself and your team or even the venue manager.

**Key points**

- Cordon the area
- Do not allow unauthorised access to the crime scene
- If anyone was given access note who, why and when they entered
- Do not allow any cleaning to take place
- Hand the scene to the police and advise of any persons who entered and why

**Security Manager Duties**

The security managers (SM) will be responsible for managing the door team (to adhere to all the above points, procedures and policies) and the following list of checks must be undertaken on a daily basis.

- Fire escapes checked and unlocked and clear to route end
- Pre-opening checks completed and signed off
- Door supervisors signed in correctly
- Door badge reviewed for each team member?
- Door team in correct uniform
- Report to the duty manager for any special instructions and brief the team
- Radios issued
- Occupancy level documented upon starting the shift then every 30 – 15 mins
- Toilet checks every 30 mins
- Venue floor walk undertaken every 20 – 30 mins
- Incident reports reviewed to confirm correct completion
- All issues discussed with the team after an incident has taken place
- Close down checks completed at the end of each shift



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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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