

Licensing Multi-agency Action Plan

Premises	Bliss
Address	Albion Wharf, 19 Albion Street, Manchester, M1 5NL
Premises Licence Number	198158

OVERVIEW & PURPOSE

This Action Plan has been established and agreed with the premises licence holder as a voluntary means of introducing enhanced measures at the premises to achieve the promotion of the licensing objectives.

This is the second Action Plan meeting with Bliss, the first being 29 March 2019. From the Action Plan agreed at that meeting the problems surrounding litter and CCTV have been rectified. However Action 1- All staff carrying out security and crowd duties must be SIA registered and Action 4- A variation will be applied for to condition 17 or promoted events will cease, have not.

Condition 17 has been breached approximately 22 times since that meeting. There has not been a follow up inspection to ensure there is a customer care policy and that staff training has been refreshed.

Manchester City Council Licensing Out of Hours Team, Greater Manchester Police and Greater Manchester Fire Service have visited and raised concerns following their interventions, contact with DPS and proactive patrols of the City.

On 8/6/2019 Licensing Out of Hours officers and Greater Manchester Police officers attended in reaction to very poor management of the outside area. The event was run through an external promoter. Patrons were blocking the pavement and highway with no clear queuing system or way of managing the ingress and egress. There was severe crowding around the door. DPS and management did not have control of the situation and were slow to react. Males were witnessed appearing to carryout door security duties without SIA on display. Patrons were drinking open containers of alcohol in the outside areas. CCTV footage was obtained and supports this.

IDENTIFIED ISSUES

- Poor management of outside area. Patrons blocking the pavement and road. No apparent queuing system.
- Unlicensed persons carrying out security duties.
- General poor management of the club. DPS has had a lot of input from agencies in tasks that should be premises led.
- Breach of Conditions Annex 1- Mandatory 1, Annex 3- 7, Annex 3- 14, Annex 3 – 17, Annex 3- 18. Smoking Policy 6 &7.
- Greater Manchester Fire Service have received a high number of call outs.
- Fly posting in regards to events at Bliss.

OBJECTIVES

- Premises adhering fully to the licence conditions and upholding the licensing objectives.
- No nuisance to the surrounding area from patrons or the club.
- Minimal input from agencies.
- Safe environment for patrons.
- Management to have a full understanding of the licence and licensing objectives.

STEPS TO BE IMPLEMENTED

1. Model Condition “Any queue to enter the premises that forms outside the premises shall be kept orderly and supervised by licensed door supervisors to ensure that there is no public nuisance or obstruction to the public highway” to be added to the licence.
2. Model Condition “28 days notice shall be given to Greater Manchester Police and Manchester City Council of any events held that are organised by an external promoter, including full details of the nature of event and promoter” to be added to the licence.
3. All conditions within the licence to be fully adhered to with particular attention paid to: Annex 3- 7, Annex 3- 14, Annex 3- 15, Annex 3 – 17, Annex 3- 18. Smoking Policy 6 &7.
4. All staff carrying out door supervision duties as detailed as Licensable Activities by the Security Industry Authority to hold an appropriate licence.
5. Full license inspection to be carried out.

PERIOD THE ACTION PLAN SHALL BE EFFECTIVE

- Steps 1 to be applied for before 11 July 2019
- Step 2 to be applied for before 11 July 2019.
- Steps 3 with **immediate effect**.
- Step 4 with **immediate effect**.
- Step 5 inspection to be carried out 25th July 2019 at 1pm.

DATE OF REVIEW

The plan will be subject to ongoing monitoring by involved agencies.

If the premises licence holder is found to be contravening the agreed terms of this Action Plan, it is expected that the responsible authorities will seek a review of the licence.

ANY NOTES FROM MEETING FOR FUTURE REFERENCE

Persons present: Signe Johansen (Licensing Out of Hours Team), PC Chris Abbott (Greater Manchester Police), Piotr Mitrega (DPS Bliss), [REDACTED]

All actions agreed. Premises are clear in the consequences of not adhering to the licence.

The issue of unlicensed door staff has been referred to SIA and may lead to follow up work by them.

Inspection by Greater Manchester Fire Service is due on 4th July.

Name: Signe Johansen

Agency: Manchester City Council. Licensing and Out of Hours

A handwritten signature in black ink, appearing to be 'Signe Johansen', written in a cursive style.

