



**Milton Keynes Licensing Authority
Civic Offices, 1 Saxon Gate East, Milton Keynes, MK9 3EJ**

Premises Licence

Premises licence number 082676

Part 1 – Premises details

Postal address of premises, or if none, ordnance survey map reference or description			
The Craufurd Arms Hotel 59 Stratford Road Wolverton			
Post town	Milton Keynes	Post code	MK12 5LT
Telephone number	01908 313864		

Where the licence is time limited the dates	
Issue Date:	8 August 2005
Start Date:	18 October 2014
Expiry date	None
Licence Period:	Unlimited

Licensable activities authorised by the licence
Supply of alcohol; Late Night Refreshment; Recorded Music; Live Music; Films

The times the licence authorises the carrying out of licensable activities

Supply of Alcohol

Monday to Thursday 09:00 to 00:00
Friday to Saturday 09:00 to 02:00
Sunday 09:00 to 00:00
New Years Eve 09:00 until start of standard permitted hours the following day (09:00)

Regulated Entertainment as detailed (except films)

Monday to Sunday 09:00 to 23:00

Films

Monday to Thursday 09:00 to 00:00
Friday to Saturday 09:00 to 02:00
New Years Eve 09:00 until start of standard permitted hours the following day (09:00)

Late Night Refreshment

Monday to Thursday 23:00 to 00:00
Friday to Saturday 23:00 to 02:00
New Years Eve 23:00 to 05:00 New Years Day

Except that all licensable activities must cease in the Windsor Bar no later than 23:00 on any night and that there shall be no live music or karaoke in this area at any time

The opening hours of the premises

Monday to Thursday 07:00 to 00:30
Friday to Saturday 07:00 to 02:30
Sunday 07:00 to 00:30
New Years Eve 07:00 until standard opening hours the following day

Except that the Windsor Bar must be clear no later than 23:30 on any night

Where the licence authorises supplies of alcohol whether these are on and/or off supplies

On and off supplies

Part 2

Name, (registered) address, telephone number and e-mail (where relevant) of holder of premises licence

**Punch Taverns Plc
Jubilee House
Second Avenue
Burton on Trent
Staffordshire
DE14 2WF**

Tel: 01283 501600

Registered number of holder, for example company number, charity number (where applicable)

03752645

Name, address and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol

Mr Jason Hall

Personal licence number and issuing authority of personal licence held by designated premises supervisor where the premises licence authorises the supply of alcohol

**MK121378
Milton Keynes Council**

Annex 1 - Mandatory conditions

- 1.1 No supply of alcohol may be made where there is no designated premises supervisor in respect of the licence, or when the designated premises supervisor does not hold a personal licence or it is suspended.
- 1.2 Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.
- 1.3 Where a condition of this licence requires individuals to carry out security activities each individual must be authorised to carry out that activity by a licence granted under the Private Security Industry Act 2001 or be entitled to carry out that activity by virtue of section 4 of that Act.
- 1.4 The showing of films, videos or DVD's to persons under 18 is restricted in accordance with any recommendations made by the British Board of Film Classification (BBFC) where the film has been classified by that Board or by the Licensing Authority where no classification certificate has been granted by the BBFC or, where the licensing authority has notified the licence holder that section 20(3) (b) of the Licensing Act 2003 applies to the film.
- 1.5 (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).

- 1.6 The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
- 1.7 (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.
- 1.8 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.”
- 1.9 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.
- For the purposes of the condition set out above
- (a) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979(a);
 - (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) "value added tax" means value added tax charged in accordance with the Value Added Tax Act 1994.

Annex 2 - Conditions consistent with the Operating Schedule

INFORMATIVE:

Conditions that solely apply to fire safety are disapplied if they are applicable to article 43 of the Fire Safety Order (i.e. they are covered under the requirement to carry out and implement adequate fire risk assessments).

INFORMATIVE:

The provision of a performance of a play or a performance of dance between 8am and 11pm is not licensable (and so any conditions relating to the provision plays/performance of dance do not apply) if; it takes place in front of an audience of no more than 500 persons.

INFORMATIVE:

The provision of an indoor sporting event is not licensable between 8am and 11pm (and so any conditions relating to the provision of indoor sporting events do not apply) if it takes place in front of an audience of no more than 1,000 persons.

