

EXECUTIVE

Date: Tuesday 17 March 2015

Time: 5.30 pm

Venue: Rennes Room, Civic Centre, Paris Street, Exeter

Members are invited to attend the above meeting to consider the items of business.

If you have an enquiry regarding any items on this agenda, please contact Sarah Selway, Democratic Services Manager (Committees) on 01392 265275.

Entry to the Civic Centre can be gained through the Customer Service Centre, Paris Street.

Membership -

Councillors Edwards (Chair), Denham, Fullam, Hannaford, Leadbetter, Owen, Pearson and Sutton

Agenda

Part I: Items suggested for discussion with the press and public present

1 Apologies

To receive apologies for absence from Committee members.

2 Minutes

To sign the minutes of the meeting held on 27 January and 10 February 2015.

3 Declarations of Interest

Councillors are reminded of the need to declare any disclosable pecuniary interests that relate to business on the agenda and which have not already been included in the register of interests, before any discussion takes place on the item. Unless the interest is sensitive, you must also disclose the nature of the interest. In accordance with the Council's Code of Conduct, you must then leave the room and must not participate in any further discussion of the item. Councillors requiring clarification should seek the advice of the Monitoring Officer prior to the day of the meeting.

4 **Local Government (Access to Information) Act 1985 - Exclusion of Press and Public**

RESOLVED that, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of item 14 on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 5 of Part I, Schedule 12A of the Act.

5 **Minutes of the Major Grants and New Homes Bonus Minutes - 26 February 2015**

To receive the minutes of the Major Grants and New Homes Bonus Minutes on 26 February 2015. (Pages 5 - 8)

6 **Rugby World Cup 2015 Update**

To receive a verbal update from the Assistant Director Economy.

7 **Support for Residents in Older Persons' Accommodation**

To consider the report of the Assistant Director Housing. (Pages 9 - 14)

Scrutiny Committee – Community considered the report at its meeting on 3 March 2015 and its comments will be reported.

8 **Waterways Review - Towards a Waterways Strategy**

To consider the report of the Assistant Director Public Realm. (Pages 15 - 22)

Scrutiny Committee – Economy considered the report at its meeting on 5 March 2015 and its comments will be reported.

9 **Management of Capital Spending on the Waterways**

To consider the report of the Assistant Director Public Realm. (Pages 23 - 26)

Scrutiny Committee – Economy considered the report at its meeting on 5 March 2015 and its comments will be reported.

10 **Proposal to establish a Museum Shop at RAMM**

To consider the report of the Museums Manager & Culture Lead. (Pages 27 - 32)

Scrutiny Committee – Economy considered the report at its meeting on 5 March 2015 and its comments will be reported.

11 Licensing Act 2003 Statement of Licensing Policy

To consider the report of the Assistant Director Environment.

(Pages 33
- 120)

12 Electoral Review of Exeter

To consider the report of the Corporate Manager Democratic and Civic Support.

(Pages
121 - 136)

13 Lord Mayoralty

To nominate the Lord Mayor Elect and the Deputy Lord Mayor Elect for the 2015/16 Municipal Year.

Part II: Item suggested for discussion with the press and public excluded

No representations have been received in respect of the following items in accordance with the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

14 Sewer Network

To consider the report of Assistant Director Public Realm.

(Pages
137 - 164)

Date of Next Meeting

The next scheduled meeting of the Executive will be held on **Tuesday 14 April 2015** at 5.30 pm in the Civic Centre.

A statement of the executive decisions taken at this meeting will be produced and published on the Council website as soon as reasonably practicable.

Find out more about Exeter City Council services by looking at our web site <http://www.exeter.gov.uk>. This will give you the dates of all future Committee meetings and tell you how you can ask a question at a Scrutiny Committee meeting. Alternatively, contact the Democratic Services Officer (Committees) on (01392) 265115 for further information.

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MAJOR GRANTS AND NEW HOMES BONUS PANEL

Thursday 26 February 2015

Present:-

Councillor Edwards (Chair)
Councillors Hannaford, Leadbetter and Sutton

Apologies:

Councillor Fullam

Also Present:

Community Involvement and Inclusion Officer, Principal Accountant Service (PM),
Principal Project Manager (Infrastructure Management & Delivery), Senior Valuer
and Assistant Democratic Services Officer (Committees)

1 **MINUTES OF THE LAST MEETING - 27 NOVEMBER 2014**

The minutes of the last meeting held on 27 November 2014 were taken as read and signed by the Chair as correct.

2 **SERVICE AGREEMENTS WITH STRATEGIC ARTS ORGANISATIONS**

The report on the service profiles, targets and measures which will be the basis of the service agreements with Strategic Arts Organisations was submitted.

RESOLVED to recommend to Executive that the service profiles, targets and measures which will be the basis of the service agreement and schedule of payments of funding to Exeter Phoenix, Exeter Northcott Theatre, Theatre Alibi, Bikeshed Theatre, Double Elephant, Spacex, Kaleider, The Sound Gallery and Le Navet Bete be approved.

3 **UPDATE ON SMALL ARTS GRANTS SCHEME**

The report updating Members on the decision made at the Major Grants and New Homes Bonus Panel meeting on 27 November 2014 to approve the Small Arts Grants scheme run by the Arts and Events team as a replacement for Exeter Art Council's small grants scheme was submitted.

RESOLVED to recommend to Executive that:-

- (1) the budget formerly granted to Exeter Arts Council be transferred to the City Council's Arts & Events team to continue with the administration of a Small Arts Grants scheme be approved; and
- (2) a list of successful small arts grant recipients be presented at quarterly Major Grants and New Homes Bonus Panel meetings for ratification.

4a Rent Grants

An updated summary form and recommendation was circulated to Members for the Exeter Council for Voluntary Service due to a change in circumstances.

Recommended to Executive that:

- (1) The decisions, as set out below, be implemented in respect of those bodies indicated; and
- (2) The Corporate Manager Policy/Communications/Community Engagement, subject to prior consultation with the Chair of Major Grants and New Homes Bonus Panel, be authorised to agree a grant increase to those organisations as shown in the circulated report to match any increase in rental following forthcoming rent reviews and to reduce the rental on a pro-rata basis in respect of any organisations whose accommodation has been reduced.

Community/Social Need	Recommended
Citizens Advice Bureau	£39,329
Devon Rape Crisis Service Ltd	£5,900
Exeter Age UK	£17,400
Exeter CVS	£43,995
Relate *	£11,600
Turntable	£9,000
Museums	
Topsham Museum *	£5,717.62
Arts	
Phoenix *	£58,500
Barnfield Theatre Ltd *	£10,876
Sport/Recreation	
Exeter BMX Club	£18,000
Exeter Cycle Speedway Club	£11,500
Exeter Water Sports Association	£7,400
Community Associations	
Alphington Play and Community Facilities Association	£6,000
Exwick Community Association	£6,500
Newtown Community Association	£2,000
Stoke Hill Community Association *	£8,300
Sylvania Play and Community Facilities Association	£1,250
Topsham Community Association *	£7,900
Wonford Community and Learning Centre	£5,000
Stoke Hill Pre-School Group	£800
Newcourt Community Association *	£6,000
Exeter Scrapstore – including Magic Carpet and Merry Go Round Toy and Leisure Library	£8,500

4b **Core Grants**

Recommended to Executive that the decisions, as set out below, be implemented in respect of the bodies indicated.

Community/Social Need	Recommended
Citizens Advice Bureau	£73,300
Exeter Age UK	£5,000
Exeter CVS	£13,900
Turntable	£6,250
Plymouth & Devon Council for Racial Equality	£1,500
Living Options	£5,000
Exeter Community Transport Association	£17,240
Arts	
Sport and Leisure	
Merry Go Round Toy and Leisure Library – Scrapstore	£1,000
Grant Aiding Bodies	
Exeter Council for Sport and Recreation	£5,000
Small Arts Grants (formerly Exeter Arts Council)	10,000
Magic Carpet	£1,500
Arts Service Level Agreements	
Exeter Northcott	£62,500
Spacex	£8,000
Theatre Alibi	£15,360
Phoenix	£92,000
Bike Shed Theatre	£10,000
Kaleider	£8,000
Double Elephant	£10,000
La Navet Bete	£5,000
Sound Gallery	£5,000

5

NEW HOMES BONUS LOCAL INFRASTRUCTURE FUND

The position in relation to the New Homes Bonus Local Infrastructure Fund for 2014/15 was noted.

(The meeting commenced at 4.30 pm and closed at 5.06 pm)

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REPORT TO: SCRUTINY COMMITTEE – COMMUNITY and EXECUTIVE
Date of Meeting: 3 March 2015/17 March 2015
Report of: Assistant Director Housing
Title: SUPPORT FOR RESIDENTS IN OLDER PERSONS' ACCOMMODATION

Is this a Key Decision?

Yes

Is this an Executive or Council Function?

Executive

1. What is the report about?

Continuation of the current arrangements for supporting residents in the Council's older persons' accommodation following withdrawal of Devon County Council's 'Supporting People' funding after 31 March 2015.

2. Recommendations:

That Scrutiny Committee note, and Executive approve:

1. Continuation of funding for the warden service (one Senior Warden and four Wardens) plus the Home Call alarm service to residents in the Council's older persons' accommodation from the Housing Revenue Account (HRA) for a period of up to 12 months in the first instance from 1 April 2015. The estimated cost of making up the shortfall following the withdrawal of DCC funding would be £182,000 (£131,000 for the wardens plus £51,000 for Home Call).
2. Additional funding of up to £40,000 from the HRA to be used to fund community development/engagement worker(s) to build capacity among residents of older persons' accommodation and develop partnerships with the voluntary & community sector to reduce dependency on state provision.
3. The further investigation of different models of service delivery and funding arrangements to meet customer demand in the future.

3. Reasons for the recommendation:

Retaining the warden service and the emergency alarm system safeguards the welfare of older residents and allows officers to fully explore different viable options for the delivery and funding of housing support services to older tenants in the future.

Not to retain the warden service could potentially compromise the wellbeing of some of our older residents (leading to increased demands on the 'public purse') and expose the Council to reputational damage.

4. What are the resource implications including non financial resources.

To maintain the warden service and the emergency alarm for a further year in the first instance would result in additional estimated costs to the HRA of:

- £131,000 for the wardens
- £51,000 for the alarm system

Sufficient budget provision is available within the HRA Working Balance to meet these costs.

5. Section 151 Officer comments:

The budgets for next financial year were formulated under the assumption that the Neighbourhood Warden Service would cease following the end of the Supporting People Subsidy. Supplementary budgets, as set out in this report, will therefore be required in 2015/16 for continuing the service.

6. What are the legal aspects?

The proposal to finance these services from the HRA falls within the legal powers of the Council given that section 11A of the Housing Act 1985 allows for the Council to 'provide services for promoting the welfare of the persons for whom the accommodation is so provided.' This provision was specifically included in the Act to provide for costs associated with such a service or services to be debited to the HRA.

The proposals contained in this report are also consistent with the key principles of the Care Act 2014 which come into force in April this year.

7. Monitoring Officer's comments:

This report raises no issues for the Monitoring Officer.

8. Report details:

8.1 Background

Exeter City Council owns and manages 552 dwellings for older people on 22 different sites in the City. Older Persons' Housing (formerly known as 'Sheltered Housing') is a specialist form of accommodation comprising accommodation and a range of support services to people over 55 years old. The support services include an emergency alarm system and an optional warden service. Accommodation is usually in the form of self-contained flats or bungalows grouped on schemes which often have additional communal facilities (common rooms, laundry facilities, guest rooms etc.)

8.1.1 The idea behind a different housing provision for older people was to promote:

- Independent living
- Safety and security
- The reassurance of a 24 hour emergency call system
- A warden service

- Social activities, if required
- 8.1.2 The warden service itself is provided by one Senior Warden and four Wardens. They have a specific range of duties which include:
- Regular personal visits to tenants
 - Testing the alarm, personal pendants and smoke detector systems
 - Checking building safety
 - Showing new tenants around
 - Undertaking needs assessments
 - Advising on the availability of other forms of health and welfare support
 - Reporting repairs and giving contractors access
 - Budgetary advice
 - Making referrals for aids and adaptations
 - Helping with any neighbour disputes
 - Assisting with form filling
 - Administering the common rooms, laundry/drying room and the guest rooms
- 8.1.3 The warden service is a housing support service; it does not provide health, social or personal care. It has become clear, however, that the kind of 'low-level' support provided by the warden service can be key in preventing more expensive interventions later on (such as social care packages and hospital admissions). In light of this, attempts have been made to engage the County Council and the NEW Devon Clinical Commissioning Group in continuing to provide financial support to the service, but with no positive outcome thus far.
- 8.1.4 The alarm system is provided through Home Call based at Exeter City Council and provides an emergency monitoring service 24 hours a day.
- 8.1.5 Demand for older persons' accommodation is strong. There are currently 345 single people and couples aged over 55 registered with Devon Home Choice who have expressed an interest in such accommodation. 75 of these have a high level of housing need (Devon Home Choice Band B).
- 8.1.6 Since 2003 the package of housing related support (wardens and alarm system) has been mainly funded by Devon County Council (although ECC's Housing Revenue account also contributes to the overall service at a cost of approximately £33,500 per annum). They commissioned ECC to provide the support which was funded through the Supporting People programme. This funding (also referred to as 'targeted support') is due to cease on 31 March 2015.

8.2 Reviewing the service

- 8.2.1 A questionnaire was sent to all residents of older persons' accommodation in October 2014 asking for their views on the warden service and the alarm system; what, if anything, they would be prepared to pay for these services; and what other support services they used.
- 8.2.2 305 responses were received to this questionnaire, a high level for a survey of this kind. Analysis of these responses shows that the three 'very important' services for residents are the Home Call alarm system, general checks on health/welfare, and the reporting of repairs. Organising referrals for aids and adaptations to properties, and assisting with the use of communal and laundry facilities, also scored highly. It

is also clear from the responses that the wardens are additionally providing other support to residents (posting and collecting prescriptions, packing bags for hospital stays, contacting GPs, discussing problems) which are outside the strict scope of their job description, though arguably consistent with the overall 'purpose' of their role.

- 8.2.3 Despite the very clear 'demand' for support services, 57% of respondents indicated that they would not be willing (or potentially could not afford) to pay anything towards the cost of providing them. 30% said they would consider paying between £1 and £5 per week, 11% between £5 and £10 per week, and 2% more than £10 per week. There is, therefore, a fairly sharp 'disconnect' between the current 'need' for the warden (and alarm) service and the willingness, or ability, to pay for it.
- 8.2.4 Concurrently with the survey, officers commenced discussions with the voluntary sector to determine whether they could fill the gap left by the potential withdrawal of the warden service, and how they would do so. While there is clearly the potential for the voluntary sector to deliver the necessary support services in some parts of the city, it is less clear whether 'seamless' arrangements could be put in place across the whole city, what these would cost, whether these costs would be affordable for the majority of our residents and, thus, whether they would be sustainable.
- 8.2.5 The cost to residents themselves of having the benefit of a warden service and an alarm system (providing all residents were charged) would be in the region of £8.50 per week. Most of this cost would not be eligible for housing benefit, so again affordability would be an issue.
- 8.2.6 Partly owing to the terms of their tenancy agreements, and partly through custom and practice over the years, residents of older persons' accommodation have become accustomed to a certain level of support provided by the Council through the warden service and the Home Call alarm system. They have also, in the main, become accustomed to not having to pay for these services. One of the striking points about the survey responses was the apparent lack of community cohesion and peer-support networks among our older 'communities', with very few references to people receiving help from their neighbours, friends or even family. Arguably, this is something that needs to be addressed if alternative models of service provision are ever going to take root and be effective, as there is a level of 'expectation' around the role of the Council that may not be realistic against the backdrop of continuing reductions in public sector capacity and competing demands on budgets.
- 8.2.7 The proposed community development and engagement worker(s) will have a key role in developing potential partnerships with voluntary & community organisations and building neighbourhood 'capacity' among our older residents.

9. How does the decision contribute to the Council's Corporate Plan?

Maintaining housing support services to older persons will support the Corporate Plan in the following areas:

- Keep me and my environment safe and healthy
- Keep place looking good
- Provide suitable housing
- Maintain our property assets

10. What risks are there and how can they be reduced?

There are no risks financially as the HRA can fund the anticipated costs. There are no risks operationally as existing services will be maintained. There would be potential reputational risk to the Council should these services be removed with no viable alternatives in place.

11. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?

There will be a positive impact on health & wellbeing, and vulnerable adults, from the continuation of the warden service and Home Call.

12. Are there any other options?

Potentially, yes – but they require further work and evaluation.

Assistant Director Housing

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

None

Contact for enquires:
Democratic Services (Committees)
Room 2.3
01392 265275

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EXETER CITY COUNCIL

REPORT TO: SCRUTINY COMMITTEE – ECONOMY AND EXECUTIVE

DATE OF MEETING: 5 MARCH 2015 AND 17 MARCH 2015

REPORT OF: ASSISTANT DIRECTOR PUBLIC REALM

TITLE: WATERWAYS REVIEW – TOWARDS A WATERWAYS STRATEGY

Is this a Key Decision?

Yes

One that affects finances over £1m or significantly affects two or more wards. If this is a key decision then the item must be on the appropriate forward plan of key decisions.

Is this an Executive or Council Function?

Executive

1 What is the report about?

- 1.1 The proposed development of a strategic framework for the development of Exeter's river and canal and associated assets in order to guide the future operation and management of the asset and support economic growth.

2 Recommendations:

- 2.1 That the proposed scope and timetable for the Waterways review be noted;
- 2.2 That a partnership of key stakeholders in Exeter's river and canal be established to develop and deliver a Waterways Strategy for Exeter;
- 2.3 That the potential for the Canal and River Trust to be engaged in the development of Exeter's waterways and their future delivery be explored.

3 Reasons for the recommendations:

- 3.1 To provide a strategic framework for the development of Exeter's river and canal and associated assets in order to guide the further operation and management of the assets and support economic growth.

4 What are the resource implications including non financial resources.

- 4.1 None. The recommendations can be achieved within existing resources.
- 4.2 It is likely that further resources will be required to deliver the Strategy in due course. However, this will be addressed when the Strategy is presented for adoption. It is hoped that the Strategy will be developed and owned by the waterways stakeholders in partnership and that they will have some capacity to take it forward in conjunction with the Council.

5 Section 151 Officer comments:

- 5.1 There are no financial implications contained within the report. Any funding requirements arising out of the Strategy will be considered when they have been quantified.

6 What are the legal aspects?

- 6.1 Significant legal advice will be required to develop the strategy due to the complex nature of the law around the regulation and management of the waterways and the ownership of various rights and sites on Exeter's waterways.

7 Monitoring Officer's comments:

7.1 This report raises no issues for the Monitoring Officer.

8 WATERWAYS REVIEW

8.1 In June last year, in the light of the decision not to pursue the unresolved Harbour Revision Order, the Council resolved to undertake a review of the options open to the Council in respect of the future operation and management of the Estuary, Quay, Basin and Canal.

8.2 In addition to operational issues, the review will consider how the river and canal can be used to support Exeter's economy and reduce the council's subsidy to the service. A strategic approach to the area and the services offered also needs to be developed.

8.3 In November, a series of meetings were held with key stakeholders associated with the river and canal. While a variety of opinions were expressed, a great deal of consensus emerged. This feedback has been used to scope the Waterways review which is attached at Appendix 1.

8.4 In summary, the review scope sets out what needs to be considered in order to work towards a new approach to the City's waterways assets which will meet the Council's strategic purposes of providing great things to see and do, generating economic growth and meeting our financial objectives,

8.5 The review will be used to guide further work on the existing services offered by the Council which will be done in-house initially over a period of time as capacity permits. Early discussions with the national Canal and Rivers Trust have been promising and it is hoped that the Council will be able to engage their expertise in conducting the review. A senior representative of the Trust will be making a presentation to the next meeting of this Committee. The review should be concluded in December 2015 and will be used to inform a new Waterways Strategy for Exeter in 2016. Local engagement will be key to the development and delivery of a new approach to the waterways and it is hoped that waterways stakeholders will come together in a new partnership to do this, possibly under the umbrella of the Exeter Cultural Partnership. A comprehensive consultation exercise will be undertaken as part of the development of the Strategy.

9 How does the decision contribute to the Council's Corporate Plan?

- Provide great things for me to see, do and visit
- Keep my city safe and looking good
- A well run Council

10 What risks are there and how can they be reduced?

10.1 The risks in putting undertaking the review and putting together a strategy are minimal.

11 What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?

11.1 None at this point. A consultation exercise is planned and will seek to identify and address the impact of any future proposals on equality and diversity.