Signed:

Date: 28 June 2019

Name:

Role at venue:

Signed:

Date:

SJ01

Photograph redacted

SJ02

Photograph redacted

Bliss- Piotr Mitrega, Martin

LOOH- Signe Johansen, Gemma Hunt

GMP- PC Christian Abbott

Security Staff

Mandatory condition 1. Annex 3, Conditions- 7, 9

Discussed the males officers have witnessed on several occasions who appear to be unlicensed security staff. Bliss said that all staff are SIA registered now. Bliss stated that this is a member of staff who checks if the bar is working properly. LOOH and GMP find this unlikely and it was discussed at length. There was a parking steward also, GMP reminded them that anyone taking part in 'crowd control' would need to be SIA registered. Explained how to check for themselves that staff are registered.

The outside queue has been observed to be going into the road or forcing passers by into the road. Bliss said that they believe things have got better but will monitor.

There are usually between 4-6 door staff for nights, ratios are worked out on previous events.

A register of door staff is kept. Door company is Mani.

CCTV

Annex 3 ,Condition 2,3,4,5

The CCTV is working again now. Bliss had realised it was broken when the request came in. LOOH advised that it will be coming up to 31

days since then. Bliss will check it has been recording. LOOH will carry out a follow up visit.

Emphasised the importance of producing CCTV when it has been requested.

Litter

Annex 3, Condition 20, 23. Smoking Policy point 3 and 4.

LOOH reiterated the number of observations that have been made in regards to the litter outside of the club. Bliss said that people are using the side street to street drink and are depositing litter outside the club. LOOH believe that majority of the litter seen is directly related to the club as it is cigarette ends in the smoking area and wristbands/debris associated with events on at the club. Bliss will carry out and complete a check list at the end of the night. They said that customers are not allowed to take drinks outside.

External Promoter

Annex 3, Condition 17

Lengthy discussion surrounding the meaning of the condition. Bliss believe that it was related to the previous club who used a speaker and leaflet distributors and excluded them from doing this. LOOH and GMP explained their belief that this is a person or company external to the club who use the venue for events or nights such as Latin Party UK. Leaflet distribution is a separate matter and LOOH believe

Bliss have applied for Leaflet Distribution Consent in the past.

Bliss are currently in breach of this condition on a regular basis, as such immediate action is expected. If a variation is applied for thought must be given to the wording. If no action is forthcoming the matter will be escalated as a breach of condition.

Other business.

Staff training- all staff are trained using Peninsular. This should be refreshed eve 6 months and documented. Training covers- C25, serving to drunks, ID checking and measures.

Metal detectors- Bliss does not have a metal detector at the door however it does have a search policy.

Vulnerable people- Bliss stated that there is a process for intoxicated people that may appear vulnerable. They are not served further, asked to leave and put into a taxi. Door staff monitor them when they are placed on the chairs by the door.

Action Plan

All staff carrying out security and crowd duties must be SIA registered.

CCTV will be checked on Bliss return to the club. LOOH will carry out a spot check.

A documented checklist for the end of the night will be put in place.

This will ensure that the front area has been cleaned when patrons have dispersed.

A variation will be applied for to condition 17 or promoted events will cease.

A customer care policy will be written and documented.

Staff training will be refreshed.

All actions will be in effect immediately.

Documentation of policies and application for the variation will be done within 2 weeks from the meeting- 12th April 2019.

SJ06

DJ Silva – external promoter

TEAM SHELLINZ
IN CONJUNCTION WITH
STRICTLY DANCEHALL
PRESENTS

ALSO CELEBRATING
25 YEARS
AS A
DJ

DJ Silva's
Strictly Shellinz Birthday Bash
"The Toast Edition"

FRIDAY 2ND AUGUST 2019

Bliss
Manchester
19 ALBION ST, MANCHESTER M1 5LN

The poster features a central image of DJ Silva, a smiling man in a dark shirt, holding two champagne flutes. He is surrounded by several gold balloons. The background is a warm, golden glow. The text is arranged in a clean, professional layout, with the event title in a mix of bold sans-serif and elegant script fonts. The date is prominently displayed in bold black letters. The venue name 'Bliss Manchester' is written in a stylized script, with the address below it in a simple sans-serif font.