INFORMATIVE:

The provision of live music between 8am and 11pm is not licensable (and so any conditions relating to the provision of Live Music do not apply) if;

- i. the performance is unamplified or;*
- ii. the performance is amplified and takes place to an audience of no more than 200 persons.*

The performance must take place when the premises are open for the supply of alcohol for consumption on the premises.

- 2.1 Licensable activities are restricted to the internal areas shown on the attached plan
- 2.2 (Removed at review hearing 16 January 2013)
- 2.3 Supply of late night refreshment is restricted to consumption on the premise (i.e. no takeaway sales after 2300hrs)
- 2.4 (Amended at review hearing 16 January 2013) Outside lighting will be provided to sufficiently illuminate all outside public areas during opening hours. Lights will be turned off once all members of the public and staff have left the premises.
- 2.5 (Amended at review hearing 16 January 2013) The Designated Premises Supervisor or his nominated representative will join and maintain membership of any existing Barwatch Scheme or any scheme replacing it. Staff at the

premises are to be made aware of the scheme and any operational matters that are to come from it.

- 2.6 (Removed at review hearing 16 January 2013)
- 2.7 (Removed at review hearing 16 January 2013)
- 2.8 All external windows will be curtained or otherwise to reduce light pollution
- 2.9 (Removed by Minor Variation granted 14 June 2011)
- 2.10 (Removed at review hearing 16 January 2013)
- 2.11 (Removed at review hearing 16 January 2013)
- 2.12 There shall be no entertainment or otherwise involving striptease or nudity
- 2.13 All amplified regulated entertainment must be fed through a sound limiting device. The sound limiting device must be installed and set by a competent engineer or otherwise NICEIC registered electrical contractor. The DPS shall ensure that the sound limiting device is set, maintained and operated, to ensure that noise from entertainment is inaudible at any noise sensitive boundary. Upon completion, a report by the sound engineer shall be forwarded to the licensing authority, stating the positions of its associated component microphone, warning alarms and noise outlets (to power amplifiers and loudspeakers) and state the noise trigger level at which the cut off-device will activate.
- 2.14 (Amended at review hearing 16 January 2013 and variation hearing 16 April 2014) Persons under 18 are not allowed on the premises site after 21.00hrs on any day, with the exceptions of:
 - 1. the functions room (including access to the toilets etc) and provided that no alcohol is supplied in the function room when under 18s are present after 21.00hrs.
 - 2. Children to be permitted to stay in the Windsor Bar after 21.00 providing they are seated for a table meal or attending a pre-booked event or function
- 2.15 (Amended at review hearing 16 January 2013) Persons under 18 are not allowed on the premises after 00:00 midnight on any day, with the exception of children of persons living at the premises where they are passing through to the accommodation on site.

Annex 3 - Conditions attached after a hearing by the licensing authority

- 3.1 External windows are to remain closed at the premises during live entertainment.
- 3.2 Removed by Minor Variation granted 14 June 2011

- 3.3 Removed by Minor Variation granted 14 June 2011
- 3.4 Removed by Minor Variation granted 14 June 2011
- 3.5 (Amended at review hearing 16 January 2013) A local taxi firm will be engaged and their number made available to customers. A pick-up point will be agreed with the taxi firm to minimise disturbance to residents.
- 3.6 Signage will be prominently displayed at all public exit points requesting patrons to leave quickly and quietly.
- 3.7 (Amended at review hearing 16 January 2013) Regulated entertainment must finish by 23.00 Monday to Sunday inclusive (except provision of films)
- 3.8 (Amended at review hearing 16 January 2013) No alcohol to be taken outside by customers after 23.00. Any customers who do so and refuse to co-operate when asked not to, will be barred. Notices to this effect will be prominently displayed at any entrances and exits being used by customers to enter or leave the premises. In addition, all benches and outdoor seats will be rendered unusable after 23.00. Regular checks will be undertaken by staff to ensure this condition is being complied with.
- 3.9 The premise licence holder or his nominated representative will ensure as far as reasonably practicable that persons do not congregate outside the premises after closing time.
- 3.10 (Amended at review hearing 16 January 2013) There shall be no regulated entertainment in the Windsor Bar. The terminal hour for all licensable activities in the Windsor Bar (as indicated in the plan) shall be 23.00 with the bar closing to the public at 23.30.
- 3.11 (Amended at review hearing 16 January 2013) During regulated entertainment in the function room, any doors leading from the function room to the exterior are to remain closed at all times except during an emergency.
- 3.12 (Removed at review hearing 16 January 2013)
- 3.13 (Removed at review hearing 16 January 2013)
- 3.14 (Amended at review hearing 16 January 2013) All events that are held at the premises where regulated entertainment is to be provided are to be risk assessed by the DPS or an appointed member of staff at least 14 days prior to the event. These risk assessments must consider the likely impact of the event on residents in the immediate vicinity of the premises, any particular risk caused by either the type or style of entertainment or of the number of people expected to attend. Any measures that will be taken to ensure that there is no disturbance caused (with the exception of those measures required by conditions on this licence) are to be recorded. The risk assessment is to be written and stored in a format that is accessible on request by the police or licensing authority.