12 Are there any other options?

12.1 Not applicable.

Sarah Ward, Assistant Director Public Realm

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

None

Contact for enquires:

Democratic Services (Committees)

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TOWARDS A WATERWAYS STRATEGY SCOPE OF WATERWAYS SERVICE REVIEW

Brief

To inform a strategic approach to the future use, management and development of the River Exe, the Exeter Canal and the Canal Basin and associated land-based facilities.

Scope of review

The review will cover the water areas themselves and land where existing usage is associated with water activities.

Subject to stakeholder consultation, the review will consider:

- The needs of existing and future waterways users
- The demand for improved/increased facilities or services
- The potential for the waterways to contribute to economic growth
- The services offered by the Council and the associated fees and charges
- The safe and social use of the waterways
- The condition and use of the Council's physical assets associated with the Waterways services
- Abandoned boats
- People living on boats
- Water quality
- Alternatives to council ownership and management and associated governance models

The attached map defines the review area.

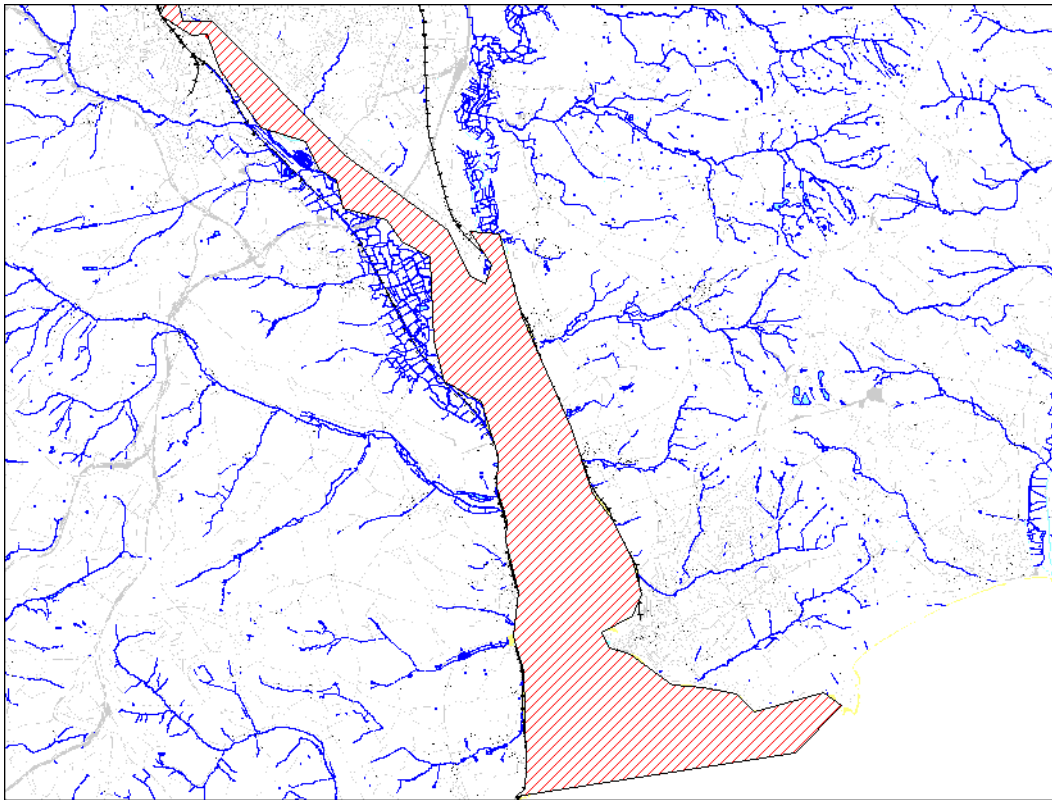
Review outputs

The review will inform the development of a Waterways Strategy for Exeter IN 2016 which is likely to include:

1. A joint Management Plan for the Exe Estuary to address the needs of users
2. A policy and action plan around people living on boats
3. A policy and action plan around abandoned or eyesore boats
4. Clarity on the Council's fees and charges and services offered
5. An Asset Management Plan for council owned assets
6. A Water Quality Action Plan
7. A Development Plan for the waterways
8. A broad set of measures for waterways services

Review Programme and Milestones

- Initial consultation with key stakeholders – November 2014
- Agree review scope Scrutiny/Executive – March 2015
- Undertake review in consultation with key stakeholders – March 2015 to September 2015
- Establish a Waterways Partnership – September 2015
- Develop a Waterways Strategy for Exeter - 2016



Extent of the Port of Exeter



Boat Storage and Repair at the Quay

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Public Realm, Civic Centre, Exeter. EX1 1JN.

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EXETER CITY COUNCIL

REPORT TO: SCRUTINY COMMITTEE ECONOMY AND EXECUTIVE

DATE OF MEETING: 5 MARCH 2015 & 17 MARCH 2015

REPORT OF: ASSISTANT DIRECTOR PUBLIC REALM

TITLE: MANAGEMENT OF CAPITAL SPENDING ON THE WATERWAYS

Is this a Key Decision?

NO

One that affects finances over £1m or significantly affects two or more wards. If this is a key decision then the item must be on the appropriate forward plan of key decisions.

Is this an Executive or Council Function?

Executive

1 What is the report about?

- 1.1 To authorise the reassigning of approved capital budgets relating to repairs on the canal and waterways in order to respond to urgent maintenance and repair priorities.

2 Recommendations:

- 2.1 That any funds remaining from the capital allocation for the repair to the Turf Lock gates be reassigned to other necessary and urgent repairs on the canal and waterway;
- 2.2 That the Assistant Director Public Realm in consultation with the Portfolio Holder for Economy and Culture and the Assistant Director Finance be delegated authority to reassign any residue from any future capital funding for the waterway in order to effect immediate and or significant repairs elsewhere in the canal or quays. Local Councillors will be advised and variations will be reported in the Capital Budget update reports.

3 Reasons for the recommendation:

- 3.1 The capital bidding process does not lend itself to the immediacy of substantial repair issues that manifest themselves on the waterways. A leak in the canal can be calamitous but may not necessarily be apparent until the structure is at risk of an imminent breach. Recent inspections have identified an estimated £55,000 of urgent but currently unbudgeted works where collective large scale shoring and re-engineering works are required. Revenue funding for these works is not permitted.
- 3.2 Application for capital funding is made on the best estimate of the costs available at the time. There will be built into the funding a percentage of contingency which may not be utilised. Under these circumstances it is logical to use any remaining funds to affect partial or emergency repairs elsewhere in the waterways to those areas identified but not otherwise funded.
- 3.3 The dynamics of the waterways and its susceptibility to weather and seasonal influences tend to result in the need to respond quickly with a civil engineering response, especially to the canal.

4 What are the resource implications including non financial resources.

- 4.1 No adverse resource implications. The recommendation will permit the better and most effective use of already assigned resources.

5 Section 151 Officer comments:

- 5.1 As the Funds are capital, they may only be used for schemes that add substantial value and /or life to the asset. Therefore the schemes must cover significant structural enhancement of the canal and not traditional repairs and maintenance. If the works were found to be repairs rather than structural improvements, then the costs would fall on the revenue budget.

6 What are the legal aspects?

7 Monitoring Officer's comments:

- 7.1 So that a full audit trail of capital expenditure is maintained, it is suggested that details of the use of any underspend in approved capital projects, be reported in the regular Capital Budget update reports. It is also suggested that the appropriate local member(s) be informed of any works once the decision has been taken

8 Report details:

- 8.1 There is within the current capital budget an amount of £150,000 for works to the lock gates at the Turf Hotel.
- 8.2 During the preparatory process, our engineering team calculated that by taking advantage of a number of tidal anomalies during the course of the project, we could undertake the works to the outer gates without the need to construct a coffer dam on the seaward side.
- 8.3 The savings to the project cost of taking this approach could be significant and are currently estimated to be in excess of £50,000 but this figure will not be verified until the works are complete.
- 8.4 There is also capital budget approved for next year to repair the outer bank of the canal close to the M5 bridge.
- 8.5 List of currently identified priority works:
- Civil engineering works to prevent breach of the east banks above Topsham Lock
 - Civil engineering works to prevent breach of the east banks above the Turf
 - Renewal of stone work at Topsham Lock
 - Civil engineering works above Topsham Lock Cottage
 - Civil engineering works at the Bridge Road siphon
 - Civil engineering works downstream of Double Locks
 - Civil engineering works at Trenchard's Sluice
 - Rebuild overflow at Double Locks
 - Civil engineering works upstream of Double Locks
 - Renew landing stage at Double Locks
 - Civil engineering works upstream of the bird hide
 - Civil engineering works upstream of Turf
 - Topsham Quay structural repair
 - Civil engineering works at Kings Arms Sluice
 - Repair to structure of both Topsham Lock and Kings Arms bridges

8.6 The above list is not specifically covered within the current capital spending plan and as such requires Executive approval to spend existing capital funds on something closely related but not specifically identified. It is anticipated that approval of the recommendations contained in this report will enable us to group them together in a more cost effective manner and spread the financial load into the bidding period for 2016/17

9 How does the decision contribute to the Council's Corporate Plan?

9.1 Keeping my environment safe. Maintain our property assets and demonstrating a Well Run Council

10 What risks are there and how can they be reduced?

10.1 There is a significant financial risk in us not identifying and managing the risk to the structure of the waterway.

11 What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?

11.1 A breach in the canal will have a significant environmental impact

12 Are there any other options?

We could submit these works to the 2016/17 capital bidding process but this is not recommended because they are considered urgent priorities

Sarah Ward, Assistant Director Public Realm

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

None

Contact for enquires:
Democratic Services (Committees)
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EXETER CITY COUNCIL

REPORT TO: SCRUTINY COMMITTEE ECONOMY AND EXECUTIVE

DATE OF MEETING: 5 MARCH 2015 AND 17 MARCH 2015

REPORT OF: MUSEUMS MANAGER & CULTURAL LEAD

TITLE: PROPOSAL TO ESTABLISH A MUSEUM SHOP AT RAMM

Is this a Key Decision?

No

* One that affects finances over £1m or significantly affects two or more wards. If this is a key decision then the item must be on the appropriate forward plan of key decisions.

Is this an Executive or Council Function?

Council Function

1. What is the report about?

1.1 This report describes a proposal to set up a shop at the Royal Albert Memorial Museum and through its operation generate income which will help support service delivery in the likely scenario of a reducing core budget.

2. Recommendations:

2.1 That Scrutiny Committee - Economy note the 5 year forecast Profit & Loss figures and agree the payback period for the investment requested; and

3.1 That Scrutiny Committee - Economy recommends as a supplementary request the addition of £68,000 to the Capital Programme to enable the fit out and set up of the new shop.

3. Reasons for the recommendation:

- This new income generation initiative will increase the sustainability of the museum service.
- By exploring museum collections and Exeter's history for retail inspiration and product development, it will contribute to the city's unique destination offer.
- A shop at RAMM will enhance the visitor experience, extending dwell time in the museum and the city centre.
- A distinctive offer will make the shop a attraction in itself, driving footfall and encouraging other secondary spend, in for instance the cafe (where the Museum in addition to a fixed rent, receives a percentage of turnover).
- It will also meet customer expectations of leisure attractions extending their visitor experience by offering tangible 'take home' memories.

4. What are the resource implications including non financial resources.

4.1 Significant staff management time will be involved in the development, set up and early operation of the shop. There will be ongoing involvement to ensure a 'good fit' with the

Museum with planned exhibitions and events informing merchandising. Input into continuing product development will also be required to keep the sales offer fresh for repeat visitors which are an important part of RAMM's audience.

5. Section 151 Officer comments:

5.1 The figures have been reviewed by finance and the capital and revenue costs noted along with the projected income figures. If approved the income and expenditure will be added to Museums budgets in future years, which will result in a reduction in the overall cost of the Museum.

6. What are the legal aspects?

6.1 No legal implications.

6.2 Commissioned work and procurement of materials/equipment associated with the shop set up should be in accordance with the Council's standing orders.

7. Monitoring Officer's comments:

7.1 This report raises no issues for the Monitoring Officer.

8. Report details:

Current position:

RAMM's retail activity is currently limited to a small range of items sold from gondolas (free standing display units) in the Garden Entrance Reception area. These are wheeled, which allows them to be moved downstairs to create social or gathering space for receptions, private views and corporate hire. Goods sold include exhibition related books, guides, soft toys, badges, pens, pencils, bags, postcards etc.

Growth of this activity is restricted by the available space and staff time. Retail duties are not part of any one job description role. The Museum receptionist currently deals with purchases although the principal function of their job description is to act as an information point for visitors, ticket sales, first point of call for telephone enquiries etc. Stock selection and management is currently being undertaken by members of the Audience Development Team as an addition to their much wider range of core activities. The lack of staff dedicated to retail development is a critical consideration in growing this area of business, and is referenced later in this report.

RAMM's lack of a specialist museum shop is frequently commented on by visitors. One of our independent visitor research questions (2014) asked visitors about areas for service improvement. Answers highlighted customer expectations that a buying or browsing opportunity forms part of their experience of a leisure/visitor attraction. 50% of respondents said they would be 'quite' or 'very' likely to buy something from a bigger shop. As a factor determining the choice of a visit it may even drive a proportion of decisions.

Background:

At planning and even construction phases a museum shop featured as part of RAMM's development plans for many years. It was during preparations for re-opening that its viability was questioned. This followed investigation into other museums' retailing activities. In summary this showed that:

- Many national museums have very profitable retail trading, based on their very high profile, large visitor throughput, bespoke merchandise and constant flow of foreign tourists.
- In contrast, regional museum shops often struggled with their profitability due to lower numbers, a greater proportion of resident/repeat visits spending less and in the case of local authority run organisations, high overheads, especially staffing. Some museums (including Exeter in the past) had experimented with 'leasing out' the shop but this often resulted in a poor 'tie in' with the Museum, diminishing the visitor experience. This was a particular concern given the City Council's commitment and high level of investment in the RAMM project.
- Shops in independent museums were considered important generators of income but operated on more commercial lines with experienced retail staff.

Using these findings a report was prepared for the Members' Steering Group supporting the development project. Taking into account the set-up costs of establishing a shop and the uncertainty around its potential profitability, Members decided to minimise the Council's exposure to risk by not proceeding with a museum shop, although it was agreed that on opening, RAMM should continue to monitor the situation and revisit the opportunity if appropriate. This has led to this report. Meantime space formerly allocated to the shop was 're-purposed' as the Garden Meeting Room which available for external hire (requiring only cleaning/provision of refreshments), has generated a steady income flow.

Elsewhere visitor 'secondary spend' is still recognised, within the museum sector, as an important potential source of income. Finding ways of encouraging and unlocking this spend has also been explored by other museums. Officers have looked at work recently undertaken by Leeds Museums & Art Galleries (a local authority service) across their range of sites. Working with specialist retail consultants they have completely redeveloped their shops: transforming spaces, stock, staffing and operation from an unprofitable to profitable activity, generating useful income to support their core services.

Key features of the shops:

- Consistency of visitor experience with careful match between the shop and the brand/environment of the museum (settings and collections).
- Development of unique lines, high quality range of goods (only available through these outlets).
- Distinctive range of products (offering choices additional to high street)
- High end as well as 'pocket money' offer (the former offering greater profitability).
- Strong stock selection and management.
- Dedicated sales (rather than customer service) staff to drive business.
- Adopting a commercial focus and operating practice.

Business Plan Development

Arts Council England, Major Partner Museum funding enabled RAMM to engage the same consultants to visit Exeter and museum to make an assessment of its retail potential. Their view, particularly given the city's strength as a retail and visitor destination, was that RAMM had strong potential to develop a shop that both enhanced the visitor experience, drove additional footfall and potentially benefitted other areas of secondary spend such as the cafe.

A Business Plan was commissioned from the retail consultant outlining the necessary key steps required to develop and set up a retail operation at RAMM. These are factored into the financial projections that form part of the Business Plan.

- Location: The space identified for potential new shop is Gallery 5 which has 96.201m² floor space. (Its location is ground floor, Queen Street level, facing visitors as they turn left in the entrance hall). This position in the building would provide the shop with good visibility to visitors leaving and entering the Museum. It is close to the cafe and is a space that can be separately secured when other events are being held at RAMM. Committing this space to a shop will result in a loss of exhibition space, and an area sometimes used for corporate hire but this will be offset by the generation of a strong income stream important to the museum's long term sustainability.
- Shop environment and retail design concept: In installing/fitting out a shop the plan identifies the need for a bespoke retail concept creating a unique retail experience that builds on and complements RAMM's brand. This is important to the consistency of the visitor experience.
- Retail staffing: Crucial to the plan's implementation is the recruitment of an experienced retail manager, with a background in buying. Other dedicated staff with sound retail sales background will also need to be recruited. Based on experience elsewhere, the plan emphasises the importance of avoiding 'dual purposing' staffing with museum teams, as the tension between different types of duty frequently results in a lack of commercial focus and commensurate drop in sales.
- Product offer: Unique ranges will provide the shop with its own retail character distinguishing it from high street competitors and encouraging return purchasers. Creating a bespoke line of products inspired by the museum's architecture, collections or the history of Exeter itself will build on and exploit the commercial potential of the shop's setting in the Museum. The range also needs to have a selection of different gift lines at a variety of price points.
- Marketing and public relations: The business plan includes an allocated sum for profile raising to cover the launch of a shop. The Garden Reception gondolas will be retained to extend retail opportunities and there will be visual 'reminders' introduced into galleries.
- Support costs: Continuing specialist input of the consultant in the development phase of the project is also factored into the business plan.

Timescale: Subject to all the approvals, tapering of existing exhibition commitments, design, installation, recruitment etc it is envisaged the shop will open in September 2015.

Costs

The financial requirements of this proposal will require a supplementary budget request to the capital programme of £68,000. Other expenditure costs will be held within a separate revenue cost centre which will also receive income less profit, enabling clear financial monitoring.

The forecasted sales and business plan has been developed based on two possible scenarios.

The first of these is based on the Average Transaction Value and conversion rate achieved in the first six months for the Leeds Art Gallery shop. This is a conservative forecast based on the following considerations:

- Communicating the new retail offer with a unique offer aimed at developing the destination shopper market and RAMM visitors.

- The recruitment of sales staff with skills to convert footfall through excellent standards and service.
- The conversion rate (visitor numbers divided by sales transactions). 10% is purposefully low and below what might be expected (23-25%), to create a cautious financial projection. For the same reason, the second more optimistic scenario with increasing conversion rates increasing in years 2 and 3 has not been used to outline this proposal.

A small profit is forecast in the first six months (part year) of trading with a significant increase in year 2 and upward trends in subsequent years.

Projected Five Year Direct Profit (after deduction of direct expenses and depreciation)

Year One (half year)	Year Two	Year Three	Year Four	Year Five
£1,320	£39,060	£121,150	£130,600	£145,130

The Profit & Loss forecast shows that return on investment is forecast to be achieved by month 21 of operation.

The set up costs for the shop are set out below.

<u>Description</u>	<u>Capital</u>	<u>Revenue</u>
Shop Fit Out	£68,000	
Staffing Costs (Full year)		£70,000
Retail Training		£1,050
Staff Recruitment		£500
Stock (Full year)		£35,000
Marketing		£3,000
Consultancy Support		£4,000

9. How does the decision contribute to the Council's Corporate Plan?

- 9.1 This proposal is an income generating initiative intended to improve the future sustainability of Museum services.
- 9.2 The Museum contributes to the corporate objective 'Provide great things for me to see and do' as part of the cultural and retail destination offer that attracts visitors to the city centre and the quality of life mix that delivers inward investment.

10. What risks are there and how can they be reduced?

- 10.1 As with all commercial ventures, future profitability is the principal risk. In order to mitigate this risk, external retail advice has been sought drawing on the experience of shops in similar museum settings. A five year profit & loss projection has been produced; setting out all associated outgoings, including overheads, together anticipated income.
- 10.2 The project will be carefully monitored to check how its performance conforms with the expected five year plan. Variance will be examined and action taken to address their cause.

11. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?

11.1 The Museum shop will be within the setting of RAMM so the project itself creates no new impacts on these social issues.

12. Are there any other options?

12.1 In an earlier decision before RAMM reopened in 2011, Members chose not to invest in a Museum shop and this option remains, although it would close down an important avenue enabling the museum to diversify its income and explore use of its assets for commercial development.

Camilla Hampshire, Museums Manager
Richard Ball, Assistant Director Economy

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

None

Contact for enquires:
Democratic Services (Committees)
Room 2.3
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REPORT TO EXECUTIVE COMMITTEE AND COUNCIL

Date of Meeting: 17 MARCH 2015 / 21 APRIL 2015

Report of: Assistant Director Environment

Title: Responses to the consultation relating to the Licensing Act 2003 Statement of Licensing Policy

Is this a Key Decision?

Yes

* One that affects finances over £1m or significantly affects two or more wards. If this is a key decision then the item must be on the appropriate forward plan of key decisions.

Is this an Executive or Council Function?

Council Function

1. What is the report about?

1.1 Exeter City Council's current Statement of Licensing policy was written in 2010 and came into effect in January 2011. There is a legal requirement to review such policy statements every five years. The current policy must be reviewed by 2016, a consultation commenced in September 2014 and concluded on the 12 December 2014. It is the responses to the consultation that is the subject of this report.

2. Recommendations:

2.1 That Executive supports the revised Licensing Act 2003 Statement of Licensing Policy

2.2 That Council formally adopts revised Licensing Act 2003 Statement of Licensing Policy

3. Reasons for the recommendation:

3.1 The Licensing Authority must determine and publish a statement of Licensing Policy in order to determine applications for the grant of new licenses and variations to existing licenses. For this reason the current policy must be adopted as Policy by the Council. The Licensing Authority is under a duty to keep its policy under review and make such revisions as it considers appropriate during each five-year period.

3.2 In order to be sure that the Policy is adopted it will need to be considered by the Executive Committee on the 17 March 2015 and by Council on the 21 April 2015.

4. What are the resource implications including non financial resources.

4.1 The legislative changes and proposed changes to policy do not give rise to any additional resource implications or have any revenue impact.

4.2 There are no reductions, restructuring and/or redundancy implications as the key changes identified in this report do not give rise to any additional resource requirements as changes are to existing processes. However, in delivering the changed requirements there may be some training implications for existing staff.

5. Section 151 Officer comments:

5.1 There are no financial implications to the Council in adopting this revised policy.

6. What are the legal aspects?

- 6.1 Section 5 of the Licensing Act 2003, the Council as Licensing Authority is duty bound to adopt such Statement of Licensing Policy. As with all policies produced by the Council, it is necessary for it to be reasonable and workable in order to avoid any legal challenge by third parties. Failure to adopt a policy in the prescribed timescale may lead to challenges that would be very difficult to defend.

7. Monitoring Officer's comments:

- 7.1 This report raises no issues for the Monitoring Officer.

8. Report details:

- 8.1 Section 5 of the Licensing Act 2003 ("the LA03") formally required that the Licensing Authority had to prepare and publish a statement of its licensing policy ("the Policy") every three years and that changes made to the LA03 by the Police Reform and Social Responsibility Act 2011 in April 2012 extended this period to every five years.
- 8.2 The Statement of Licensing Policy now incorporates the vast majority of the outcomes of the member working groups that took place between October 2013 and March 2014 which were outlined in a report to the Licensing Committee on 23 May 2014.
- 8.3 The proposed Licensing Policy addresses the council's desire to promote a vibrant night time economy with a rich mix of entertainment and activity which is welcoming, clean and safe and that accommodates a wide range of tastes of a diverse population. Officers, the Police and other partnership organisations are concerned with regard to the proliferation of licensed premises concentrated in particular areas and the impact they may have in any given neighbourhood.
- 8.4 Part of the consultation sought whether a review of the Cumulative Impact Policy is needed so that its impact is clearer and more accessible to both applicants and responsible authorities. To address this matter the police have submitted documents that support the continuation of the special policy in the area that has been identified previously.

9. How does the decision contribute to the Council's Corporate Plan?

- 9.1 Formulating a licensing policy that recognises the key outcomes of the Members working groups will contribute to a healthy and safe city, and lend support to a robust, business friendly night-time economy.

10. What risks are there and how can they be reduced?

- 10.1 There are risks that a poorly drafted policy that is neither proportionate nor reasonable, or is inadequately consulted upon, may give rise to legal challenge. These risks have been minimised by ensuring appropriate consultation has taken place.
- 10.2 The responses have been accepted where they add to the policy. Those responses that may give rise to challenge have been rejected primarily because the proposals are not legal. Due regard been given to the reasonableness and proportionality of policy tools.

11. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?

11.1 Formulating a licensing policy that recognises the key aims of the council, responsible authorities and other stakeholders should make a positive impact on creating a vibrant city to live, work and visit.

12. Are there any other options?

12.1 The current policy must be reviewed and an updated policy statement produced by 2016.

Assistant Director Environment

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

The Licensing Act 2003.

The Police Reform and Social Responsibility Act 2011.

SI No. 1129 (C.38) / 2012 *The Police Reform and Social Responsibility Act 2011 (Commencement No. 5) Order 2012.*

Guidance issued under Section 182 of the Licensing Act 2003.

Report to Licensing & Regulatory Committee, 28th May 2012 – *Changes to the Licensing Act 2003.*

Existing Statement of Licensing Policy.

Contact for enquires:

Democratic Services (Committees)

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Licensing Act 2003

Statement of Licensing Policy

April 2015

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1. **INTRODUCTION**

- 1.1 The Home Office statutory guidance issued under section 182 of the Licensing Act 2003 was revised and published in June 2014. This revised guidance sets out the Government's view on the licensing objectives and the aims of the legislation, this document recognises the revised guidance and it has regard to it wherever it is deemed necessary to promote the Licensing Objectives in this Policy.
- 1.2 The Government acknowledges the important role which pubs and other licensed premises play in local communities and supports responsible premises whilst protecting the public and local residents from crime, anti-social behaviour and noise nuisance caused by irresponsible premises. In support of these aims, the Exeter City Council as the Licensing Authority anticipates the co-operation and active engagement of all licence holders and other stakeholders in promoting themselves as well-run premises and pursues a responsible approach to alcohol and entertainment.
- 1.3 The view of the Government is that the licensing authority is best placed to make decisions about licensed opening hours in its area as part of the implementation of its statement of licensing policy. The Licensing Authority supports this view and considers that the risk of disturbance to local residents is greater when licensable activities continue late at night and into the early hours of the morning. For example, the risk of residents' sleep being disturbed by patrons leaving licensed premises is obviously greater at 02.00 than at midnight. Residents have a reasonable expectation that their sleep will not be unduly disturbed between the hours of 23:00 and 07:00.
- 1.4 Exeter is considered to be among the West Country's most vibrant Cities and a leading business services centre. It strives to ensure that it carries out all the services expected of a local authority and in a manner expected of a leading City.
- 1.5 Although the City centre is predominantly a business area, there are significant pockets of residential accommodation. The Licensing Authority takes the view that it is vital that their residential amenity is protected and residents are not subject to unacceptable intrusion into their lifestyles by the activities of licence holders.
- 1.6 The Licensing Authority fully supports the provision of recreational and cultural activities and sees these as being of great benefit to the community. To this end, the Licensing Authority, where appropriate, seeks to encourage the provision of a wide range of public and private recreational art, heritage and cultural facilities activities and events.
- 1.7 The Licensing Authority aims to reconcile all these facets of life in the City to minimise any tensions that may arise between the business, residential and leisure communities. This Policy Statement sets out the framework within which the Licensing Authority will consider the grant and full variations of licences for activities controlled by the Licensing Act 2003.

2 POLICY PRINCIPLES

- 2.1 The Licensing Act 2003 (the Act) focuses on the promotion of four statutory licensing objectives which must be addressed when licensing functions are undertaken. The four licensing objectives are:
- The prevention of crime and disorder
 - The promotion of Public safety
 - The prevention of public nuisance
 - The protection of children from harm
- 2.2 In determining a licence application, the overriding principle adopted by the Licensing Authority will be that each application will be determined on its individual merits. The process adopted for determination will, in all cases, follow that required by Regulations made under the Act.
- 2.3 A proactive and preventative approach is a key aspect of good management at licensed premises. One of the greatest irritations to residents trying to sleep is excessive noise escaping from licensed premises. Noise escape from premises may preclude the grant of a licence or constitute grounds for the review of any licence previously granted. There can be little doubt that a well-managed licensed venue can benefit the local community. However, there is clearly a risk of local residents being disturbed, particularly if the venue is open late at night; because people leaving the premises and noise escape arising from the open doors can be a significant problem in the early hours. Customers may be less inhibited about their behaviour and may be unaware of the noise they are creating.
- 2.4 Public safety is about protecting the safety and the lives of patrons. It is the aim of the Licensing Authority to ensure so far as is reasonable, that anyone visiting a licensed venue in the City can do so in complete safety. Premises will be inspected to ensure that they have been constructed or structurally altered with safety in mind, are well managed and adequately maintained.
- 2.5 The grant or variation of a licence could have a significant impact on the lives or businesses of those living or working in the area around the premises for which a licence is sought. It is only right, therefore, that all those likely to be affected by an application are made aware of it and of the opportunity to make representations.
- 2.6 Any activity involving public entertainment or eating or drinking on the premises has the potential to impact adversely on the surrounding area due to noise, smells, or congestion on the footway. It may also be caused by the customers being noisy on departure or leaving litter. The impact of noise generated by these activities, especially customers departing either on foot or in cars, is particularly intrusive at night when ambient noise levels are much lower.
- 2.7 Much of the City is very sensitive to the impact of licensed activities because it is close to residential areas. The impact of traffic going to and from licensed premises can be considerable. Even where a majority of customers arrive on foot or by public transport, the numbers of people dispersing may be significant
- 2.8 The impact from licensed premises increases considerably in areas where there are concentrations of such venues. The adverse effects from licensed activities are particularly acute in some areas of the City. The Licensing Authority will consider the



effects of licensed premises saturation which may cause a significant negative cumulative impact in such areas. This is dealt with to a degree by the introduction of the Cumulative Impact Zone and the special policy adopted in relation to premises applications in that area of the City.

- 2.9 The Licensing Authority recognises that there are many interlinking strategies introduced for the good management of its area and its night-time economy. Many of these strategies are not directly related to the promotion of the four licensing objectives, but indirectly impact upon them. Co-ordination and integration of such policies, strategies and initiatives are therefore important. The aim of this policy is to minimise disturbance to residents and ease the strain on the very limited transport systems available at this time of the day. It is also designed to prevent the large scale departures of patrons exiting from the numerous outlets in the Cumulative Impact area, whatever the hour, to the detriment of the licensing objectives of preventing public nuisance and crime and disorder. The policy also takes into account any concerns relating to promoting safety and preventing nuisance that may arise from people congregating outside premises and to strike a fair balance between the needs of those wishing to enjoy refreshment in the open air and the need to prevent problems concerning safety and nuisance and finally to allow flexibility for the licence holders to ensure that, where appropriate, licensed premises are suitable for children but to ensure the children are adequately protected.
- 2.10 The prime purpose of this Policy Statement is to achieve the promotion of the licensing objectives. In furtherance of this aim, the Statement lists below particular matters that the Licensing Authority will take into account, such as the precise nature of the activity, especially for the sale or supply of alcohol and the nature and timing of proposed entertainment when considering whether a licensed activity is likely to cause an adverse impact, particularly to local residents.
- 2.11 Levels of noise from licensed premises which may be acceptable at certain times of day may not be acceptable later in the evening or at night when ambient noise levels are much lower.
- 2.12 With any adverse impact it may be possible to take steps to mitigate or prevent the impact and if such measures are reliable, an activity may be licensed. In accordance with Government advice, the decisions taken by the Licensing Authority will obviously be focused on matters within the control of individual licence holders and others granted relevant permissions and the steps they can take to achieve the licensing objectives. Accordingly, these matters will centre on the premises and places being used for licensable activities and the likely impact of those activities on members of the public living, working or engaged in normal activity in the area concerned.
- 2.12 In reaching its decisions, the Licensing Authority acknowledges the difficulty a licence holder has in preventing anti-social behaviour by individuals once they are beyond the direct control of that licence holder. However, it will also take into account that the licensing objective of preventing public nuisance will not be achieved if patrons from licensed premises regularly engage in anti-social activities to the detriment of nearby residents or businesses.
- 2.13 Furthermore, the Licensing Authority will also take into account its responsibility under the Crime and Disorder Act 1998 to do all it can to prevent crime and disorder in the City. The aim of the Policy is, therefore, to achieve a holistic and balanced approach to these difficult issues although it must be realised that there may be circumstances where measures within the control of the applicant are likely to be insufficient to prevent one or more of the licensing objectives being undermined. In



these circumstances it may not be appropriate for a premises licence to be granted or for a licence to be revoked following a review.



3 LEGAL BACKGROUND

- 3.1 The Licensing Act 2003 (the Act) gives the Licensing Authority powers to grant or reject applications for the sale of alcohol, the provision of some forms of entertainment (Regulated Entertainment) or late night refreshment. Conditions designed to ensure the Licensing Objectives are promoted may be attached to licences.
- 3.2 For example, to prevent residents or businesses being disturbed, the Licensing Authority may restrict licensed hours where it can be shown to be appropriate for the promotion of the Licensing Objectives. However, the ability of local authorities to take decisions is limited either by provisions in the Act, Regulations made under the Act or by the guidance from the Home Office.
- 3.3 The Licensing Authority is legally obliged to have regard to the Home Office guidance. The Licensing Authority may deviate from the guidance if it is considered appropriate but would need good reasons to do so. This Policy Statement takes full account of the current Home Office guidance.
- 3.4 In formulating this Policy Statement, the Licensing Authority has had regard to the provisions of the European Convention on Human Rights that everyone has the right to respect for his home and private life and that every person is entitled to the peaceful enjoyment of his possessions. The Human Rights Act 1998 makes it unlawful for a public authority to act in a way that is incompatible with a convention right. Consequently, an aim of this Policy Statement, particularly in relation to the decision-making process of the Licensing Authority, is to ensure that a licensing decision does not breach such a right.
- 3.5 The Equality Act 2010 and prior legislation requires the City to give due regard to the elimination of unlawful discrimination when exercising its public duties, to promote equality between people who share and do not share a particular protected characteristic and to promote good relations between people who share and who do not share a particular characteristic.
- 3.6 The Licensing Authority expects licence holders and applicants for the grant of licenses to be familiar with the contents of relevant codes of practice issued by the government under the Equality Act 2010.
- 3.7 The Licensing Authority has taken account of the provisions of the Crime and Disorder Act 1998. This requires local authorities to have regard to the likely effect of the exercise of their functions on crime and disorder in their area and to do all they can to prevent such crime and disorder.
- 3.8 The Policing and Crime Act 2009 introduced further powers for local authorities regarding the regulation of lap-dancing and other sexual entertainment venues; this is now covered in new legislation with separate and discrete policies in place to address the provisions. This Act also contains provisions on alcohol misuse and imposed new mandatory licensing conditions (see Appendix 3 for all the current mandatory conditions).
- 3.9 The Licensing Authority has taken account of the Police Reform and Social Responsibility Act 2011 and the Live Music Act 2012, which both brought in legislative changes to the Licensing Act 2003. The changes have been reflected in this policy.



- 3.10 The Licensing Act requires that licensing authorities consult with other responsible authorities and representatives of licensees of all types, together with representatives of local residents and businesses. The Licensing Authority will have regard to the views of these persons in the determination of policy following the response to this consultation and its periodic review.

4 SCOPE OF THE POLICY

4.1 The Act relates to the sale of alcohol, the provision of certain entertainment and late night refreshment. Activities that require a licence under the Licensing Act 2003 and covered by this Policy Statement include:

- i) retail sale of alcohol
- ii) supply of hot food or drink from premises from 23.00 to 05.00 hours
- iii) supply of alcohol to club members
- iv) provision of regulated entertainment to the public or club members or with a view to profit unless it is one of the activities defined which no longer require licensing (exempt licensable activities).
 - a) film exhibitions
 - b) performance of a play
 - c) indoor sporting events
 - d) a boxing or wrestling entertainment
 - e) live music performances
 - f) playing of recorded music
 - g) dance performances
 - h) provision of facilities for making music

4.2 The Live Music Act 2012, which came into effect on 1 October 2012, removes the licensing requirements for certain types of live music performances. The exemptions are set out in Appendix -B of this document. There are a number of other activities that are exempt from the licensing requirement, details of which are also set out in Appendix B of this document.

4.3 The scope of the Policy Statement covers new applications, transfers and variations of premises licences and club premises certificates, temporary event notices and renewals where applicable. It covers the sale of alcohol at Community events and ancillary sales; it also includes the policy on the review of premises licences and Club premises certificates which could lead to revocation of that licence.

4.4 In general, a reference in the Policy Statement to a premises licence will include a club premises certificate. This policy Statement will cover the period April 2015 to April 2020 but may be amended if there are significant changes in legislation or if considered appropriate in the light of feedback from local communities.

4.5 To achieve the promotion of the Licensing objectives, the authority will enter into appropriate partnership arrangements, working closely with the Police, Planning, the Fire Authority, Environmental Health, local businesses, community representatives including the ward councillors and local people.



5 PERSONAL LICENCES

- 5.1 The Licensing Authority recognises it has little discretion regarding the granting of personal licences. In general, provided an applicant has a qualification accredited by the Secretary of State or a certified equivalent, and does not have specified relevant convictions; the application is required to be granted.
- 5.2 If an applicant has a relevant conviction, the Police may oppose the application, in which case a hearing will be held. At any hearing the Licensing Authority will consider carefully whether the refusal of the personal licence would be in compliance with the licensing objectives. It will consider the seriousness and relevance of the disclosed conviction(s), the period that has elapsed since the offence(s) were committed and any mitigating circumstances. The Licensing Authority will refuse the application if it is satisfied that granting it would not promote the licensing objectives.
- 5.3 Prevention of crime is both an objective of the Licensing Act 2003 and an important responsibility of the Licensing Authority under the Crime and Disorder Act 1998. A person holding a personal licence should be properly qualified and be able to assist in the reduction of crime. Granting a licence to a known criminal will in many cases undermine rather than promote the crime prevention objective.

6 PREMISES LICENCES AND CLUB PREMISES CERTIFICATES

- 6.1 Applicants for premises licences and club premises certificates are required to produce an operating schedule to accompany their application. In completing the operating schedule, applicants should set out in some detail how they intend to run the premises in order to promote the four licensing objectives. Applicants are expected to have regard to this statement of licensing policy when completing their operating schedules.
- 6.2 The Licensing Authority has produced a Code of Good Practice for Licensed Premises to assist applicants in completing their operating schedules for the promotion of the four licensing objectives. The Code does not form part of the statement of licensing policy but is attached as Appendix I to this document. The Licensing Authority will expect all applicants to have regard to the Code and to make a positive commitment to preventing problems from occurring at their premises.
- 6.3 In order to reduce the number of representations and the cost for all parties in having to attend a hearing, applicants are strongly advised to arrange and attend a pre-application meeting with officers of the Licensing Authority and other responsible authorities where appropriate. This will give the applicant the opportunity to discuss any issues with the licensing officers and if necessary, representatives of the police and environmental health etc. Officers can discuss all aspects of the application and compliance with the Licensing Policy to pre-empt so far as is possible any representations and hearings.
- 6.4 The costs falling on all parties can also be materially reduced if the applicant has early and detailed discussions with local residents. The Licensing Authority is not permitted to accept an amended operating schedule from the applicant where conditions have been agreed between the local residents or responsible authorities and the applicant if this occurs AFTER submission whether or not the agreement is prior to the last date for making representations.
- 6.5 The Licensing Authority therefore anticipates:
- All applications will be accompanied by a covering statement explaining in some detail the nature of the proposed operation. If the application is for a licence variation, the statement must also set out the reasons for the variation and whether there are any proposals to change the nature of the operation at the premises.
 - All applicants will have addressed the licensing objectives to a suitable and sufficient level in their operating schedule which they are required by the Act to prepare; this can be dealt with at the pre-application meeting.
 - All applications to be accompanied by a plan scaled at 1:100 in electronic format or hard copy on no greater than A3 size paper using colour where necessary
 - The operating schedule to have regard to the nature of the area where the premises are situated, the type of premises concerned, the licensable activities to be provided, operational procedures and the needs of the local community. The operating schedule will also address minimising the potential for the building structure to carry sound and vibration through to other adjoining premises.
 - The applicant to demonstrate in the operating schedule that they have taken



appropriate measures to ensure that the premises will be 'good neighbours' and where appropriate demonstrate that consideration has been given to arrangements for the quick, safe and quiet dispersal of customers from their premises.