(Conditions below added at Review hearing 16 January 2013)

- 3.15 (Amended at variation hearing 16 April 2014) Any complaints made by residents in relation to the premises are to be recorded in a complaints book kept on site for this purpose. The name of the complainant and person recording the complaint, the date and time the complaint was lodged, the nature of the complaint and any action taken thereafter (and the date and time when that action was taken) will be recorded and retained for inspection on request by the police or licensing authority. A dedicated phone line is to be set up and staffed during opening hours for residents to lodge complaints. The telephone number must be displayed prominently outside the pub.
- 3.16 The Section 177A exemption relating to live music is to cease to apply in relation to this licence and conditions on the licence relating to live music will apply as set out in s177A(3). For the avoidance of doubt, all conditions referring to regulated entertainment in this licence are to be construed to include live music and karaoke.
- 3.17 There shall be no live music or karaoke whatsoever in the Windsor Bar
- 3.18 During live music events all doors are to remain closed except for access and egress.
- 3.19 The premises licence holder will regularly monitor and check that all the above conditions are being complied with whether or not responsibility for the compliance with those conditions has been delegated to the designated premises supervisor.
- 3.20 No "drum and bass" music events – either from live acts or in the form of DJs – will be permitted.

(Condition added at variation hearing 16 April 2014)

- 3.21 A working management plan will be drawn up by the DPS to cover all occasions when regulated entertainment takes place at the premises. This management plan will be periodically revisited and updated to ensure best practise by staff and management in implementing it. The management plan will cover (as a minimum):

- Band/ entertainment booking
- Entry Controls
- Management of regulatory entertainment (including times for commencing and ceasing)
- Effective means for complying with the relevant conditions on the premises licence (in particular noise control measures)
- Management of smokers
- Preventions of drinks being taken outside
- Dispersal at the end of the entertainment and after closing

A copy of this management plan will be kept on the premises at all times and the staff will be referred to it as necessary in order for them to carry out any part of it required as part of their ordinary course of employment

After implementation, the management plan will also be amended and revised should concerns be brought to the attention of the Council's Environment Health and Licensing departments.

Annex 4 – Management plans

As referenced in condition 3.21

Annex 5 – Plans

See attached plan with our reference number: MK082676/01/080805

Management Plan Prepared in accordance with The Craufurd Arms Premises License

INTRODUCTION

As professional operators we acknowledge that we have a primary responsibility to ensure that our premises do not generate noise disturbance from events, customers and dispersal. The purpose of this Management Plan is to detail the procedures we aim to adopt to ensure, as far as possible, the minimization of disturbance to local residents by activities in and around **THE CRAUFURD ARMS**.

A balance of needs must be achieved by ensuring social activity is not marred whilst controlling potential noise disturbance to local residents from events, customers and dispersal. Our aim is to adopt the best practicable options to ensure that the conditions of the Premises License are met.

The plan will be developed with assistance from Milton Keynes Council and is designed to prevent public nuisance and meet the licensing objectives under the Licensing Act 2003.

With the Management Plan, we have the following in place:

- Robust policies and procedures applied to events at the Craufurd Arms
- Fixed and mobile sound limiting and monitoring equipment.
- Training procedures for managers and other staff associated with events in the The Craufurd Arms
- An ongoing review process
- A detailed complaints system with designated complaints line and log.

DEFINITIONS

Night Time - the hours of 23:00 to 02:30

Late Night Events – occasions when the licensed facilities are open after 00:00

The Premises - the building to be known as "The Craufurd Arms" which provides social activities for Milton Keynes.

Customers – any users of the licensed premises (to include customers, staff and their bona fide guests and persons attending the site and other pre-booked events.

EHO – Environmental Health Officer

SIA Security Contractor - All door supervisors are required to carry an SIA license when working. Without SIA approval door supervisors would not be able to work as security operatives

Events-Are not large scale late night events (i.e. 2am events) but are smaller events such as acoustic nights, Comedy nights and Live music etc

Key Elements of this plan are:

- Minimize impact to local residents
- To satisfy the Licensing Authority
- The identification of the range of potential noise sources relating to the premises and the acceptable levels of noise arising from all specified events
- A Detailed list of steps taken to manage noise pollution
- A defined program of noise measurement to check that compliance has been achieved through monitoring and testing
- A Complaints Procedure
- Ensure compliance with licensing conditions

Management Plan Prepared in accordance with The Craufurd Arms Premises License

Background

- Identification of suitable criteria for the control of music and dispersal noise impact from events held in The Craufurd Arms
- All amplified music played at The Craufurd Arms is brought under the control of sound limiter equipment.
- Measurement of noise levels at the perimeter of the site and within neighbouring residential premises
- Set threshold levels of music noise at which the entertainment noise limiters cut-off the power supply to any amplification system in use
- The sound levels for the entertainment areas will be set and readings obtained in a test environment, this will be checked and calibrated Bi-Monthly.
- All managers and staff will be aware of the limiters and the levels set
- All external entertainment suppliers will be made aware of the sound limiters within the building
- Fixed points will be allocated to enable the Duty Manager to take multiple readings at an event externally. These points as follows:
 - o Corner of road joining Windsor street and Stratford road
 - o Bus Stop at front of Blue Building
 - o In the main bar
 - o Perimeter of site at the rear of the Venue
- Efficient and pro active control of customers in the smoking area and when dispersing.

Readings will be taken as spot checks and documented.

Identification of the range of potential noise sources relating to the premises and its vicinity

Sources of noise include:

- Amplified music (recorded or live) with particular attention to low frequency bass levels, public address systems, television/video
- Externally mounted plant and equipment e.g. chiller units, air conditioning units, extract ventilation
- External areas
- Passing Traffic
- Egress

Steps taken to manage noise pollution

Generally, the overriding requirement is for control of noise at source" by considering:

- the building's location, orientation and design
- the specification, selection and operation of amplified music
- managing operations on site
- barriers to control or reduce noise (insulation, acoustic baffles, and double glazing for example)
- Make customers aware of the consequences of late night noise and to be proactive in dealing with the problem via internal and external signage, verbal communication, e-mails etc

The building's location, orientation and design

Specification for sound Proofing of the building as per the details incorporated in the Building improvements documentation.

Specification, selection and operation of amplified music

Actions to be taken to ensure noise and vibration from regulated entertainment shall be inaudible at the nearest noise sensitive property outside the The Craufurd Arms.

Bands / entertainment booking

No drum and bass or Dub step music to be booked or played.

All bands prior to performing at the Craufurd Arms are sent a detailed document explaining timings of the show, soundcheck times, Parking and load in, all doors to be closed before any noise made and strict curfews. (ANNEX 2)

There is a show rep at every gig to ensure these criteria are met.

Band practices in the venue on nights when events are not happening, These have a curfew of 22:30pm. These will run through the same limiting as any event that is being held and the same controls as events.

Entry controls

Upon entry to the Venue they will enter via the smoking entrance door to ensure that there is no noise escape from the venue

All entrances to the Bar and Venue have an internal door to again ensure that minimal noise escapes.

Box office staff will use Clickers to count the number of people in and out of the venue and ensure that anyone under the age of 16 is accompanied by an adult.

Management of regulated entertainment

Noise limiting equipment in all areas where events will take place .

All amplified regulated entertainment is fed through a sound limiting device. The sound limiting device must be installed and set by a competent engineer or otherwise NICEIC registered contractor. the DPS shall insure that the sound limiting device is set, maintained and operated to ensure that noise from entertainment is inaudible at any noise sensitive boundary. upon completion, a report by the sound engineer shall be forwarded to the licensing authority, stating the positions of its associated component microphones, warning alarms and noise outlets (to power amplifiers and loud speakers) and state the noise trigger level at which the cut off device will activate (Please see Annex 3) to comply with licence 2.13

The hand held equipment is a Digital Sound Level Meter, of a type used for monitoring traffic noise, industrial plant and machinery as well as noise within the entertainment industry. The meter provides automatic or manual ranging from 40 to 130db, will record maximum and minimum levels and is selectable for fast or slow response times.