- Applicants will complete their own detailed risk assessments on their businesses using the Code of Good Practice for licensed premises as a guide
- 6.6 Any proposed changes to the operating schedule, including change of use, to be notified to the Licensing Authority and, depending on the nature of the changes proposed, the Licensing Authority may require a new premises licence application or the submission of an application to vary the existing licence. In particular, the Licensing Authority will expect the applicant to be proposing practical steps to prevent disturbance to local residents. The Licensing Authority will expect the applicant to supply an acoustic report in applicable circumstances confirming that there will be no noise breakout sufficient to cause nuisance short of statutory nuisance from the premises that is likely to cause public nuisance to persons living or working in the area around the licensed premises. Any doubts as to whether such a report is required can be discussed in the pre-application meeting.
- 6.7 Any sound breakout must be addressed in practical ways such as:
- keeping doors and windows closed and providing adequate mechanical ventilation
 - where appropriate providing double door entry to premises with a ventilated lobby, to reduce noise levels generally and during entry and exit of persons to the premises
 - installing soundproofing measures to contain sound and vibration
- 6.8 The Licensing Authority expects that premises intended for the provision of noise generating licensable activities are acoustically controlled, engineered and managed to a degree where the noise from the premises, when compared to the ambient noise level, will not cause undue disturbance. The Licensing Authority recognises specific difficulties associated with other premises structurally linked to would-be licensed premises and the limit of sound insulation performance that can be achieved.
- 6.9 In some circumstances licensed premises with amplified music adjoining, or in very close proximity to, residential properties may not be appropriate. A similar situation can arise in relation to disturbance caused by the dispersal of customers where in some circumstances, large numbers of customers leaving premises late at night or early in the morning is simply not appropriate.
- 6.10 All noise reduction measures; installation of an approved sound limiting device to prevent sound exceeding the appropriate level and any other acoustic attenuation necessary to minimise, if not remove noise breakout, and the level of noise breakout to be approved, shall be by a suitably qualified acoustic consultant after consultation with the appropriate officer at the pre-application meeting.
- 6.11 The Licensing Authority expects the operators of popular venues, which attract queues, to formulate a system to avoid disturbance to residents. This may sometimes be achieved by simply ensuring that the direction of the queue is away from residential accommodation. However, excessive noise and/or disorder will require more rigorous action. It is important that queues formed later in the evening are supervised to keep noise to a minimum. Door supervisors will generally be expected to carry out this role, but they must be given clear instructions as to their duties and



responsibilities which should cover other areas of crime and disorder, for example underage drinking and drugs.

6.12 Any customer control measure must be addressed in practical ways such as:

- i) erecting prominent notices at the exits to premises asking customers to leave quietly and not to slam car doors;
- ii) at appropriate times making loudspeaker announcements to the same effect within the premises;
- iii) instructing door staff to ask customers leaving the premises to leave the area quietly
- iv) reducing the volume of music towards the end of the evening and where appropriate playing quieter, more soothing music as the evening winds down.
- v) in appropriate cases, having door supervisors or a manager patrolling nearby streets to assess for themselves whether there is a problem and how best to deal with it.
- vi) banning from the premises people who regularly leave in a noisy fashion
- vii) increasing outside lighting levels
- viii) instituting a mini cab/taxi booking scheme
- ix) any other steps which may be appropriate to prevent noise, or other nuisance, to neighbours of the licensed premises This will include utilising door supervisors to usher people away from premises toward taxi ranks and taxi booking offices and may include door supervisors from differing premises to work together to ensure the public move away swiftly thus promoting the prevention of nuisance and minimising the risk of crime and disorder.



7 CONSULTATION

- 7.1 It is the policy of the Licensing Authority that it will always endeavour to make all those affected by an application, aware of applications and of the opportunity to make representations. In doing so, every application for a premises licence will be required to be advertised by both the licensing authority via the Councils website and the applicant which will bring the details of the application to the notice of residents and other persons by way of a Notice posted in an appropriate position at the premises. The applicant will also be required to send a copy of the application to the Police, but to ensure all Responsible Authorities receive their copies in a timely manner, the Licensing Authority will undertake to circulate the application to each of them electronically.

Representations must be relevant and not vexatious or frivolous. To be relevant the representation will be accepted if it relates to the likely effect of the grant or full variation of a licence on the promotion of at least one of the objectives. In other words representations should relate to the impact of licensable activities carried on from premises on the licensing objectives. Representations based on vague references to what may arise if the licence is granted will almost certainly not be considered relevant.

8. DETERMINATION OF APPLICATIONS

- 8.1 Where the Licensing Authority's discretion is engaged following relevant representations, any imposed conditions will depend on the individual application and will be imposed where appropriate to meet the licensing objectives. Licence conditions will not be imposed where the Licensing Authority is satisfied that other regulatory regimes provide sufficient protection to the public e.g. health and safety at work and fire safety legislation.
- 8.2 It is the policy of the Licensing Authority that, when considering and applying conditions, such conditions should be clear, appropriate and enforceable. Conditions will be focussed on matters that are within the control of the individual licence holder.
- 8.3 Suggested model conditions have been produced to assist applicants, responsible authorities and other persons when proposing and determining conditions for a premises licence, but all should ensure that the conditions apply specifically to the premises and meet the criteria of clarity, appropriateness and enforceability.
- 8.4 Suggested model conditions are neither exclusive nor exhaustive. They do not restrict applicants, responsible authorities or other persons in proposing additional or alternative conditions. Nor do they restrict the Licensing Authority, when determining contested applications, from imposing any reasonable condition on a licence that it considers appropriate for the promotion of the licensing objectives under the Licensing Act 2003.
- 8.5 A premises licence that contains conditions imposed by the Licensing Authority, or offered by the applicant, shall also be subject to the statutory mandatory licensing conditions (these mandatory conditions applying to all premises licences). See Appendix C for the full list of mandatory conditions.

9. LOCATION OF PREMISES, LICENSING HOURS AND THE PREVENTION OF NUISANCE

- 9.1 The view of the Government is that longer licensing hours should be encouraged in the interests of avoiding a concentration of disturbance and ensuring that nuisance is minimised to local residents. The Government believes that shops and public houses should generally be permitted to sell alcohol during the hours they intend to open. Entertainment providers should be encouraged to provide a range of entertainment during their operating hours and to promote live music, dancing and theatre for the wider cultural benefit of the community.
- 9.2 The Licensing Authority understands the view of the Government, but considers that the risk of disturbance to local residents is greater when licensable activities continue late at night and into the early hours of the morning. For example, the risk of residents' sleep being disturbed by patrons leaving licensed premises is obviously greater at 02.00 than at 23.00. Residents have a reasonable expectation that their sleep will not be unduly disturbed between the hours of Midnight and 07:00.
- 9.3 It is therefore the policy of the Licensing Authority to strike a fair balance between the benefits to a community of a licensed venue, and the risk of disturbance to local residents and workers. Notwithstanding that all applications will be determined on their merits.
- 9.4 In all cases, the granting of a licence will depend on the impact of an activity, particularly on local residents or late night businesses. Consideration will be given to relevant matters including, but not limited to, the level of noise and vibration, litter, people coming and going, queuing and any potential for criminal activity or disorder.
- 9.5 The Licensing Authority notes the nuisance and potential danger to pedestrians and particularly to disabled people and those using access equipment or items such as pushchairs by the obstruction of the highway, which includes the footway, by customers of the licensed premises smoking, drinking and eating on the public highway. Any questions or concerns relating to this element of the policy should be raised at the pre-application meeting.
- 9.6 In relation to operating schedules the Licensing Authority will expect that all operating schedules indicate fully and clearly the steps an applicant is taking to promote the licensing objectives.
- 9.7 Any operating schedule submitted in respect of premises shall include proposed times of operating and details of how the applicant intends to comply with the licensing objectives and in particular, how the outside areas will be managed to prevent noise, smell, or obstruction nuisance to neighbours and the public.
- 9.8 The proposals in the operating schedule should include an assessment of the potential for public nuisance arising from customers smoking, eating and drinking in outdoor areas and on the public highway outside the premises and how this is to be managed with particular reference being made to:
- a) restricting the number of customers permitted in certain outside areas and/or at certain times
 - b) limiting the number of customers permitted on the premises at any one time

- c) not permitting customers who are smoking to take drinks outside with them
 - d) the arrangements in place for the regular removal of used glasses, crockery and cutlery
 - e) locating smoking areas away from residential premises
 - f) using door supervisors and employees to monitor possible public nuisance issues with a ratio not less than 1 door supervisor for every 100 customers or such higher level as agreed at the pre-application meeting.
 - g) providing a form and location of demarcation and or physical barriers acceptable to the Devon and Cornwall Police to be used to mark the boundary of the area outside the premises where customers are allowed to drink
 - h) identifying the steps they intend to take to educate their customers and prevent public nuisance arising from litter and prevent the use of alleyways, street corners, and open pavements in the area around their premises as urinals
 - i) how they will work with other licence holders and their door supervisors in the area to combat nuisance caused by night time visitors creating noise and urinating in the alleyways, street corners and open pavements in the area around the premises
 - j) with regard to the licensing objective of public safety, the issue of capacity should be addressed in the fire risk assessment for the premises use. This does not mean that every premises must have a capacity figure. However there should be evidence that the Licence holder or other responsible person has considered the number of persons who can be safely evacuated through the available exits.
- 9.9 Where applicable, capacity should normally be inclusive of staff and performers and Management should be able to demonstrate a realistic method of controlling capacity
- 9.10 In order to promote the licensing objective of public safety, the issue of the use of candles, pyrotechnics and/or fireworks should be addressed at the pre-application meeting with the Devon and Somerset Fire and Rescue Service (DSFRS). The Licensing Authority requires all measures identified and recommended by the DSFRS to be adopted and implemented at all times, so as to reduce or remove the risk of danger to public safety.

10 **CONSIDERATION OF THE IMPACT OF LICENSED ACTIVITIES**

10.1 When considering whether any licensed activity should be permitted after its discretion has been engaged e.g. following representations, the Licensing Authority will assess the likelihood of that activity causing unacceptable adverse impact, particularly on local residents and businesses, by considering the following factors amongst other relevant matters:

- The type of use;
- the proposed hours of operation;
- the means of access and egress to the premises by patrons;
- the measures that are proposed to avoid nuisance being caused to residents and businesses in particular from outside smoking, drinking and eating in terms of noise, obstruction of the highway and anti-social behaviour.

10.2 When considering any application **for review** of premises already licensed, the Licensing Authority may take into account evidence of the following:

- a) Evidence of past demonstrable adverse impact from the activity especially on local residents and businesses
- b) any appropriate measures which have been agreed and put into effect by the applicant to mitigate any adverse impact
- c) adoption of and implementation of the Licensing Authority's Code of Good Practice for Licensed Premises



11 SATURATION AND CUMULATIVE IMPACT

- 11.1 In determining an application, the authority will take into account, in the interests of the prevention of crime and disorder, public safety and the avoidance of nuisance, any representations relating to the negative cumulative impact that the existence of a saturation of premises in one area may have. A saturation of licensed premises can attract customers to the area that has an impact on the surrounding area beyond the control of individual licence holders. The Licensing Authority will take this into account whenever it receives representations about cumulative impact on the licensing objectives if warranted within the specific area identified in the Cumulative Impact area as attached at Appendix F.
- 11.2 The cumulative impact area has been in place following police representations in 2006. The policy (and appropriate area) has not been considered in the intervening period and so will be reviewed as to whether it is appropriate to retain it as originally approved or modified in some way depending on the evidence provided in response to this consultation. In addition, the effect of concentrations of late night refreshment premises will be examined.
- 11.3 For the sake of clarity cumulative impact currently only applies to selling alcohol but if modified, may also apply to food outlets and take away premises as the congregation of people at these premises adds significantly to the potential for public nuisance and crime and disorder.



12 VARIABLE CLOSING TIMES

- 12.1 When the current licensing regime passed to local government in 2005, one of the aims was to prevent concentrations of patrons exiting the premises at 23:00 as happened under the inflexible licensing hours of the previous liquor licensing arrangements. The Government abolished fixed licensing hours in favour of hours suitable for individual premises.
- 12.2 In areas containing a number of licensed premises, the policy of the Licensing Authority will be to encourage licensees to vary their closing times so that patrons leave for natural reasons over a longer period. Additionally to ensure that the prevention of nuisance is promoted throughout the identified area premises will be expected to cease the sale of alcohol at 02:30 and premises close at 03:00.
- 12.3 For the sake of clarity cumulative impact not only applies to premises selling alcohol but also to food outlets and take away premises as the congregating of people at these premises add significantly to the potential for public nuisance and crime and disorder. To ensure the prevention of nuisance and minimising of crime and disorder all premises that sell food to customers seated at tables (other than bona fide restaurants) will be encouraged to close their premises to customers by 02:30 on any day. Notwithstanding this policy, each application will be determined on its merits and if good reasons are put forward by the applicant the Licensing Authority may exercise its discretion to depart from the policy.



13 TABLES AND CHAIRS OUTSIDE PREMISES

- 13.1 The provision of tables and chairs outside premises, either on the highway or on private land, can enhance the attractiveness of the venue. It can have the benefit of encouraging a continental style café culture. However, late at night these same tables and chairs can contribute to noise problems. This is because they can encourage patrons and passers-by to loiter rather than disperse.
- 13.2 The Licensing Authority may determine hours of operation for pavement cafés and would encourage any application for pavement café licenses to consider a 23:30 closing time. Applications with times later than this will be accepted but may draw representations resulting in additional measures on the applicant, for example by setting additional conditions where appropriate to meet the licensing objectives, taking into consideration crime and disorder, noise nuisance, public safety and local residents' amenities and would wish to see details of the proposed operation in the operating schedule prior to application. This matter could be fully addressed at the pre-application meeting to minimise any risk of representations and subsequent hearings.



14 **SMOKING**

- 14.1 Legislation in relation to smoking in enclosed spaces came into force on 1 July 2007. From that date it became illegal to smoke or to fail to prevent smoking in a smoke-free place.
- 14.2 The Licensing Authority may take into consideration the possible effect of people leaving licensed premises to smoke when determining licence applications. This relates to safety of patrons and passers-by and also nuisance from noise or litter. In this regard leaving premises also includes standing on the street or curtilage of premises in order to smoke.

15 SEXUAL ENTERTAINMENT VENUES

- 15.1 The Licensing Authority has a separate policy for applications for Sexual Entertainment Venues and applicants for licenses permitting that activity should refer to that policy for guidance.

16 OTHER CONTROLS

16.1 The Government's view is that Statements of Licensing Policy should indicate other mechanisms that are available for addressing issues of customers behaving badly away from licensed premises such as:

- planning controls
- positive measures to create a safe and clean City centre environment in partnerships with local businesses, transport operators and other local authority departments
- the provisions of CCTV surveillance in town centres, ample taxis and sufficient and suitably placed taxi ranks, provision of public conveniences open late at night, street cleaning and litter patrols
- powers of local authorities to designate parts of the local authority area as places where alcohol may not be consumed publicly
- Police and local authority enforcement of the general law concerning disorder and antisocial behaviour, including the issue of fixed penalty notices
- the prosecution of any personal licence holder or member of staff at premises found to be selling alcohol to people who are drunk
- the confiscation of alcohol from adults and children in designated areas
- Police powers to close down instantly for up to 24 hours any licensed premises or temporary event on the grounds of disorder, the likelihood of disorder or excessive noise emanating from the premises causing a nuisance.
- the power of the Police, other responsible authorities or other person or business to seek a review of the licence or certificate in question. See Appendix 4 for contact details of the responsible authorities.



17 PROTECTION OF CHILDREN FROM HARM

17.1 The protection of children from harm is an important licensing objective. Nevertheless, the Licensing Authority will not normally impose conditions requiring or prohibiting the admission of children to any premises, believing this should remain a matter of discretion for the licence holder and takes account of the view of Government that the use of licensed premises by children should be encouraged. However, it will, when its discretion is engaged and appropriate, impose conditions designed to protect children.

17.2 The Licensing Authority will ensure strong measures are in place to protect children from harm. Examples of premises where the introduction of additional controls are likely to be appropriate are:

- i) where entertainment or services of an adult or sexual nature are commonly provided
- ii) where there have been convictions of members of the current staff at the premises for serving alcohol to minors or with a reputation for underage drinking
- iii) where there is a known association with drug taking or dealing
- iv) where there is a strong element of gambling on the premises (but not, for example, the simple presence of a small number of cash prize gaming machines)
- v) where the supply of alcohol for consumption on the premises is the exclusive or primary purpose of the services provided at the premises and no measure have been included in the operating schedule.

While in some circumstances it may be appropriate to impose a complete prohibition, the Licensing Authority will in other situations consider imposing requirements such as:

- i) limitations on the hours when children may be present
- ii) limitations or the exclusion of the presence of children under certain ages when particular specified activities are taking place
- iii) limitations on the parts of premises to which children might be given access
- iv) age limitations (e.g. no person under 18)
- v) requirements for accompanying adults (including for example, a combination of requirements which provide that children under a particular age must be accompanied by an adult)
- vi) full exclusion of those people under 18 from the premises when any licensable activities are taking place

17.3 Where the exhibition of films is permitted, the authority will expect the age restrictions of the British Board of Film Classification (BBFC) or the Licensing Authority in respect of the films to be exhibited to be complied with.

17.4 In relation to specialist Film Festivals where it is desired to show films not classified by the BBFC, the Licensing Authority will classify the films concerned. Adequate



notice will need to be given by the Festival organiser if Licensing Authority classification is required. To achieve consistency and the protection of children, the Licensing Authority will use the guidelines published by the BBFC. In addition, the Licensing Authority will use its other statutory functions to ensure the protection of children from harm with particular emphasis on the sale of alcohol to underage persons.



18 **DRUGS**

- 18.1 Recent surveys indicate a general increase in the use of illegal and “legal high” drugs, involving a wider range of substances. This is particularly true of what are often referred to as ‘recreational drugs’. The misuse of such drugs holds grave dangers and has led to fatalities. Other factors may have contributed to these deaths, such as a lack of drinking water, excessive drinking of water, an overly hot environment with inadequate ventilation, or a lack of adequate information about drugs.
- 18.2 The Licensing Authority expects licensees of venues to take all reasonable steps to prevent the entry of drugs into premises under their control, to take appropriate steps to prevent drugs changing hands within the premises and to take practical measures to prevent tragedies as a result of drug misuse by way of management and design of the premises.
- 18.3 In particular, the Licensing Authority will expect licensees of such venues to be familiar with the contents of Chapter 4 (drug awareness) of the BIIAB Level 2 National Certificate for Entertainment Licensees and to be following the recommendations of that handbook. The Licensing Authority will also expect licensees to be following the recommendations of the book ‘Safer Clubbing’ issued by the London Drug Policy Forum and endorsed by the Home Office. Copies of this can be downloaded from http://www.csdp.org/research/safer_clubbing_txt.pdf.
- 18.4 Failure to follow these recommendations, and those set out in the attached Code of Good Practice for Licensed Premises, on a voluntary basis, could lead to the licence being reviewed with the possibility of revocation. In appropriate cases the Licensing Authority will consider imposing the recommendations detailed in these publications by way of licence conditions.

19 OTHER INTEGRATION STRATEGIES

- 19.1 The Licensing Authority will continue to work with its partners and other agencies and organisations which impact on the licensing Authorities licensing responsibilities. In particular, the Licensing Authority commends initiatives such as 'Best Bar None, Purple Flag or equivalent accreditation schemes relating to the responsible promotion of City venues as welcoming to all.

20 **ENFORCEMENT**

- 20.1 Where necessary, enforcement action will be taken in accordance with the principles of good enforcement, as set out in the Regulators' Compliance Code, which promote consistency of enforcement throughout the country. Action taken will meet the requirements of Exeter City Councils Enforcement Policy. In particular, enforcement action will have regard to the fundamental principles recommended by the Better Regulation Task Force for good enforcement. These are;
- Risk assessment – i.e. focusing on activities that give rise to the most serious risks or where hazards are least well controlled
 - Consistency – i.e. similar approaches in similar circumstances to achieve similar ends
 - Transparency – i.e. helping licensees to understand what is expected and distinguishing between statutory requirements and guidance
 - Proportionality – i.e. action taken should be proportional to the risk presented.
- 20.2 The Licensing Authority will establish protocols with the Police and other Authorities on enforcement issues to avoid duplication and to provide for the most efficient deployment of authorised officers and constables in respect of inspection of licensed premises and the enforcement of licensing law.
- 20.3 The policy of the Licensing Authority will always be a light touch inspection regime for well-managed and maintained premises, with a targeted and graduated inspection and enforcement regime for problem and high-risk premises.

21 DISCHARGE OF FUNCTIONS

- 21.1 The Act provides that the functions of the licensing authority (including its determinations) are to be taken or carried out by its Licensing Committee (except those relating to the making of a statement of licensing policy or where another of its committees has the matter referred to it).
- 21.2 The Licensing Committee may delegate these functions to sub-committees or, in appropriate cases, to officers working for or supporting the licensing authority. Where licensing functions are not automatically transferred to licensing committees, the functions must be carried out by the licensing authority as a whole and not by its executive. See the table at appendix 5 for the scheme of delegation in respect of licensing matters.