Sound levels will be taken at set times throughout an event both internally and externally at noise sensitive boundaries and other pre-determined places. All readings will be

documented and used to provide a detailed database of noise levels both in the building and around the site.

This is the baseline sound levels using our handheld monitoring device when the pub is not operational. The five points around the site we will be documenting are as follows:

- Point 1 - Inside the pub : 49-51Db
- point 2 - Windsor street connecting Stratford road : 57-74Db
- point 3 - Windsor street by the alleyway garages : 53-57Db
- point 4 - Alley behind venue, corner of church : 51-57Db
- point 5 - Flats past the church : 67-75Db

Staff will take a proactive approach to noise management including checking noise levels as set out above.

Windows in The Craufurd Arms are not capable of being opened. On event nights all doors shall be closed, except for access and egress which will be via the rear of the building after 23:00.

When required for larger scale events (250+ Pre-booked) a SIA registered security contractor will be employed on a base min staff ratio of 1:100 customers to provide security internally and to monitor external sound levels and ensure external noise control from entry, egress and use of external areas i.e smoking area. It is not anticipated that this would generally be required.

On events when external security is not required 2 staff members will be positioned at the external doors to ensure that no drinks are to be taken outside after 11pm and ensure external noise control.

Security Staff on large event days or regular staff on usual events will be employed up to one hour after the event ends to make sure dispersal takes place in an orderly and proper manner and all customers disperse quietly and respectfully. Helping customers with Taxi's, Moving People along and clearing the site as quickly as possible. These staff will be equipped with radios and be able to communicate with the Licensee/Manager or the other staff to enable a quick response to any incident or complaint.

Effective means of complying with the conditions of licence Managing Operations on Site

Licensed facilities at The Craufurd Arms are anticipated to open during the following hours

Bar Opening times

Monday – Thursday 12.00 – 00.30

Friday 12.00 – 02.30

Saturday 12.00 – 02.30

Sunday 12.00 – 00.30

Sale of alcohol

Monday – Thursday 12.00 – 11.45

Friday 12.00 – 01.45

Saturday 12.00 – 01.45
Sunday 12.00 – 11.45

Although it is anticipated that typical day to day operating hours could be shorter than this.

The license or Duty manager will be responsible for all licensable activity taking place At the Craufurd Arms and will be in directly contactable with the local residents and EHO via the dedicated complaints mobile phone.

No Alcohol will be supplied without authorisation from the DPS. (1.1)
and no supply of Take away sales after 2300 on any day (2.3)

All managers will be fully aware and conversant with the Management Plan. For every event there will be a Bar and security brief available to make all staff and if contracted security aware of all policies and information before commencement of the event.

Clear Signage is used on all access to main bar to state no under 18's after 11pm, staff regularly checking the bar area, and the "think 25" policy in action. All Staff are required to learn the think 25 Policy and sign to say they understand and agree.

The Designated Premises Supervisor and the Duty Manager will be members of the local Barwatch scheme. The designated Premises Supervisor is the person nominated by the premises license holder as being the person in day -to-day control of the licensed area within the premises when licensable activities are taking place.

Management of smokers / Prevention of drinks being taken outside

At 22:45 a member of staff will be situated at the smoking area until closing time and everyone has left to ensure there are no noise issues. This member of staff will also ensure that no drinks are taken outside after 11pm, and that the benches are made unusable.

Anyone smoking will be asked to stay in the fenced off smoking area at the rear of the car park for safety and crowd consolidation.

No drinks are permitted outside, anyone smoking is asked to leave there drinks inside or on the racking by the exit to the smoking area.

Dispersal at end of the entertainment and after closing.

House lights up 15 minutes before 12:00 Monday to Thursday, 15 minutes before 2am Friday and Saturday. Drinks will stop being served at the time also and bar staff to assist with egress and leaving the site. This allows 45 minutes dispersal time to ensure a slow steady dispersal, rather than all the customers being ushered out at the same time.

External

The removal of rubbish to external areas after 2200 will not be permitted nor the emptying of bottle skips until the following day.
No external regulated entertainment will take place.

All events held, a risk assessment will be carried out prior to the event and additional security measures implemented as required (form attached). The EHO will also have access to the details of the event on request, to coincide with our license conditions.

- While customers are using the external areas a member of staff will periodically check on noise levels and deal with any noise deemed unacceptable.
- At 22:45 a second member of staff will put signs on the front 2 doors stating No Exit, and to use smoking area as Egress. The Front door will be closed and manned by this member of staff until closed and all the customers have left.
- The designated taxi company will be engaged 30 mins prior to closing to organise taxi's.
- A member of staff will be situated at the front of the Car park to assist with Taxis coming and going, and to contain people with-in the car park whilst waiting.
- Taxis will be asked to wait in the car parks designated Taxi Bays, any taxis that refuse to cooperate or park on the road will be asked to move on.
- Staff situated at the front will politely ask customers to cross the road via the traffic island when leaving the area down Stratford Road and respect our neighbours.
- Staff situated at the front will monitor front wall and Windsor Street to ensure no congregation and dispersing if necessary

Make customers aware of the consequences of late night noise and to be proactive in dealing with the problem

Notices will be displayed on both internal and external doors asking customers to leave the premises in a quiet and orderly fashion and to show respect to local neighbours, clearing stating they will be barred from the premises if they do not adhere and are respectful.

Verbal announcements as people disperse will be made at the end of each night.

Complaints procedure

All complaints relating to The Craufurd Arms should go via the designated complaints line, The number is displayed at a number of places around the building (Complaints line number 07538303015). All calls will be logged onto the Complaints logged located in the folder at the end of the bar.

If not answered by the Manager / licensee they will then direct the complaint to the relevant designated personnel on duty

If the complaint relates to noise, The Manager/ licensee will then investigate the issue and take appropriate action to locate and remove the source and will then monitor the outcome.

The Duty Manager will then log any actions taken.

The following day we will review the report and communicate with the complainant where possible.

Should a response be required immediately (on the night) back to the complainant this will be done by the Manager / Licensee once it has been investigated and resolved.

Management Plan Prepared in accordance with The Craufurd Arms Premises License

Complaints Procedure Flowchart

	COMPLAINT MADE	
	CALL LOGGED AND ACTIONED	
COMPLAINT RELATES TO INTERNAL		COMPLAINT RELATES TO EXTERNAL
MANAGER INFORMED		External Staff informed
ACTION TAKEN TO REMEDY SITUATION		ACTION TAKEN TO REMEDY SITUATION
OUTCOME LOGGED		OUTCOME LOGGED

RESPONSE BACK TO COMPLAINANT IF POSSIBLE		RESPONSE BACK TO COMPLAINANT IF POSSIBLE
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EVENT RISK ASSESSMENT

EVENT TITLE:	DATE
NAME OF PREMISES:	
EVENT MANAGER DETAILS: Name	Mobile Number
EVENT DETAILS: Expected Numbers: Organised by	Rooms in Use Bar Function Space
Is Catering Involved YES NO Where Numbers Type / Style	

Entry Wrist Band Ticket E-Tickets Guest list Other (please specify)	Type of Entertainment Background Music Live DJ Live Vocalist/Acoustic Bands Live Band Un-Amplified Music Internal <u>External</u> Other (please specify)

SECURITY CONTRACTOR EMPLOYED	YES NO
Name of Manager briefing Security	Numbers employed inc Supervisor
Have Security staff been issued with instructions (inc Fire) for the event	
Locations of noise / Dispersal management staff	Time from Time until
1/	
2/	
3/	
4/	
Noise Control Measures Employed INTERNALLY	Internal Sound Limiters / settings Hand Held Monitoring Device Log attached of db readings, locations & times Regular checks of all doors Dispersal Policy

<p>SECURITY CONTRACTOR EMPLOYED</p> <p>Name of Manager briefing Security</p> <p>Have Security staff been issued with instructions (inc Fire) for the event</p> <p>Locations of noise / Dispersal management staff</p>	<p>YES NO</p> <p>Numbers employed inc Supervisor</p> <p>Time from Time until</p>
<p>EXTERNALLY</p>	<p>Hand Held Monitoring Device Staff positioned at 10:45 Log attached of db readings, locations & times Taxis Engaged Dispersal Policy</p>

As part of the event Risk Assessments we will use our Show Inspection reports, which covers Before, during and after a show.

Daily Complaint log to be checked at the end of every event, and recorded into the ongoing complaints log.

Any future actions to be recorded, and acted upon.

<p>COMPLAINTS ON THE NIGHT</p>	<p>How Many</p>
<p>From</p>	

Times	
Logged	
Action Taken	
Signed - Licensee Bar Manager Security Supervisor(if applicable)	