Appendix A

Pool of Conditions

APPENDIX A– POOL OF CONDITIONS:

Prevention of Crime and Disorder

- CD1 The Licensee, that is the person named on the premises licence [The licence] issued, or a person nominated by him in writing, shall ensure that at all times when the premises are open for any licensable activity, there are sufficient competent staff on duty at the premises for the purpose of fulfilling the terms and conditions of the licence and for preventing crime and disorder.
- CD2 The premises shall install and maintain a comprehensive CCTV system as per the minimum requirements of the Devon and Cornwall Police. All entry and exit points will be covered enabling facial identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Viewing of recordings shall be made available immediately upon the request of Police or authorised officer throughout the preceding 31 day period.
- CD3 All persons entering or re-entering the premises shall be searched by an SIA trained member of staff and monitored by the premises CCTV system.
- CD4 All staff engaged outside the entrance to the premises, or supervising or controlling queues, shall wear high visibility jackets or vests.
- CD5 Customers shall not enter or leave the premises from / by (*insert specific entrances or exits*), except in the event of an emergency.
- CD6 There shall be provided at the premises radio communication equipment to be operated in conjunction and in liaison with the Devon and Cornwall Police [The police].
- CD 7 Any radio communication equipment provided under the condition above shall:
- Be capable of sending and receiving message to and from the police and other licensees, designated premises supervisors, door supervisors and / or managers incorporated into any mutually beneficial scheme operating in the area;
 - Be maintained in good working order at all times when the premises are being used for licensable activities;
 - Be activated, made available to, and monitored by the licensee at all times when the premises are being used for licensable activities.
- CD 8 The licensee or person nominated in writing having responsibility for monitoring the radio communication system shall comply with any instruction or direction received through the system from the police.
- CD 9 The licensee shall use the radio communication system to notify and report any incident of crime and disorder to the police as soon as is reasonably practicable



in accordance with agreed protocols.

- CD10 The licensee shall ensure that either at all times the premises are open for licensable activities there are employed on the premises *either* an appropriate number of door supervisors or x number of door supervisors; OR
- CD 10a The Licensee shall ensure that between TIME 1 and TIME 2 on specified DAYS when the premises are open for licensable activities there are employed on the premises *either* an appropriate number of door supervisors or x number of door supervisors.
- CD 11 Door supervisors shall be stationed in such numbers and in such positions to ensure the promotion of the licensing objectives.
- CD12 All door supervisors shall wear distinctive clothing to enable them to be clearly identified as door supervisors. Front of house door supervisors shall wear high visibility clothing such as waistcoat or jacket.
- CD 13 The licensee shall ensure that where physical searching of patrons is to be undertaken, there is sufficient number of appropriately trained staff to carry out such searches regardless of whether patrons are male or female. (*This means that licensees will have to ensure that door supervisors have been properly trained to search patrons of either sex or if searching is to be carried out by door supervisors of the same sex as the patrons, that there are sufficient door supervisors of both sexes on duty*)
- CD 14 Door Supervisors shall be provided with two way radio systems capable of ensuring continuous communication between each other at all times when the premises are open for licensable activities.
- CD 15 Door supervisors will wear clothing of the same style and colour which will ensure that they are clearly identifiable and distinguishable having regard to the events and activities at the licensed premises.
- CD 16 The licensee shall ensure that on each day or part of a day that door supervisors are engaged for duty at the premises, their names and licence numbers are recorded in an appropriate book kept at the premises. Additionally the time the door supervisor named began their duties and the time they completed their duties on each shift shall be recorded. This book will be made available for inspection by the police at all times when the premises are being used for licensable activities.
- CD 17 The licensee will keep an incident book for the recording of any incident on the premises or involving premises staff (including Door staff). The incident book will be made available for inspection by the police at all times when the premises are being used for licensable activities. The incident book will be maintained in a legible form for a minimum of 12 months.
- CD 18 Glass bottles shall not be left in the possession of patrons after service and following discharge of the contents into an appropriate drinking vessel. Glass bottles containing wine may be sold to patrons consuming a meal and who are seated in an area set aside exclusively for taking table meals.
- CD 19 No person carrying open or sealed glass bottles shall be admitted to the premises at any time the premises are open for licensable activities.



- CD 20 One pint and half pint glasses in which drinks are served shall be of strengthened glass material alternatively drinks may be served in non-glass vessels such as plastic or polystyrene. (*Note: Weights and measures legislation requires the use of "stamped" glasses where meter measuring equipment is not used*)
- CD 21 No glass bottles or drinking vessels shall be permitted in the area[s] specified on the plan provided.
- CD 22 No patrons shall be allowed to leave the premises while in the possession of any drinking vessel or glass container whether empty or containing any beverage.
- CD 23 There shall be no alcoholic drinks sold or supplied for consumption off the premises.
- CD 24 There shall be no off sales of alcohol on any day when football is taking place at St. James Park.
- CD 25 The maximum number of persons permitted on the premises at any one time shall not exceed ()
- CD26 The licensee shall ensure there are effective management systems in place to enable them to know how patrons are on the premises when open for licensable activities.
- CD 27 Seating for no less than X patrons will be provided at all times when the premises are open for licensable activity.
- CD 28 Seating must be provided for all patrons and alcohol shall only be served to those customers who will be seated at tables once served.
- CD 29 Seating must be provided for all patrons and alcohol served to them when seated by waiter or waitress service only.
- CD 30 The licensee will ensure that all staff are suitably trained to seek proof of age from any patron who is or appears to be under the age of [18-21-25-] Proof of age will be proof of age card with PASS logo or. either a passport or photographic driving licence
- CD 31 The licensee shall not sell or supply alcohol in such a way that will enable, or is intended to enable persons to drink unlimited quantities of alcohol on receipt of a single payment or a payment arrangement which is not related to the quantity of alcohol supplied
- CD 32 The licensee shall ensure that, where appropriate, a CCTV system compliant with the Surveillance Code of practice issued by the Home Office in June 2013 regarding the installation and use of CCTV is provided at the premises.
- CD 33 Any CCTV system identified as appropriate for the premises shall be installed operated and maintained to the satisfaction of the police.
- CD 34 CCTV shall cover all areas of the premises where licensable activities take place and at the entrances and egress points of the premises

- CD 35 All recordings made on the CCTV system shall be retained for a period not less than 30 days and will be made available to the police on request.
- CD 36 The maximum number of people on the premises at any time shall not exceed ?
- CD 37 The maximum number of persons in each of the [specified] areas shall not exceed? and at no time will the total number of persons on the premises as a whole exceed?
- CD 38 The licensee shall ensure that at all times when the premises are open for licensable activities a member of staff shall be present who is capable of operating a CCTV system and downloading images at the request of the police.
- CD 39 The licensee will ensure that all staff are suitably trained to seek proof of age from any patron who is or appears to be under the age of [18-21-25-] Proof of age will be either a proof of age card with PASS logo passport or photographic driving licence. NB Exemption contained within S150 (4) may apply.
- CD 40 A suitably worded sign of sufficient size and clarity shall be displayed at the point of entry advising customers that they may be asked for proof of evidence of their age.
- CD 41 The licensee shall ensure that all training and other related checks carried out in relation to age verification applicable to the sale of alcohol shall be documented and made available to the police on request.
- CD 42 The licensee will ensure that the Designated Premises Supervisor or other person nominated in writing shall take part in campaigns promoted or on behalf of the Crime and Disorder Partnership, Pubwatch or similar scheme
- CD 43 The licensee will ensure that the premises operate a refusals and incident book which will be kept fully up to date. The book[s] will be made available for inspection at the request of the police.
- CD 44 The licensee shall ensure that an electronic age restricted prompt system on all electronic point of sale cash registers (EPOS) is in place and that the EPOS is programmed to ensure that no sale of alcohol takes place outside the licensable hours.
- CD45 The licensee shall ensure that all staff are familiar with the issue of proxy sales and shall ensure that all reasonable steps are taken to prevent adults purchasing alcohol for underage persons from the licensed premises.
- CD 46 The licensee shall ensure that no sales of alcohol are made direct to customers calling into the licensed premises where the alcohol is stored.
- CD 47 The licensee shall ensure that no alcohol is sold from a delivery vehicle that is or is attempted to be flagged down in the street.
- CD 48 The licensee shall ensure that all sales staff/delivery drivers are over 18 and not have any relevant convictions under the Licensing Act 2003.

- CD 49 The licensee shall ensure that a record of all order details is kept available for inspection by the police at any reasonable time.
- CD 50 The licensee shall ensure that a delivery driver carries with them at all times when working under the provisions of a premises licence, details of the sales order which will include full name of person ordering; the full delivery address, a telephone number for the premises and detail of the order.
- CD 51 The licensee shall ensure that a refusals book is kept in the delivery vehicle and maintained to record all refusals of sales. Details will be recorded as to the person refused, the reason for the refusal and the time date and signature of the person refusing the sale.
- CD 52 The licensee shall ensure that all delivery vehicles are fitted with cameras which will, where reasonably practicable monitor deliveries. All such recordings to be maintained for a minimum of 30 days and will be made available to the police on request.
- CD 53 The licensee shall regularly review the recordings made to ensure procedures relating to underage sales are being followed and alcohol is not being made available to underage persons.
- CD54 An incident log shall be kept at the premises, and made available on request to an authorised officer of the City Council or the Police, which will record the following: (a) all crimes reported to the venue (b) all ejections of patrons (c) any complaints received concerning crime and disorder (d) any incidents of disorder (e) all seizures of drugs or offensive weapons (f) any faults in the CCTV system or searching equipment or scanning equipment (g) any refusal of the sale of alcohol (h) any visit by a relevant authority or emergency service.

ENSURING PUBLIC SAFETY

- PS 1 The licensee shall ensure that adequate arrangements are made to ensure the safe evacuation of disabled persons from the premises in the event of an emergency. Employees will be made aware of the evacuation plan and disabled persons shall be made aware of the arrangements in place to ensure their safe evacuation. These arrangements shall be brought to the attention of customers by way of clear and legible signage.
- PS 2 The nosing to treads on staircases shall be properly maintained and conspicuous.
- PS3 The edges of the treads of steps and stairways shall be maintained so as to be conspicuous.
- PS 4 Any wall hangings, curtains and or temporary decorations shall be maintained in a flame retardant condition.
- PS 5 Curtains wall hangings and /or temporary decorations must be arranged so as not to obstruct exits safety signs or fire fighting equipment.
- PS 6 The Licensee shall ensure that employees are aware of the number of people on the premises at any time and provide this information to the police, fire officer or other authorised person on request.
- PS7 Any special effects or mechanical installations shall be arranged and stored so as to minimise any risk to the safety of those using the premises. The following special effects will only be used following 10 days prior notice being given to the Licensing Authority where consent has not previously been given. • dry ice and cryogenic fog • smoke machines and fog generators • pyrotechnics including fireworks • firearms
- PS8 No person shall give at the premises any exhibition, demonstration or performance of hypnotism, mesmerism or any similar act or process which produces or is intended to produce in any other person any form of induced sleep or trance in which susceptibility of the mind of that person to suggestion or direction is increased or intended to be increased. NOTE: (1) This rule does not apply to authorised exhibitions given under the provisions of Section 2(1A) and 5 of the Hypnotism Act 1952.
- PS9 The premises licence holder shall ensure that any patrons drinking and/or smoking outside the premises do so in an orderly manner and are supervised by staff so as to ensure that there is no obstruction of the public highway.
- PS10 The approved arrangements at the premises, including means of escape provisions, emergency warning equipment, the electrical installation and mechanical equipment, shall at all material times be maintained in good condition and full working order.
- PS11 The means of escape provided for the premises shall be maintained unobstructed, free of trip hazards, be immediately available and clearly identified in accordance with the plans provided. All emergency exit doors shall be available at all material times without the use of a key, code, card or similar means.

- PS12 All emergency doors shall be maintained effectively self closing and not held open other than by an approved device.
- PS14 Curtains and hangings shall be arranged so as not to obstruct emergency safety signs or emergency equipment
- PS15 All fabrics, curtains, drapes and similar features including materials used in finishing and furnishing shall be either non-combustible or be durably or inherently flame-retarded fabric. Any fabrics used in escape routes (other than foyers), entertainment areas or function rooms, shall be non-combustible.
- PS16 The certificates listed below shall be submitted to the Licensing Authority upon written request.
- a. Any permanent or temporary emergency lighting battery or system
 - b. Any permanent or temporary electrical installation
 - c. Any permanent or temporary emergency warning system

PREVENTING PUBLIC NUISANCE

- PN 1 Noise arising from regulated entertainment shall not be audible outside of the premises.
- PN 2 A suitable noise limiting device shall be installed operated and maintained to the satisfaction of the Local Authority Environmental Health Officer. The device shall be operated as agreed in writing with the Environmental Health Officer thereafter. There shall be no amplified music or sound played within the premises unless routed through the agreed noise limiting device.
- PN 3 External doors shall be fitted with self closing devices and shall not be propped or held open except for the immediate access / egress of persons.
- PN4 No external mechanical plant, or external venting mechanical plant shall be operated unless the design siting and maintenance of the equipment has been agreed with the Local Authority Environmental Health Officer prior to any installation taking place. The system shall be installed maintained and operated as agreed thereafter.
- PN 5 Lobby doors must be kept closed except for access and egress. Door Supervisors shall ensure that as far as is possible the lobby doors are kept closed when licensable activities are taking place.
- PN 6 External lighting must be positioned so as not to cause nuisance to occupants of neighbouring properties..
- PN 7 Suitable ventilation and/or extraction systems shall be provided to eliminate noxious odours. The siting of extraction systems and flues shall be agreed with the Local Authority Environmental Health Officer prior to any installation taking place.
- PN 8 The Licensee shall ensure that a waste disposal agreement with a licensed waste disposal contractor is in place and evidence of that agreement produced on request of an authorised officer.
- PN 9 No glass or bottles shall be deposited in any skip, bin or other container located outside the premises between the hours of 22:00 and 08:00 on any night.
- PN 10 No skip bin or other container that contains glass or bottles shall be removed from the premises between 22:00 and 08:00 on any night.
- PN 12 There shall be no deliveries to, or collections from the premises between 22:00 and 07:00 on any night
- PN 13 Clear and legible notices, displayed at all egress points shall request that patrons leave the premises quietly and have regard to the local residents.
- PN 14 The licensee shall ensure that door supervisors monitor the activities of patrons leaving the premises reminding them to have regard to local residents.
- PN15 There shall be a personal licence holder on duty on the premises at all times when the premises are open to the public and authorised to sell alcohol.



- PN16 No drinks shall be served in glass containers at any time.
- PN17 A minimum of (X) SIA licensed door supervisors shall be on duty at the premises at all times whilst it is open for business.
- PN18 At least (?) SIA licensed door supervisors shall be on duty at the entrance of the premises at all times whilst it is open for business.
- PN19 No patrons shall be admitted or re-admitted to the premises after (21.00) unless they have passed through a metal detecting search arch (substitute wand if appropriate) and, if the search arch (wand) is activated or at the discretion of staff, then physically searched, which will include a 'pat down search' and a full bag search.
- PN 20 No noise shall emanate from the premises or vibration be transmitted through the structure of the premises which gives rise to a nuisance.
- PN21 There shall be no regulated entertainment [in the lobby or] outside the premises [during the hours between x and y on any night]
- PN22 There shall be no music or amplification of sound outside the premises building
- PN23 Loudspeakers shall not be located in the entrance lobby or outside the premises building.
- PN24 All windows and external doors shall be kept closed after (21:00) hours, or at any time when regulated entertainment takes place, except for the immediate access and egress of persons.
- PN25 All (or specified) windows shall be fitted with secondary glazing as agreed with the Local Authority Environmental Health Officer.
- PN 26 A scheme of sound insulation shall be agreed in writing with the Environmental Health Officer. All agreed works shall be implemented in full. No changes shall be made to the premises that may affect the sound insulation of the building unless agreed in advance and in writing with the Environmental Health officer.
- PN27 There shall be no admittance or re-admittance to the premises after (23.00).
- PN28 There shall be no sales of alcohol for consumption off the premises after (23.00).
- PN29 All sales of alcohol for consumption off the premises shall be in sealed containers only, and shall not be consumed on the premises.
- PN30 Alcohol consumed outside the premises building shall only be consumed by patrons seated at tables.
- PN 31 All tables and chairs shall be removed from the outside area by (23.00) each day.

- PN 32 The (specified part of the) outside area shall not be used between the hours of x and y on any night.
- PN33 Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and businesses and leave the area quietly.
- PN34 Patrons permitted to temporarily leave and then re-enter the premises, e.g. to smoke, shall be limited to (15) persons at any one time.
- PN35 Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly.
- PN 36 Noise levels emanating from the premises [between x and y hours] and measured at (specified location) shall not exceed [specify level]dB when measured as a [insert metric eg 5 minute LAmax]
- PN37 A direct telephone number for the Licence holder or nominated person at the premises shall be publicly available at all times the premises is open. This telephone number is to be made available to residents and businesses in the vicinity.

PROTECTION OF CHILDREN FROM HARM

- PC 1 Where the public are admitted to licensed premises not serving alcohol for consumption on or off the premises children under the age of 12 years old who are not accompanied by an adult shall not be admitted after (21:00) hours.
- PC 2 No person under 18 years old may be admitted to any adult entertainment. Adult entertainment means entertainment that includes foul or abusive language, portrayal of simulated or actual sexual acts or gratuitous violence.
- PC 3 Proof of age must be verified before admission to the premises. Proof of age will be either proof of age card with PASS logo a Driving Licence or a passport
- PC 4 The licensee shall ensure that a refusals registers is maintained to include details of all alcohol sales refused and the reason for the refusal. This register to be made available to the police or other authorised offer on request.
- PC 5 A till prompt shall be installed on any / all electronic point of sales equipment (EPOS tills) requiring an age challenge when a sale is about to be made.
- PC 6 The licensee shall ensure that new staff supervisors and managers receive induction training in the legality and procedure of alcohol sales prior to the undertaking, or supervision of alcohol sales.
- PC 7 A Challenge 21 or Challenge 25 proof of age scheme shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport or proof of age card with the PASS Hologram
- PC 8 A record shall be kept detailing all refused sales of alcohol. The record should include the date and time of the refused sale and the name of the member of staff who refused the sale. The record shall be available for inspection at the premises by the police or an authorised officer of the Licensing Authority at all times whilst the premises are open.



NUISANCE PRECAUTIONS

- N 1 The performance of live music will be limited to a maximum duration of XX hours inclusive of breaks.
- N 2 The licensee shall ensure that during the final 30 minutes of trading appropriate announcements are made reminding the patrons of the need to leave quickly and quietly.
- N 3 All entrances shall be provided with lobbies, doors shall be fitted with automatic closers and shall be maintained in good working order.
- N 4 The performance of live music shall be restricted to xx number of session[s] per week.
- N 5 No speakers used for amplification of music shall be placed on the outside of the premises or any part of a building after 23:00 hours.
- N 6 The consumption of alcohol on the premises shall cease at (*insert hour*).
- N 7 In relation to the (*specified function room*) there shall be no admission after (**midnight**) other than to (1) residents of the hotel and their bona fide guests, or (2) persons attending a pre-booked function.
- N 8 All functions in the (*specified function room*) shall be pre-booked or ticketed events
- N 9 With the exception of residents and their bona fide guests, no alcohol shall be consumed more than (**30**) minutes after the permitted hour for the supply of alcohol
- N 10 All external emergency exit doors shall be fitted with sensor alarms and visible indicators to alert staff when the doors have been opened.

GENERAL CONDITIONS

- G 1 The licensee shall ensure that any outside areas included in the licence is effectively controlled ensuring that any impact is minimised so as not to cause nuisance.
- G 2 The handling of kegs and / or bottle disposal shall not take place between the hours of x and y.
- G 3 The delivery of goods shall not take place between the hours of x and y.
- G 4 The licensee shall ensure adequate supervision of any queue which forms to gain entry to the premises.
- G 5 The Licensee shall ensure that suitable and sufficient signage is conspicuously displayed advising that any person causing nuisance or disorder in a queue will be refused admission to the premises.
- G 6 Suitable signage shall be displayed requesting patrons to avoid causing noise or nuisance to local residents.
- G 7 The licensee shall take reasonable steps to ensure that alcohol is not taken into the designated smoking area.
- G 8 Suitable receptacles for cigarette litter will be provided within the designated smoking area.
- G 9 Other than in a designated beer garden there shall be no consumption outside of the premises of alcohol purchased at the premises.
- G 10 There shall be no consumption of beverages purchased from the premises outside the *front – rear* of the premises.
- G 11 No outdoor area of the premises may be used by customers or staff after (*insert time*) on any (specified or all) days
- G 12 The (*specified area*) shall not be used for licensable activities from x until y
- G 13 All outside areas shall be cleared of customers by (*specified time*) on (*specified or all*) days
- G 14 After (*time*) hours noise levels in outside areas of the premises are to be monitored and controlled to minimise potential impact on local residents
- G 15 After (*time*) hours an SIA registered door supervisor will be on duty in the *specified* area to monitor customers and control noise disturbance.
- G 16 No person carrying open or sealed bottles, cans or other receptacles containing alcohol shall be admitted to the premises at any time licensable activities are being provided.
- G 17 All drinks shall be served in plastic/paper/toughened glass/ polycarbonate containers. (*Delete as appropriate*)
- G 18 All drinks shall be served in plastic/paper/toughened glass/ polycarbonate containers when customers use areas outside the premises . (*Delete as appropriate*).



- G 19 All drinks shall be served in plastic/paper/toughened glass/ polycarbonate containers during the events or occasions specified. (*Delete as appropriate and identify events*)
- G 20 Collection of bottles and glassware shall be undertaken at regular intervals to ensure no accumulation of glass in and around the premises.
- G 21 Staff and where appropriate door supervisors, shall ensure as far as is reasonable that no bottles or glassware are taken from the premises.
- G 22 Waiter/ess service shall be available throughout the premises at all times the premises are open to the Public.
- G 23 The number of persons drinking in the bar and not awaiting a table shall not exceed x
- G 24 Sale of alcohol is restricted to customers waiting to be escorted to a table for a meal.
- G 25 Alcohol shall only be sold to customers who are engaging in a sit down table meal as an ancillary to that meal.
- G 26 The licensee shall ensure that measures are in place to remove litter
- G 27 In areas where street drinking affects any of the licensing objectives
- G 28 No single cans or bottles of beer or cider will be sold
- G 29 Ban on the sale of high strength beers or ciders
- G 30 Minimum of two staff to be on duty at times the premises are open for sale
- G 31 High strength beers or ciders will be for sale behind a counter accessible only by staff
- G 32 All alcoholic drinks will be clearly labelled or marked with the name of the premises
- G 33 The premises will operate a challenge 21/25 policy
- G 34 Notices will be clearly displayed near to where alcohol is exposed for sale or sold advising customers that the area is subject to a Designated Public Places Order (Soon to be replaced)
- G 35 There shall be no striptease or nudity, and all persons shall be decently attired at all times, except when the premises are operating under the authority of a Sexual Entertainment Venue licence.
- G 36 No regulated entertainment shall take place at the premises unless conducted in full accordance with a noise management plan. The noise management plan shall be agreed in writing with the Local Authority Environmental health Officer.

LATE NIGHT REFRESHMENT/ TAKEAWAYS/FOOD OUTETS

- L1 The premises shall only operate as a restaurant where:
- a) Customers are shown to their table
 - b) Substantial table meals are prepared on the premises and served / consumed at the table using non-disposable crockery;
 - c) No take away service for immediate consumption is provided;
 - d) Alcohol shall only be sold to persons who are bona fide customers being supplied with substantial table meals.
 - e) where the supply of alcohol is by waiter or waitress service only,
 - f) which provide food in the form of substantial table meals that are prepared on the premises and are served and consumed at the table using non disposable crockery,
 - g) which do not provide any take away service of food or drink for immediate consumption,
 - h) which do not provide any take away service of food or drink after 23.00, and where alcohol shall not be sold or supplied, otherwise than for consumption by persons who are seated in the premises and bona fide taking substantial table meals there, and provided always that the consumption of alcohol by such persons is ancillary to taking such meals.
 - i) Notwithstanding the previous condition customers will be permitted to take from the premises part consumed and resealed bottles of wine supplied ancillary to their meal.
- L2 Waitress / waiter service shall be provided throughout the premises at all times the public are on the premises.
- L3 Substantial food shall be available at all times, subject to a wind down period agreed with the Devon and Cornwall Police prior to closing at the end of normal trading.
- L4 The sale of alcohol shall only be made to customers who are engaging in a sit down meal as an ancillary to that meal.
- L5 The Licensee shall ensure that sufficient measures are in place to remove litter or waste arising from their customers and to prevent such litter from accumulating in the immediate vicinity of the premises. Where necessary the Licensee shall ensure that adequate measures are in place to provide customers with sufficient receptacles for the depositing of waste materials such as food wrappings containers and / or smoking related waste.
- L6 The Licensee shall ensure that a suitable number of receptacles are available in suitable locations for the depositing of waste materials by customers.
- L7 The Licensee shall ensure that all packaging provided with takeaway food is marked in some way to show the origin of the packaging.
- L8 When a mobile unit is removed from the allocated pitch the Licensee shall ensure the site is properly cleaned and that any accumulations of surface grease are cleansed and removed from the site.



- L9 All rubbish and waste produced at the premises shall be securely stored in a designated area or bin with close fitting lockable lid.
- L10 All references to the removal and disposal of waste and litter shall be taken to include disposal of spilled food and similar material so as to leave the footway in a clean and safe condition.
- L11 Suitable signage will be positioned on the premises requesting that patrons make as little noise as possible when leaving the premises.
- L12 Patrons will be asked to disperse quickly and quietly.
- L13 The delivery of goods is restricted to the hours of xx until xx to limit the likelihood of noise nuisance.
- L14 There will be no movement of bins rubbish or empty glassware outside the premises between the hours of xx and xx to minimise the likelihood of noise nuisance.
- L15 No commercial waste collection arrangements will be permitted before xx in order to minimise noise nuisance.
- L16 Barriers will be provided to control queuing and to prevent crushing. The barriers must be sited so as not to impact on means of escape.
- L 17 All packaging used at the premises will be bio-degradable and suitable information advising the customers to dispose of by way of recycling shall be displayed on the premises.
- L 18 Alcohol may be supplied and consumed prior to their meal in the bar area (**designated on the plan**), by up to a maximum at any one time, of (12) persons dining at the premises
- L19 There shall be no sales of hot food or hot drink for consumption off the premises after [01:00]
- L20 Patrons permitted to temporarily leave and then re-enter the premises to smoke shall be restricted to a designated smoking area defined as (**specify location**).
- L21 Alcohol shall only be sold for consumption by persons attending a pre-booked and bona fide private function or event to which members of the public are not admitted. A register of persons attending the event shall be kept at the premises and made available for immediate inspection by police or an authorised officer of the Licensing Authority

MANAGEMENT OF PREMISES

- M1 The licensee shall assess the impact of any noisy activities on neighbouring premises at the start of, and periodically throughout any regulated entertainment and take action appropriate to reduce noise levels if they are found to be heard above background levels at the affected premises.
- M2 The licensee shall ensure that suitable signage is positioned at exits to request patrons make as little noise as possible when leaving the premises.
- M3 Patrons will be asked not to stand around talking outside the premises and leave the vicinity quickly and quietly.
- M4 The licensee shall ensure that announcements are made prior to closing, requesting that patrons leave the premises quickly and as quietly as possible.
- M5 The licensee shall ensure sufficient door staff are positioned at exits to remind patrons of the need to avoid causing nuisance or disturbance to residents.
- M6 The licensee shall ensure a telephone number is made available to local residents to contact the premises in the case of noise nuisance or anti-social behaviour by patrons.
- M7 The licensee shall be available at all times when licensable activities and / or regulated entertainment is provided.
- M8 Sales of alcohol for consumption off the premises shall only be supplied with, and ancillary to a take-away meal.
- M9 The number of persons permitted in the premises at any one time (including staff) shall not exceed (X) persons.
- M10 The supply of alcohol at the premises shall only be to a person seated taking a table meal there and for consumption by such a person as ancillary to their meal.
- M11 The supply of alcohol shall be by waiter or waitress service only.
- M12 Admission to the (**specified function room**) shall be through the premises lobby area only
- M13 Substantial food and non-intoxicating beverages, including drinking water, shall be available in all parts of the premises where alcohol is sold or supplied for consumption on the premises.



- M14 During the hours of operation of the premises, the licence holder or nominated person, shall ensure sufficient measures are in place to remove and prevent litter or waste arising or accumulating from customers in the area immediately outside the premises, and that this area shall be swept and or washed, and litter and sweepings collected and stored in accordance with the approved refuse storage arrangements by close of business.
- M15 No collections of waste or recycling materials (including bottles) from the premises shall take place between **(23.00)** and **(08.00)** on the following day.
- M16 No waste or recyclable materials, including bottles, shall be moved, removed from or placed in outside areas between **(23.00)** hours and **(08.00)** hours on the following day.
- M17 No advertisements of any kind (including placard, poster, sticker, flyer, picture, letter, sign or other mark) that advertises or promotes the establishment, its premises, or any of its events, facilities, goods or services shall be inscribed or affixed upon the surface of the highway, or upon any building, structure, works, street furniture, tree, or any other property, or be distributed to the public
- M18 There shall be no payment made by or on behalf of the licence holder to any person or customers to the premises
- M19 Prior to any "designated sporting event" (as defined in the Sporting Events Control of Alcohol Act 1985) the premises licence holder shall ensure that; (i) Alcohol sales in respect of cans of beer or cider are limited to no more than 4 cans per person for a minimum of four hours before the commencement of the relevant designated sporting event; (ii) No sales of alcohol in bottles or glass containers are made in the period four hours before the commencement of the designated sporting event; (iii) All alcohol sales cease for a period of one hour immediately before the commencement of the relevant designated sporting event; (iv) On any day where there is a relevant designated sporting event taking place, the premises will not externally advertise as a result of a local store promotion the availability of beer or cider in such a way as to be likely to be the sole inducement to attract persons to the premises who are either attending the designated sporting event or in the vicinity of the premises as a result of the designated sporting event; (v) All members of staff working at the premises are informed of this condition prior to taking up employment; (vi) On the day of the relevant designated sporting event, upon the direction of a police officer, using the grounds of the prevention of crime and disorder or public safety, the premises will immediately cease to sell alcohol until further directed by the police or until the relevant designated sporting event has finished.
- M20 The licence holder shall enter into an agreement with a hackney carriage and/or private carriage firm to provide transport for customers, with contact numbers made readily available to customers who will be encouraged to use such services.
- M21 This licence shall not take effect until: (i) Notice of surrender of licence number xx/xxxxx/xxxx (and any other licence as may be in force at the premises), accompanied by the premises licence, has been given by the premises licence holder to the Licensing Authority

- M22 As soon as possible, and in any event within 1 month from the grant of this licence, the premises shall join the local Pubwatch or other local crime reduction scheme approved by the police, and local radio scheme (EBAC).
- M23 Queuing outside the premises shall be restricted to a designated area located at (***specify location***)
- M24 No deliveries to the premises shall take place between (**23.00**) and (**08.00**) on the following day.
- M25 The sale and supply of alcohol for consumption off the premises shall be restricted to alcohol consumed at the outside tables and chairs shown on the licence plan, shall be by waiter or waitress service, served only to a person seated taking a substantial table meal there and for consumption by such a person as ancillary to their meal.
- M26 All drinking vessels used in the venue shall be polycarbonate. All alcohol in glass bottles are to be decanted into polycarbonate containers or polycarbonate carafes prior to being served, with the exception of champagne or bottles of spirits with a minimum size of 70cl supplied by waiter/waitress service to tables. Staff shall clear all empty champagne and spirit bottles promptly from the tables. Customers shall not be permitted to leave their table carrying any such glass bottles or drink directly from the bottle.
- M27 Notwithstanding the above requirement, with the written agreement of the Devon and Cornwall Police, a copy of which will be held at the premises reception, glass drinking vessels may be used for private or pre-booked events within the (***specified area***).
- M28 On the morning that Greenwich Mean Time changes to British Summer Time one hour will be added to the terminal hour of any activities and to the closing time for the premises where the existing terminal hour for the activities and/or closing hour for the premises ends after 02.00.
- M29 The licence will have no effect until (ALL) the conditions imposed at the Licensing Hearing are fully complied with and the Licensing Authority or Responsible Authority as appropriate are satisfied that compliance will be maintained.

OFF LICENCED PREMISES

- O1 The Licence Holder shall ensure that documentation will be prominently displayed at the point of sale stating the premises may require proof of age as a challenge 21 (25) policy is in place.
- O2 The licence holder shall ensure that the premises takes part in any campaigns promoted on behalf of the crime and disorder partnership; either “ Pubwatch” or EBAC or similar specified schemes.
- O3 The licensee shall ensure that documentation is displayed at the point of sale stating that it is the policy of the premises that proof of age may be required,
- O4 All tills shall automatically prompt staff to ask for age verification / identification when presented with an alcohol sale.
- O5 Outside of the hours authorised for the sale of alcohol and whilst the premises are open to the public, the licence holder shall ensure that all alcohol within the premises (including alcohol behind the counter) is secured in a locked store room or behind locked grilles, locked screens or locked cabinet doors so as to prevent access to the alcohol by both customers and staff
- O6 No super-strength beer, lagers, ciders or spirit mixtures of 6.0% ABV (alcohol by volume) or above shall be sold at the premises, except for premium beers and ciders supplied in glass bottles.
- O7 No single cans or bottles of beer, cider or spirit mixtures shall be sold at the premises.
- O8 No more than (15)% of the sales area shall be used at any one time for the sale, exposure for sale, or display of alcohol.
- O9 Prominent signage indicating the permitted hours for the sale of alcohol shall be displayed so as to be visible before entering the premises, where alcohol is on public display, and at the point of sale.
- O10 There shall be no self service of spirits on the premises, save for spirit mixtures less than 6.0% ABV.
- O11 All waste shall be properly presented and placed out for collection no earlier than 30 minutes before the scheduled collection times
- O12 No miniature bottles of spirits of 20 cl or below shall be sold from the premises.





Appendix B

Exempt Activities

Appendix B – Exempt activities

Activities Exempt from the Licensing Requirement

- (1) Film exhibitions for the purposes of advertisement, information, education etc.
- (2) Film exhibitions that form part of an exhibit put on show for any purposes of a museum or art gallery.
- (3) Music whether live or recorded, which is incidental to other activities which do not require a licence.
- (4) Live music as follows:
 - i. amplified live music between 8am and 11pm before audiences of no more than 200 people on premises authorised to sell alcohol for consumption on the premises;
 - ii. amplified live music between 8am and 11pm before audiences of no more than 200 people in workplaces not otherwise licensed under the 2003 Act (or licensed only for the provision of late night refreshment); and
 - iii. unamplified live music between 8am and 11pm in all venues
- (5) Use of television or radio receivers for the simultaneous reception and playing of a programme.
- (6) Any entertainment or entertainment facilities at a place of public religious worship.
- (7) Entertainment at garden fetes or similar functions unless there is an element of private gain.
- (8) Morris dancing or any dancing of a similar nature or a performance of unamplified live music as a part of such a performance.
- (9) Entertainment on road vehicles in motion.



Appendix C

Mandatory Conditions

Appendix C - Mandatory Conditions

There shall be no sale or supply of alcohol when there is no Designated Premises Supervisor (DPS) in respect of this premises licence or at a time when the said Premises Supervisor does not hold a personal licence or when his/her licence is suspended.

Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

Any person used to carry out a security activity must be licensed by the Security Industry Authority.

Admission of children (under the age of 18) to any exhibition of films must be restricted in accordance with the film classification body designated as the authority under Section 4 of the Video Recordings Act 1984.

Where the film classification is not specified or the relevant licensing authority has notified the premises licence holder under Section 20 (3)(b) of the Licensing Act 2003, the admission of children must be restricted in accordance with any recommendation made by the Licensing Authority.

The responsible person shall take all reasonable steps to ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

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 in a manner which carries a significant risk of leading or contributing to crime and disorder, prejudice to public safety, public nuisance, or harm to children-

(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 (other than any promotion or discount available to an individual in respect of alcohol for consumption at a table meal, as defined in section 159 of the Act);

(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;

(d) provision of free or discounted alcohol in relation to the viewing on the premises of a sporting event, where that provision is dependent on-

(i) the outcome of a race, competition or other event or process, or

(ii) the likelihood of anything occurring or not occurring;

(e) 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.

The responsible person shall ensure that no alcohol is dispensed directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of a disability).

The responsible person shall ensure that free tap water is provided on request to customers where it is reasonably available.

The premises licence holder or club premises certificate holder shall ensure that an age verification policy applies to the premises in relation to the sale or supply of alcohol.

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 a holographic mark.

The responsible person shall 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; and

(b) customers are made aware of the availability of these measures.

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 paragraph 1—

(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 (b) of paragraph 2 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. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 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.

(2) 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.

Appendix D

Responsible Authorities

Devon & Cornwall Police

The Chief Officer of Police
Licensing Department (East)
Devon & Cornwall Police Headquarters
Middle moor
EXETER
EX2 7HQ Tel 01392 452225

Devon & Somerset Fire & Rescue Service

Divisional Commander
Central Command (Exeter Group)
Exeter Fire Station
Danes Castle
Howell Road
EXETER
EX4 4LP Tel: 01392 872354

Health and Safety Executive (HSE)

(for Government owned premises only)

Ballard House
West Hoe Road
PLYMOUTH
PL1 3BL Tel: 08701 545500

Assistant Director Environment

(for Environmental Protection/Health & Safety)

Assistant Director Environment
Exeter City Council
Civic Centre
Paris Street
EXETER
EX1 1RQ Tel: 01392 265193 Fax: 01392 265852

Exeter City Council Planning & Development Service

Assistant Director City Development
Exeter City Council
Civic Centre
Paris Street
EXETER
EX1 1NN Tel: 01822 813600

Devon County Council Child Protection

Head of Safeguarding, Child Protection Manager
Children's Services Division
Parker's Barn
Parker's Way
TOTNES
TQ9 5UF Tel: 01392 380739

Devon Trading Standards Service

Chief Trading Standards Officer
Devon County Council
County Hall
Topsham Road
EXETER Tel: 01392 382818

Public Health Board

Devon DA AT
NH S Devon
Room 255
County Hall
Topsham Road
Exeter
Devon
EX2 4QL Tel 0845 002 3456

Email alcohollicensing-mailbox@devon.gov.uk

Appendix E

Scheme of Delegation (Licensing Act 2003 Section 10)

Licensing Authority	Licensing Sub-Committee	Officer
Production and review of Licensing Policy		
	Application for personal licence if a Police objection	If no objection made
	Application for personal licence with unspent convictions	If no unspent convictions declared
	Application for premises licence/club premises certificate if a relevant representation made	If no relevant representation made
	Application for provisional statement if a relevant representation made	If no relevant representation made
	Application to vary premises licence /club premises certificate if a relevant representation made	If no relevant representation made
	Application to vary designated premises supervisor if a Police objection is received	If no relevant representation made
	Application for transfer of premises licence if a Police objection is received	If no relevant representation is received
	Application for interim authorities if a Police objection is received	If no objection is received
		Decision on whether a complaint is irrelevant, frivolous, vexatious etc
	Determination of a police or environmental health objection to a Temporary Event Notice	Determination of a police or environmental health objection to a LATE Temporary Event Notice
	Determination of application to vary premises licence at community premises to include alternative licence condition if Police objection	If no Objection is received

		Decision whether to consult other responsible authorities on a minor variation
		Determination of a minor variation application





Appendix F

Cumulative Impact Zone



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Appendix G

Exeter City Council's Administrative Area



Scale 1:45000



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5 Feb 2004

Revised ward boundaries

Planning Services, Exeter City Council, Civic Centre, Paris Street, Exeter, EX1 1NN



Exeter City Council

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Appendix H

British Board of Film Classification

Appendix H

British Board of Film Classification

Classification	Abbreviation	Explanation
Universal	UC	Particularly suitable for young children (advisory) (for video only)
	U	Suitable for all
Parental Guidance	PG	Some scenes may be unsuitable for young children
12		Passed for children of 12 years and over
12A persons		Passed only for viewing by persons aged 12 years or older, or younger children accompanied by an adult
15		Passed only for viewing by persons aged 15 years and over
18		Passed only for viewing by persons aged 18 years and over
Restricted 18		Passed only for viewing by persons aged 18 years or over who are members of a properly constituted club or their guests aged 18 or over



Appendix I

Licensing Code of Good Practice

Licensing Code of Good Practice (This does not form part of the Licensing Policy)

Aim of the code.

The aim of this code is to provide applicants and licensees with guidance on good practice for the promotion of the licensing objectives which are paramount considerations at all times. The code is consistent with the Home Office guidance issued under section 182 of the Act and with the Licensing Authority statement of licensing policy. It outlines what the Licensing authority and its responsible authority partners expect in practical terms from applicants when completing their operating schedules and from licensees when operating their premises under the terms of a premises licence.

Applicants and licensees are expected to make a proactive commitment to preventing problems occurring at licensed premises through the adoption of this code.

Risks associated with licensed premises

Risks associated with licensed premises can vary dependent on the premises type and characteristics, the design, layout and general environment, the location, the policies in place and the events being held there.

This code identifies many of the possible risks associated with the sale of alcohol and the provision of entertainment or late night refreshment and sets out good practice measures to mitigate those risks. It provides a key mechanism for the promotion of the licensing objectives, for well-run premises and a responsible approach to alcohol, entertainment and late night refreshment.

It is recognised that not every risk will be relevant to every premises and it is unlikely that any one premises will need to address all of the measures. Indeed some premises may only need to introduce one or two measures.

The code cannot anticipate every possible risk, problem or circumstance that may arise from licensed premises. Neither does the code restrict an applicant or licence holder from promoting the licensing objectives through alternative means.

How will the code be used?

A proactive and preventative approach is a key aspect of good management at licensed premises. This licensing authority therefore expects applicants to have regard to this code when completing their operating schedule.

If problems occur at licensed premises after a licence has been granted and a reactive approach is needed, licensees should put additional operational measures in place to manage and prevent those problems from recurring. The licensing authority expects licensees to have regard to this code when considering additional operational measures.

The code is not a statutory document but it will be taken into consideration and used by the licensing authority and responsible authorities as follows:

- When offering advice to applicants either at the design and planning stage or during pre-application discussions;



- when responding to licence applications where the licensing objectives do not appear to have been adequately addressed in the operating schedule;
- as a first point of dealing with licensed premises encountering problems, to raise standards to promote the licensing objectives in those premises and avoid further problems; and
- for the review of licences where there is evidence that licensees have not promoted the licensing objectives.

The routine monitoring of licensed premises will be undertaken by the licensing authority and responsible authorities and findings under the five licensing objectives will be brought together.

Problems or concerns with licensed premises will be identified and flagged up at an early stage and advice will be offered to licensees with a view to improving standards at their premises and to prevent or minimise subsequent problems.

Where problems have been identified, the licensing authority and other responsible authorities will agree appropriate measures from the code with the licence holder to be implemented at the premises. The aim of the code is to avoid the need for enforcement action such as prosecution or review but it will not replace enforcement action where it is necessary.

The code will also be used by the licensing authority and its licensing partners to acknowledge and support well run premises through schemes such as Best bar None and Purple Flag.

This section provides guidance on good practice for the general promotion of all five licensing objectives at licensed premises. It is intended to help those applying for new licences or variations to existing licences in completing their operating schedules. It is also designed to guide licence holders and applicants on the general promotion of the licensing objectives after a licence has been granted.

Licensees and their staff have responsibility for the effective and safe management of their premises and the promotion of the licensing objectives. Training is the key to giving licence holders, premises managers and staff the knowledge and skills to deal with and manage risks associated with licensed premises. Training should be provided to all staff and should be about both preventing and managing problems occurring at premises. Training should be regularly updated.

Risk management & Good practice measures

Lack of knowledge or understanding of the Licensing Act 2003

1 (a) Well trained staff will contribute to well run premises and a support a responsible approach to the sale of alcohol, the provision of entertainment and late night refreshment. Formal qualifications for your staff, either to Personal Licence level or to another appropriate standard recognised by bodies such as the British Institute of Innkeepers (BII) would be preferred.

(b) All staff should be advised of licensing law in writing before they are allowed to serve alcohol.

(c) Training should also be provided on premises' specific policies relevant to the operation of the business.

(d) A record should be kept of the date and name of person trained or advised and be made available for inspection by the police or licensing authority.

Prevention of crime and disorder

2 a) This section provides guidance on good practice for the prevention of crime and disorder from licensed premises. It is intended to help those applying for new licences or variations to existing licences in completing their operating schedules. It is also designed to guide licensees on the prevention and management of crime and disorder from their premises after a licence has been granted.

b) The main causes of crime and disorder in licensed premises arise from inadequate security provisions, poor design and layout, the type of event being promoted, overcrowding and customers being drunk or under the influence of drugs. This can result in theft, conflict, violence and anti-social behaviour. It is therefore recommended that applicants and licence holders take a proactive approach to preventing and managing crime and disorder from their premises.

c) All applications for new licences and variations should address the steps proposed to prevent crime and disorder and this is best achieved through a premises risk assessment. Alcohol can be a significant contributory factor to levels of crime and disorder in an area. Good management and good practice along with adequate physical controls can make an important difference to the level of alcohol related crimes. Such measures should be reflected in the operating schedule.

d) For new premises or the refurbishment of existing premises, preventative measures should be factored in during the planning and design stage. Consideration should be given to the design and layout of the premises to minimise the potential for crime and disorder. Useful information can be found in documents such as 'Secured by Design'.

e) Licence holders should have clear documented policies and procedures in place which identify all crime and disorder risks associated with their premises and the measures implemented to prevent, manage and respond to those risks.

Security in and around the premises

3 a) An alarm or other security measure should be installed at the premises to protect it when closed or empty.

b) Emergency exits should be alarmed when the premises are open to the public so that staff are immediately notified of unauthorised opening or tampering.

(c) Any staff or private areas and cellars should be kept locked and secured whilst the premises are open to the public.

d) CCTV should be installed inside and outside the premises. The cameras should cover all internal areas accessible to the public and areas immediately outside the premises. The date and time settings on the system must be correct.

(e) The recordings should be in real time and on hard drive with the availability to copy discs for other agencies such as the police.

(f) For analogue systems, tapes should be changed daily and used no more than 12 times.

- (g) Recordings should be kept for a minimum period of 31 days.
 - (h) Staff should be trained in the maintenance and operation of such systems with a record kept of the date and name of person trained. Records should be made available for inspection by the police or licensing authority.
 - (i) A trained member of staff should be on duty to operate the system whenever the premises are open.
- 4a) External lighting provides an obvious means of crime deterrence. Care should be taken so that lighting does not impact on neighbours.
- (b) Security systems should be integrated so that the alarm, CCTV and lighting work together in an effective manner.
 - (c) The alarm should be linked to a system that will notify the police if it is activated.
- 5a) Door staff and/or stewards should be employed at the venue to supervise admissions and control unruly customers inside the venue.
- (b) Any person performing the role of a door supervisor must be licensed with the Security Industry Authority (SIA) and SIA badges must be clearly displayed whilst working.
 - (c) Door staff should be easily identifiable by wearing a uniform, high visibility jackets or arm bands.
 - (d) Door staff should sign in to a register detailing their full SIA licence number, their name, contact details and the time and date their duty commenced and concluded.
 - (e) Stewards and other staff at the premises should also be easily identifiable. Stewards must not be used for supervision of the door.
- 6 (a) Effective security policies based on risk assessments can protect your premises, staff and customers from threats, conflict or violence. Such security policies should be formulated in consultation with a police crime prevention officer.
- (b) All staff must be aware of a premises security policy with a record kept of the date and name of person trained. Records should be made available for inspection by the police or licensing authority.
 - (c) Premises should be searched inside and out for suspect packages before, during and after opening hours. Staff should be trained to remain vigilant during opening hours and report any suspicious activity to the Police. Security reviews should be held regularly and at least every three months with minutes kept.
 - (d) Regular briefings and de-briefings can be informal but any problems identified and remedial action taken should be recorded with records kept.
 - (e) Promoted events may attract larger than usual crowds and particular promotions may have violent or aggressive followers, rival gangs or other crime and disorder associated with them.
 - (f) Such events must have a comprehensive risk assessment undertaken by the licence holder and submitted to the Police licensing team at least 14 days in advance of the



proposed event. It is expected that promoters should have obtained the BIIAB level 2 for music promoters.

(g) In the event that a problem should arise during a promoted event, this should be documented by the licence holder and it is expected that details will be provided to the Police licensing team within 48 hours of the event.

7(a) Proper management of the door will depend on the size and type of venue. The number of door supervisors should be determined by a risk assessment taking into account the size of venue and the type of crowd the entertainment is likely to attract, but at the very least on a ratio of 1 door supervisor per 100 customers or such other ratio as agreed at the pre-application meeting.

(b) Consideration should be given to a sufficient provision of male and female door supervisors, but at least one female door supervisor should be used.

8a) A door admissions policy including any age restrictions, expected dress standards or the screening of hand bags should be widely publicised on any promotional material or website and clearly displayed at the entrance to the premises. It may be necessary to eject or refuse entry to persons from the premises if they do not meet your admissions standards or they are known to be violent or aggressive. In such cases, an entry should be made in an incident or log book

9 (a) A policy to manage capacity should be adopted to prevent overcrowding and patrons possibly becoming aggressive through accidental jostling.

(b) For promoted events and large venues, the use of clickers or other accurate means of recording is essential to record the number of patrons inside the premises.

(c) For other events or smaller venues, ticket sales or head counts may be appropriate.

(d) Consideration should be given to deliberately running below capacity to afford a comfort factor to your patrons and avoid conflict, violence or aggression within the premises.

(e) Where a premises holds a special event which is expected to attract a greater than usual number of patrons and in excess of 500 people, the premises licence holder is expected to notify the Police licensing team at least 14 days in advance of the event.

10 (a) Alternatives to glass drinking vessels should be considered to prevent glassware being used as an assault weapon, particularly during promoted events.

(b) Drinking vessels made from plastic or polycarbonate should be preferred particularly in outside areas.

(c) Where alternatives are not used, there should be a robust glass collection policy in place. This should include regular collection of glassware by staff and prevention of glassware being removed from the premises.

11 (a) Measures to preserve a crime scene until police arrival, following the outbreak of disorder or any other crime, should be clearly documented in a policy. Such a policy should be formulated in consultation with a police crime prevention officer prior to the submission of an application.

(b) All staff must receive training on the policy with a record kept of the date and name of person trained. Records should be made available for inspection by the police or licensing

authority

12 (a) Staff training in conflict management should be provided to give them the knowledge and confidence to deal with difficult situations and reduce crime and disorder at the premises. Training should also cover dealing with, logging and reporting incidents if they occur.

(b) A record should be kept of the date and name of person trained. Records should be made available for inspection by the police or licensing authority.

13 Sharing of information with others in the industry including regular meetings, the use of local radio networks and / or membership of a local pub/club watch scheme will enable information to be passed on about trouble makers and common problems in the area.

14 (a) A zero tolerance policy to the use of drugs and carrying of weapons in the premises should be adopted with a clear “no search no entry” message.

(b) Posters can be displayed throughout the premises to remind customers of zero tolerance policy.

c) Effective search policies will minimise the opportunity for drugs and weapons to be brought into licensed premises and lead to drug and weapon seizure if attempts are made. The use of search arches and wands may be appropriate in some cases.

(d) Search policies should be formulated in consultation with the Police licensing team prior to the submission of an application

(e) Search policies must be advertised widely on tickets, promotional leaflets and on websites and prominently in the premises entrance and queuing area.

(f) Searches should always be carried out in public areas and covered by CCTV.

(g) All staff must be trained on search policies with a record kept of the date and name of person trained. Records should be made available for inspection by the police or licensing authority.

15 (a) All staff must be made aware of the requirement to call the police if customers are suspected of being in possession of drugs or weapons. A written procedure should be in place relating to the seizing, retaining and documenting of any drugs or weapons found with a clear audit trail and a process for surrendering them to the Police.

(b) A search policy should clearly set out procedures that must be followed by staff should they find drugs or weapons during a search, including the use of tamper proof bags and safe storage of seized items, details that need to be recorded and circumstances when the police should be called.

16(a) Supervising toilet areas can be effective in discouraging drug selling or use, a toilet attendant may be appropriate for promoted events or on busy nights such as Friday and Saturday.

(b) Regular toilet checks such as swabbing should be considered and where conducted, these should be documented with date, time and finding recorded.

(c) Designing out or arranging for the removal of flat surfaces in toilet areas can reduce the likelihood of drug misuse.



d) Drug awareness training should be provided for all staff. A record should be kept of the date and name of person trained. Records should be made available for inspection by the police or licensing authority.

17a Clear signage should be displayed throughout the premises about crime prevention and to warn customers of the potential for pickpockets and bag/laptop snatchers, bag hooks (Chelsea clips) should be provided to prevent bag snatching. Property patrols, managed cloakrooms and toilet attendants can be employed to prevent theft from patrons or the premises.

b) Premises layout and lighting should be considered and secluded or dimly lit parts of the premises should be avoided as they can encourage crime. Mirrors used throughout the premises can aid supervision and act as deterrents to thieves.

c) A lost and found policy should be in place in relation to lost/found property at the premises. The policy should include procedures regarding the logging and disposal of property and in particular any valuable property. Passports and any other ID found should be handed in to the police.

18 (a) Careful positioning of alcohol in retail premises can reduce theft from the premises. Alcohol is a key target for shop thieves so it is best not to place alcoholic beverages within the first few metres near the door as this allows thieves to 'grab and run'. It may be helpful for alcohol display areas to be covered by CCTV if possible.

b) Security tagging any items considered a specific target for theft, particularly alcoholic drinks over a certain price level will deter thieves.

19a) Reduce the potential for excessive queue lines with a well-managed and efficient door policy. Long queuing times can cause people to become agitated or aggressive. Searches, if this is the reason for the queuing, should therefore be conducted as quickly and effectively as possible.

b) A customer dispersal policy can minimise the potential for disorder from customers leaving the premises. A policy should clearly set out measures to avoid a mass exit at the end of the evening such as a gradual change in music style and increasing lighting levels.

(c) Sufficient staff should be available at the end of the evening to manage a controlled shut down of the premises and maintain good order in the area of the premises as customers leave.

(d) Staff training in preventing disorder should be provided to give them the knowledge and confidence to deal with difficult situations. A record should be kept of the date and name of person trained. Records should be made available for inspection by the police or licensing authority

20 (a) Drinks promotions should be socially responsible and not encourage excessive drinking. A documented policy on responsible drinks promotions should be in place at the premises and should adhere to industry codes such as those recommended by the British Beer and Pub Association (BBPA) and The Portman Group. This is in addition to adherence with the mandatory licensing condition regarding irresponsible promotions.

(b) Any drinks promotion should market the availability of soft drinks

c) Staff training on the effects of alcohol and how to spot early signs of customers becoming



drunk should be provided to give them the knowledge and confidence to deal with drunken patrons.

d) Staff should be aware of their responsibilities under the Licensing Act 2003 and be able to recognise appropriate 'cut off' points for serving drunken customers, so as to reduce the likelihood of fights or aggressive behaviour.

e) When staff are collecting glasses, they should interact with customers and assess the levels of drunkenness. Any concerns should be reported back to a manager. A record should be kept of the date and name of person trained. Records should be made available for inspection by the police or licensing authority.

21a A duty of care policy regarding persons suffering adversely from the effects of drink should be in place at the premises. The policy should clearly express that every effort will be made by staff to prevent patrons from deteriorating to an uncontrolled intoxicated extent. All staff must be briefed on the policy.

b) This policy should include identifying a quiet zone or rest room where the patrons may sit while waiting e.g. for a taxi or family to take them home. This room should be regularly visited by staff to ensure no deterioration of the customer is taking place while waiting.

22 Drink-aware posters can be displayed in the premises to remind customers of the unit content in alcoholic drinks and the safe alcohol consumption limits.

23 Consumption of alcohol on the street and street drinkers is a real threat to the prevention of nuisance and the prevention of crime and disorder. Primarily aimed at policies for off-licensed premises the recommendations are to;

- Restrict the sale of strong beer and cider above 6.0%ABV and
- restrict the sale of single cans or bottles of beer and cider. Such sales can contribute to anti-social behaviour and disorder through the consumption of alcohol on the street and in open spaces by street drinkers or persons who are already drunk.
- Prevent the sale of alcohol outside permitted hours, it is of course an offence but lockable shutters can be fitted on display units for alcohol in retail premises, which can be closed and locked at the end of permitted hours while the premises continues to trade in other non licensed goods.

24 All staff should be made aware of the risk assessment and precautionary measures therein. A copy of the risk assessment should be kept at the premises and made available for inspection. First aid boxes should be available at the premises and maintained with sufficient "in date" stock. A recognised qualification in first aid should be held by at least one member of staff who should be on duty at all times the premises licence is in use.

25 (a) Other staff should be trained to a basic first aid standard with records kept of the date and name of person trained. A first aid room or quiet room should be made available to anyone requiring medical attention.

b) Temperature levels and humidity in venues should be controlled for the comfort and safety of customers. An environment that is too hot or too cold can make customers irritable. Premises should be adequately heated and ventilated to avoid this. This can be achieved through use of air conditioning systems or natural ventilation in non-residential areas.

26a Overcrowding can significantly affect the comfort and safety of the public. A documented capacity should be set for the premises overall and for individual rooms within the premises.

Capacity can be determined by a risk assessment in consultation with the fire safety authority at the pre-application stage.

b) The risk assessment should consider factors such as floor space, numbers of toilets, potential queuing time and available fire exits. A policy to manage the capacity should be adopted to prevent overcrowding, particularly localised overcrowding.

(c) The use of electronic counting systems, clickers, ticket sales or head counts may be appropriate. Consideration should be given to deliberately running below capacity to afford a comfort factor to your patrons.

27(a) A glass collection policy should include provisions for regular collection of glassware by staff and the prevention of glassware from being taken into external areas. Glassware should not be allowed to accumulate or cause obstruction.

(b) Perimeter checks should be made outside the premises for any glasses or bottles.

(c) All staff must be made aware of the glass collection policy and their responsibility for the task.

28a) Spillages and broken glass should be cleaned up immediately to prevent floors from becoming slippery and unsafe.

b) Bottle bins should be secure at all times and away from public areas.

29 (a) A written policy to deal with all types of accidents & emergency incidents should be in place at the premises. The policy should be based on risk assessments and include matters such as emergency management, contingency planning and evacuation procedures in the event of fire, bomb threats or suspect packages and when to contact emergency services.

(b) Evacuation responsibilities and roles should be clearly communicated to staff. Routes and exits should be well defined and evacuation plans exercised regularly.

30a) A fire detection system should be in place at the premises and should be fully functional at all times. The system should be tested regularly with records kept and made available for inspection.

a) A copy of the fire risk assessment should be kept at the premises and made available for inspection by the fire authority and licensing authority.

c) Means of escape in case of any emergency must be clearly visible, unobstructed and well maintained. This should include areas outside exits leading to a place of ultimate safety such as the street.

(d) Checks should be carried out before opening each day to ensure that exits are unlocked and unobstructed. Equipment should be checked and maintained regularly with a record kept of the date and findings of the checks.

31a Staff training in fire safety and any premises safety policy should be provided for all staff to give them the knowledge and confidence to deal with emergency situations, including location of equipment, utilities, services and layout of premises. Training should include how to use fire extinguishers.

(b) Records should be kept of the date and name of person trained and made available for inspection.



c) An accident book should be kept in order to record all accidents or incidents and made available for inspection by the appropriate authority.

32(a) A zero tolerance policy to the use of drugs in the premises should be adopted.

(b) Posters should be displayed throughout the premises to remind customers of the zero tolerance policy.

c) Refusing entry to anyone who appears to be showing signs of drug use and contacting the emergency services in appropriate circumstances. In such cases, an entry should be made in an incident log book.

(d) A duty of care policy regarding persons suffering adversely from the effects of drugs should be in place at the premises. The policy should include drug awareness training for all staff so that they can recognise the effects of controlled drugs and provide medical attention where necessary.

(e) All staff must be briefed on the policy. A record should be kept of the date and name of person trained.

33 Prevent the possibility of drink spiking by offering various anti drink spiking products to customers. If a customer suspects that their drink has been spiked, you should report it to the police immediately. A procedure for this should be clearly set out in your duty of care policy.

34 A 'chill out' area should be provided. This should be cooler and quieter than rest of venue.

35 Staff should be aware of their responsibilities regarding smoke-free legislation and for monitoring compliance.

36 Discourage drink driving by promoting schemes such as Designated Driver, with notices clearly displayed throughout the premises.

37 (a) Display information to customers with regards to when leaving the premises advising using safe options for travelling home. Information should include contact numbers providing access to licensed taxi cabs or licensed private hire vehicles, the location of taxi ranks and public transport facilities if still available.

(b) Provide a free taxi phone service and a safe waiting area for customers inside the premises.

38 (a) A 'chill out' period at the end of an evening can allow a slow dispersal from the premises allowing door staff to gain a handle on problem individuals, preventing arguing over taxis or congregation at takeaways and clashes with groups from other venues.

(b) Provision of food and non-alcoholic drinks during a chill out period can be effective in allowing customers to sober up before leaving the premises.

39(a) Increased lighting inside the premises should be considered towards the end of an evening to affect the alertness of customers before they leave the premises.

(b) Increased external lighting particularly in car parks under the direct control of the licence holder will provide added safety for customers as they leave the premises. Care should be taken so that lighting does not impact on neighbours, particularly in and close to established



residential areas.

40a A noise management policy should be in place setting out sound attenuation measures to prevent or control music, singing and speech noise breakout from the premises.

(b) The policy should be based on the findings of an acoustic consultant's assessment.

(c) All staff should be trained on the content of the policy to ensure a commitment to good noise management. A record should be kept of the date and name of person trained and made available for inspection by the licensing authority or environmental health responsible authority.

(d) DJs, event promoters or other entertainment providers should be made aware of the policy in advance of any performance.

(e) Use an approved list of DJs, event promoters / other entertainment providers who are signed up to the policy.

41 (a) Windows and doors should be kept closed whilst the premises licence is in use to prevent noise breakout. Ventilation should be provided by mechanical means.

(b) Windows should be sound insulated.

(c) Emergency exits should be sealed acoustic doors.

(d) A lobbied area should be provided at the entrance and exit to the premises.

(e) Doors should be fitted with self-closing devices.

42(a) A sound limiting device should be installed, set and sealed at a level approved by an acoustic consultant.

(b) The sound limiting device should be used at all times that relevant regulated entertainment is taking place, including all externally promoted events.

(d) Only the premises licence holder or the designated premises supervisor should have access to the sound limiting device when it is in use.

43 (a) Locate entertainment facilities such as DJ booth, stage and loud speakers away from doors and windows.

(b) Rubber speaker mounts can be used to minimise structure borne noise.

44 (a) Methods for monitoring noise should be included in a noise policy. Methods could range from simple perimeter checks and listening tests by the licence holder/staff to a detailed measurement taken by a qualified consultant using sound measuring equipment.

(b) Noise monitoring should actively be carried out on a regular basis and in particular when a new form of entertainment is introduced at the premises, when alterations are made to the premises or when a complaint is made directly to the venue.

45(a) A log book should be kept of any noise monitoring carried out, the findings of the monitoring and any remedial action taken. The log should indicate whether it was routine noise monitoring or the result of a complaint.

(b) The log book should be made available for inspection by the licensing authority or environmental health responsible authority.

46a A contact telephone number should be made available to local residents and businesses which they can use to report noise disturbances to a responsible person at the venue as and when they occur. The phone line should be available at all times the licence is in use.

47 (a) You can reduce the potential for excessive queue lines with a well-managed and efficient door policy.

(b) Long queues should be avoided and any queues should be directed away from residential properties.

(c) Queues should be actively managed by door staff, especially later in the evening, to keep noise to a minimum. Rowdy behaviour from people queuing to get in should not be tolerated. Door staff should refuse entry to anyone behaving in an anti-social way.

(d) Restrict or prohibit admittance or re-admittance to the premises at midnight.

48 (a) A customer dispersal policy can minimise noise disturbance to local residents from customers leaving the premises; it should clearly set out measures to avoid a mass exit at the end of the evening.

(b) A gradual change in music style and reduction in volume, for example quiet or mellow music towards the end of an evening and increasing lighting levels can help to reduce the potential for rowdy behaviour.

(c) Sufficient staff should be available at the end of the evening to manage a controlled shut down of the premises and maintain good order as customers leave.

49(a) Display prominent notices close to the exit doors, requesting patrons to leave the premises quickly and quietly.

(b) Display notices in car parks reminding patrons that they are in a residential area and to leave quickly and quietly and not to slam doors, rev engines, sound horns or play loud music.

(c) Make announcements at the end of an evening, requesting patrons to leave the premises and area quickly and quietly.

50 (a) Provide a free taxi phone service and an internal waiting area for customers to prevent noise disturbance to neighbours.

(b) Steps should be taken to ensure that any taxi operators used and all their drivers are aware that they should arrive and depart as quietly as possible and should not sound their horns or leave engines idling unnecessarily.

51 Display prominent signs in external areas such as beer gardens and forecourts asking customers to keep noise to a minimum.

52 Restrict the use of external areas after 10pm if premises are in a residential area.

53(a) Door supervisors or staff should regularly monitor and manage external areas to ensure that customers are not causing a disturbance to local residents.



- (b) For private forecourts, a physical barrier such as a rope should be used to mark the boundary of the area outside the premises where customers are allowed.
- (c) Limit the number of smokers permitted outside at any one time after a certain time.
- (d) Discourage smokers from loitering outside by not permitting them to take their drinks with them and removing external furniture after a certain time.
- (e) Locate smoking areas away from residential premises or pedestrian areas.
- (f) Do not permit customers to congregate on and block the public highway to passers-by.

54 Staff and performers who depart late at night or in the early hours of the morning when the business has ceased trading, should conduct themselves in such a manner as to avoid causing disturbance to nearby residents. This includes the loading and unloading of artists' equipment.

55 Commercial deliveries, collections and storage/disposal of waste, including beer deliveries, refuse collections and storage / disposal of waste and recyclables in external areas should be restricted to waste disposal normal working hours between 8am and 6pm Monday to Friday.

56 (a) Flyers should not be distributed outside the premises by the licence holder or any staff employed by the licence holder.

(b) Licence holders should ensure that promoters of events at their premises do not distribute flyers outside the premises.

57(a) Procedures should be in place for the prompt collection of street litter generated by the premises for example flyers, cigarette butts or food wrappers.

(b) Regular patrols of the area outside the premises should be undertaken by staff to clear any litter attributable to the premises.

(c) Use wall or floor mounted cigarette bins in designated smoking areas for customers.

58 External lighting for the premises should be turned off after the premises are closed to the public.

59 Plant and machinery should not cause nuisance to local residents by way of noise, odours or vibration.

60 Acoustic measures such as screening, enclosures, anti-vibration mounts, silencers or timing clocks should be used if necessary.

61 All applications for new licences and variations to existing licenses should address the steps proposed to protect children from harm and this is best achieved through a premises risk assessment. Licence holders should have clear documented policies and procedures in place which identify all age restricted risks at their premises and measures implemented to prevent, manage and respond to those risks.

62(a) A documented policy setting out measures to protect children from harm should be in place at the premises. The policy should consider all activities associated with the premises including the sale of alcohol and the provision of regulated entertainment and when children

should be allowed on or restricted from the premises.

(b) All staff including door staff and bar staff should be trained on the policy and restrict access to children depending on the nature of the business and / or circumstances.

(c) The admission of children may be restricted up until a specified time in the evening.

(d) The admittance of children may be permitted only if they are accompanied by an adult.

63(a) Operate a strict 'No ID – No Sale' policy; Challenge 21 scheme serves as a reminder to staff of the need to be vigilant in preventing underage sales and to customers that it is against the law for anyone under 18 to purchase alcohol.

(b) A 'Challenge 25' scheme gives staff additional support and encouragement to ask for ID from any person appearing to be under 25 years of age to prove that they are over 18.

(c) Only accept the new photographic PASS (Proof of Age Standards Scheme) cards as means of ID. High value documents such as passports and driving licenses should not be carried around particularly where vulnerability may increase i.e. after drinking alcohol. If you accept other forms of ID such as EU National ID cards, these must bear a photograph, date of birth and holographic mark.

(d) Use till prompts to remind staff to ask for proof of age.

(e) Prominently advertise the proof of age scheme in your premises so that customers are aware, in particular, display proof of age signs at the point of sale.

f) Display posters at the premises stating that it is an offence to purchase alcohol on behalf of an underage person (proxy sales)

g) Adverts or promotions for alcohol should not appeal to young persons.

(h) Keep a refusals book (or refusal button on EPOS – Electronic Point of Sale) on the premises and ensure it is completed whenever a sale is refused to a person who cannot prove they are over the age of 18. The book should contain the date and time of the incident, a description of the customer, the name of the staff member who refused the sale, and the reason the sale was refused. The book should be made available to Police and / or other authorised officers on request

(i) The book should be reviewed on a regular basis to see if any patterns emerge. Staff training in the age related sections of the Licensing Act 2003 should be provided to all door, bar and till staff. This includes the ability to competently check customers' identification where necessary. A record should be kept of the date and name of person trained.

64 Provisions for restricting children from viewing age restricted films should be in place at the premises. Staff should be trained to check age at point of sale and prior to entry to a screening room to ensure that admission of children to films is in accordance with the recommendations of the British Board of Film Classifications (BBFC).

65 Age restricted gaming or vending machines should have suitable signage setting out the age restrictions and should be in full view of staff for monitoring.

66 a) Children under the age of 18 should be excluded from the premises or part of the premises when specified activities such as adult entertainment are taking place.



b) Advertisements for entertainment of an adult nature should not be displayed externally on the premises or in any part of the premises internally where they can be seen by young persons.

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REPORT TO Executive

Date of Meeting: 17 March 2015

Report of: Corporate Manager, Democratic & Civic Support, Electoral Registration and Returning Officer

Title: ELECTORAL REVIEW OF EXETER

Is this a Key Decision?

Yes

Is this an Executive or Council Function?

Council

1. What is the report about?

- 1.1 This report details the Council's submission to the Local Government Boundary Commission for England (LGBCE), on new ward boundaries for the City.

2. Recommendations:

- 2.1 That it be recommended to Council that the proposed ward boundaries, as indicated on the map and narrative attached to this report, form the Council's official submission to the Local Government Boundary Commission for England, in response to its current consultation on the electoral review of Exeter.

3. Reasons for the recommendation:

- 3.1 Following the resolution of Council on 20th January 2015 regarding the number of Councillors required for the City Council (39) and the cycle of elections (by thirds), the Council has been informed that a public consultation exercise was being undertaken by the LGBCE, as to the ward boundaries in the City which would deliver this.

Two meetings of the cross party Electoral Review Working Group were held on 26th February and 6th March 2015.

The Working Group agreed the proposed ward boundaries as the Council's submission to the consultation, and requests Council's approval of this to meet the timetable of all submissions being required by 30th March 2015. This report also details the narrative behind the Group's recommendations, which will, together with this report and supporting map, form the submission to the LGBCE.

4. What are the resource implications including non financial resources.

- 4.1 There are no resource implications arising from this report.
- 4.2 Members are however reminded that additional temporary staffing has been employed within the elections team to primarily support this process. All out elections in 2016 (which are a consequence of the decision to continue the practice of elections by thirds) will incur the Council in additional costs to those previously anticipated and budgeted for. These will be addressed as and when they occur.

5. Section 151 Officer comments:

- 5.1 The need for an additional budget to enable the elections to take place in 2016 will be added to the Council's Medium Term Financial Plan as an unavoidable spending pressure. The funds will be drawn from the General Fund Working Balance.

6. What are the legal aspects?

- 6.1 Under the Local Democracy, Economic Development and Construction Act 2009, the electoral arrangements for every principal authority in England must be reviewed from time to time.

7. Monitoring Officer's comments:

- 7.1 This report raises no issues for the Monitoring Officer.

8. Report details:

- 8.1 As part of an overall consultation exercise being undertaken by the Local Government Boundary Commission for England (LGBCE) into future electoral arrangements in Exeter, the Council is asked to consider the submission of its own proposals for future ward boundaries in the City.

- 8.2 In consideration of this, the Council will need to submit a proposal which, in its opinion, best meets the LGBCE's three criteria, namely:-

- To deliver electoral equality where each councillor represents roughly the same number of electors as others across the city;
- That the pattern of wards should, as far as possible, reflect the interests and identities of local communities; and
- That the electoral arrangements should provide for effective and convenient local government.

- 8.3 It should be noted that the consultation is open to any interested person or organisation, and that each response (including the Council's) is given equal weighting by the LGBCE.

- 8.4 In drawing up the attached proposals, the Electoral Review Working Group has taken into account the above criteria, as well as the requirement that as the overall number of councillors will be 39, the presumption is that there should be 13 wards in the City, each being represented by 3 councillors. This also therefore ensures that all parts of the City undertake elections each and every year (3 for the City Council and one for the County Council), thereby ensuring equality in voting across the City.

- 8.5 During its discussions, the Working Group considered the following issues:-

- The importance of local communities across the City and the need to ensure that as far as practicably possible, their identity be retained in any new electoral wards;
- The St James Neighbourhood Forum and its status in the city's electoral map;
- A need to minimise any confusion to electors with unnecessary changes;
- A need to ensure that any proposed ward names best reflect local identities;
- A need to ensure that as far as practicably possible, ward boundaries follow definitive lines (river, roads, railway lines etc.) on the ground so that they can be

- easily identifiable;
- Development proposals up to and including 2020.
- 8.6 Once the Council has submitted its proposals, these will be taken into account alongside all others received, with the LGBCE then publishing its own recommendations as to proposed ward boundaries, in June 2015 for a further round of consultation. It is intended to bring these proposals to the Executive on 14 July.
- 9. How does the decision contribute to the Council's Corporate Plan?**
- 9.1 The suggestion put forward here, will ensure that the Council maintains its ability to deliver its services efficiently and effectively without a detrimental impact on Members' perspective and workloads.
- 10. What risks are there and how can they be reduced?**
- 10.1 If the Council does not produce a submission on ward boundaries (as proposed), the LGBCE will be unable to take the Council's views into account, when drawing up its own recommendations. The Council may, therefore, end up having to work within something which may not best reflect the way in which the Council wishes to work. It is therefore in the Council's best interests to make a submission which, in its opinion, best reflects its own requirements.
- 11. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?**
- 11.1 The proposed decision will ensure that the Council maintains its ability to deliver its services effectively and efficiently without a detrimental impact on members' perspective and workloads, ensuring that elected councillors continue to best represent their local area and its interests whilst bearing in mind the community's needs.
- 12. Are there any other options?**
- 12.1 None that are considered appropriate or favourable to the Council and its interests.

John Street
Corporate Manager, Democratic & Civic Support, Electoral Registration and Returning Officer

Local Government (Access to Information) Act 1972 (as amended)
Background papers used in compiling this report:-

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Exeter City Council Electoral Review

Warding Patterns Submission



March 2015

Contents

1. Introduction
2. Equality of Representation
3. Community Identities and Interests
4. Proposed Warding Arrangements

1. Introduction

The Local Government Boundary Commission for England (LGBCE) is carrying out an electoral review of the City. The LGBCE has finished its consultation on the size of the Council and is minded that Exeter City Council should have 39 members in the future.

The Commission has now asked for submissions proposing Warding patterns that reflect this change. Any group or individual is able to put forward suggestions on Warding patterns for all or part of the City. The LGBCE will consider all submissions and propose a warding pattern for the City and then run a ten week consultation on these proposed warding patterns before it publishes its final recommendations. Boundaries will be changed following the laying down of an Order in Parliament and will take effect from the city council elections in May 2016.

In preparing its submission proposing new ward arrangements for the City, the Council must take account of:

- Equality of representation
- Reflecting community identities and interests
- Providing for convenient and effective local government

2. Equality of representation

Based on a council size of 39 and growth projections, the projected electorate in 2020 is 94,016 which means the average number of electors for each Councillor is 2,411.

3. Community identities and interests

Using maps, the Electoral Review Steering Group met on two occasions to consider the proposed ward boundaries, bearing in mind the above criteria. It identified key communities within the City, as well as any man-made or natural barriers such as major roads, rivers and water courses that acted as boundaries between communities. Using the Group and officer's knowledge of communities within the City, warding arrangements are proposed that the Steering Group feels best reflect the community identities and interests of the area, whilst ensuring the proposals would deliver electoral equality.

The table provided as **Appendix 1** provides a summary of proposed warding arrangements and the figures to support the proposals. A copy of a map showing the proposed new Ward boundaries is also enclosed as **Appendix 2** document.

This submission also provides evidence and rationale for how the proposed warding arrangements reflect community identities and interests by highlighting local amenities and facilities that may be either a focal point or natural break between communities; the history and tradition of individual areas which may be the basis of their sense of community identity; and any natural or man-made physical barriers that mark the

boundary between different communities. The list is not exhaustive; it is illustrative of the connections that bind local communities.

The submission was further considered by the Council's Executive Committee on 17 March 2015 and formally approved by Full Council on the 25 March 2015.

PROPOSED WARDING ARRANGEMENTS

The table below shows how the proposed warding arrangements reflect the three statutory criteria of:

- Equality and representation
- Reflecting community interests
- Providing for convenient and effective local government.

It is proposed that all Wards are represented by 3 councillors.

Ward Name	Forecast electorate 2020	Forecast electoral variance in 2020	Evidence and rationale that the proposals meet the 3 statutory criteria
Alphington	6970	-3.62%	This is an existing 3 member ward, which has been extended to its previous North Eastern boundary, but retains its strong natural boundaries of the Western and Southern boundary of the City, the River Exe and railway line. There is a strong community within Alphington itself, where many local facilities are provided. The area which has been added to this ward is serviced predominantly by roads accessed via the mainroad which dissects the ward.
Duryard	7571	+4.69%	This combines the existing Duryard ward with the existing St James ward. It encompasses much of the student accommodation required for Exeter University (both on and off campus) and as such has a wide range of community facilities within the area to serve its requirements. Great attention has been paid to ensuring that the St James Neighbourhood Plan area is included in one ward and this has been achieved here. Its boundaries are well defined by the River Exe and roads.
Exwick	7332	+1.38%	This is an existing 3 member ward, which has strong boundaries on all its sides (the city boundary and the River

			Exe.) Its Southern boundary has been extended to include those properties accessed from Isleworth Road. There is a strong community spirit within the area, focussed principally around the previous village of Exwick and developments in this area. The majority of the area is accessed via the main road which runs through the centre of the ward.
Heavitree	7002	-3.18%	This retains the current Heavitree Ward, which is extended to take in part of the previous Polsloe and Whipton Barton Wards, allowing it to take in all of the area known locally as Heavitree (including the cemetery). It has strong community spirit around the previous village of Heavitree, which has many local facilities which serve as a local hub. It also has strong public transport links to the city centre by both rail and bus.
Middlemoor	7054	-2.46%	This retains the previous St. Loyes ward and is added to by an area of the previous Whipton Barton ward bounded by the railway line, therefore forming strong boundaries to all sides. It has been renamed Middlemoor, which is a locally recognised area of the City. The majority of the residential areas in this ward, are serviced by the main arterial road running through the centre of the ward and also benefits from a railway station within the ward.
Pinhoe	7406	+2.41%	This ward takes in virtually all of the previous Pinhoe ward, whilst taking in part of the previous Whipton Barton ward. It is very much based around the previous village of Pinhoe, which has good community facilities and local recognition. The majority of the ward is serviced via a main road which cuts through the centre of the ward, as well as a railway station.
Priory	7039	-2.67%	This is an existing 3 member ward, which has amended only slightly from its current state, with its boundary with the Topsham ward being moved to the centre of the main arterial

			road (Topsham Road). This together with its other boundaries of river and roads, gives a very strong definition to the area. There are two distinct communities within the ward (both of which have strong local identities and are served well by good community facilities and public transport), with also some connectivity between the two.
Riverside	7467	+3.25%	This ward takes in the majority of the City Centre and its local and city-wide facilities. It has strong boundaries with them being easily defined by river, road or railway line. It also brings both sides of the Quay community together in one ward, therefore strengthening this aspect of riverside living. There are local community facilities at both the Quay and also in the St David's area of the proposed ward..
Magdalen	7062	-2.35%	This ward takes in all of the previous Newtown ward as well as the majority of the previous St Leonard's ward. It brings together all of the outer city centre area and is served by local community facilities based around the Magdalen Road and Newtown areas. The ward takes its name from the main road running through the centre of it.
St Thomas	7477	+3.39%	This ward takes in all of the existing St Thomas ward, but now also takes in the area known locally as Higher St Thomas, and which looks to use the local facilities of St Thomas. This is one of the strongest local communities within the City. It has good public transport links with the City Centre, including a railway station.
Stoke Hill	7211	-0.29%	This takes in the previous Pennsylvania ward, which is extended to take in all of the properties which are accessed from both sides of Pinhoe Road. The ward has been renamed to take account of the strong community based around the Stoke Hill area of the City with its boundaries being very distinctly defined by roads and the City limits.
Topsham	7231	-0.01%	This is an existing 2 member ward which has been only slightly amended from its current state (as detailed above in

			<p>the Priory description) and, as such, retains its very strong boundaries of city limits, rivers and roads.</p> <p>There are two distinct communities within this ward – one very much based around the historic town of Topsham (and all the facilities that brings) with the second very much still in the development stage. Both communities are well served by public transport, including rail stops in both.</p> <p>The smaller community within the Southbrook area of the City remains connected with the remainder of the ward by a main arterial road to the City and public transport.</p>
Whipton	7191	-0.57%	<p>This ward covers all of the area previously covered by the Mincinglake ward, but now includes the area to the South of the Whipton Village centre bounded by the railway line and roads. This allows for the strong local community around the previous village centre of Whipton to be enhanced in this area. There is a further strong local community around the Beacon Lane area of the City.</p>

Plan 1c - Proposed Ward Numbers

<u>Ward Name</u>	<u>2015 Electorate</u>	<u>Variance</u>		<u>2020 Electorate</u>	<u>Variance</u>
Alphington	6512	-2.34%		6970	-3.62%
Duryard	7288	9.30%		7571	4.69%
Exwick	7255	8.80%		7332	1.38%
Heavitree	7002	5.01%		7002	-3.18%
Magdalen	6647	-0.31%		7062	-2.35%
Middlemoor	6606	-0.93%		7054	-2.46%
Pinhoe	4897	-26.56%		7406	2.41%
Priory	6669	0.01%		7039	-2.67%
Riverside	6911	3.64%		7467	3.25%
St. Thomas	7463	11.92%		7477	3.39%
Stoke Hill	7045	5.65%		7211	-0.29%
Topsham	5255	-21.19%		7231	-0.01%
Whipton	7130	6.93%		7191	-0.57%

Proposal 1 - Ward Boundaries



↑ Proposal 1 - New Ward Boundaries
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