

Parties Notice of Intention

Licensing Act 2003



Premises Licence Number:

PREM/05022/001 (New Dock Hall)

Hearing Date:

20 December 2022

I am:

The applicant/licence holder

A responsible authority

An interested party

Name: Benjamin Campbell on behalf of the Board of Trustees of the Armouries.

Address: New Dock Hall, Royal Armouries, Armouries Drive, Hunslet, Leeds, LS10 1LT.

1) I will be attending the hearing

2) I will be attending the hearing but will also be represented

3) I will not be attending the hearing

4) I will not be attending the hearing but will be represented

If you have selected option (2) or (4) please provide details of who you will be represented by:

Ben Williams (Kings Chambers).

NB: Please remember to share any correspondence that you receive from us about this case with your representative.

Note to all parties

If you say that you will not be attending the hearing the committee will make it's decision based upon your written representation.

If you wish to withdraw your representation please tick here

or

If you consider that a hearing can be dispensed with please tick here

Please give details as to why you think a hearing can be dispensed with.
(e.g. because you have reached agreement with the other party on conditions)

WITNESSES

Please set out below the name of any person you wish to appear at the Hearing as a witness (other than your representative) and provide brief details of the evidence they will bring. You will only be allowed to call the witness if the Committee gives permission, and any evidence must be presented within your allocated time.

Name	Evidence to be given

DOCUMENTS

Please list below and attach any documents (other than your application or written objections) that you wish the Committee to consider and indicate whether copies have already been sent to the other parties.

Document	Copy sent
1. Email from Benjamin Campbell to Bridget Massey on 13 November 2022 at 01:06	Yes (see bundle).
2. Email from Bob Patterson (West Yorkshire Police) to Bridget Massey on 30 November 2022 at 14:39 with representations, response from James Parker (DLA Piper) confirming agreement to those representations on 30 November 2022 at 15:07, and email from Bob Patterson (West Yorkshire Police) to Bridget Massey on 30 November 2022 at 15:14 confirming representations withdrawn.	Yes (see bundle).
3. Email from John Parry (West Yorkshire Fire and Rescue Authority) on 11 November 2022 at 10:43 to Jan Bruce (Royal Armouries) confirming that the Authority has no objections to the application.	Yes (see bundle).
4. Email from Elizabeth Hebbert (Environmental Health Officer, Leeds City Council) on 17 November 2022 at 15:09 with objections and proposed conditions, and response from James Parker (DLA Piper) on 28 November 2022 at 14:12 confirming agreement to those conditions, with the Council withdrawing their objections on 29 November.	Yes (see bundle).
5. Email from Elizabeth Hebbert (Environmental Health Officer, Leeds City Council) on 24 November 2022 at 11:58 regarding external noise/the inaudibility condition.	Yes (see bundle).
6. Email from James Parker (DLA Piper) on 29 November 2022 at 18:21 to Bridget Massey explaining that the Royal Armouries is willing to reduce their proposed hours in effort to allay any concerns that the residents may have.	Yes (see bundle).
7. Royal Armouries Dispersal Policy	Yes (see bundle).

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This completed form and any additional documents should be forwarded to entertainment.licensing@leeds.gov.uk at least 5 working days before the date of hearing.

1. Email from Benjamin Campbell to Bridget Massey on 13 November 2022 at 01:06

Sent: 13 November 2022 01:06

To: [REDACTED]

Subject: Royal Armouries

Good Evening Bridget,

I hope this email finds you well and you had a lovely weekend.

Thank you for your time on Friday afternoon.

Following on from our conversation and also meeting a number of the residence with regards to the application I have below pulled together a list that we are going to be undertaking which I am happy for you to share with the persons currently objecting.

- General
- The licence application is currently based on the previous licence agreement in place, all events are only sold with the bar until 1am and event closes with carriages at 1:30am, New Year's Eve is the only exception to the rule where we will serve alcohol until 2am and event closes with carriages at 2:30am, I have stated to the residence that should we ever have a request for a late bar requirement we would consult with them first and we have never used this time on the licence in the past.
 - We send through to Allied London a list of events however this does not appear on the apartment notice boards, I am going to put up the months' worth of events for both venues going forward so residences are aware of events taking place
 - I understand that the main contact number is unmanned out of hours, there will be a contact number placed on the notice boards in the apartments so residences can make contact with us out of hours
 - I am going to arrange a quarterly drop-in session to speak with the residence so they can discuss any points, but I can let them know any details from outside

- New Dock Hall
- We are going to decommission the current main doors and move the main entrance to the doors closest to the holiday inn which will move the people away from the apartments
 - We are going to install signs outside which light up if people become too loud – these have been ordered and awaiting arrival
 - We are looking at a new smoking shelter which is sound proofed so that we can stop people congregating at the front of the building
 - We have worked with the taxi association providing them with a list of events so that we can have a stream of taxis at the venue to dispersing people away from the venue as quickly as possible, relocation the taxi pick-up point
 - We have already staggered the exit of the building, so we do not exit all guests in on go from the venue we stagger this to reduce the noise levels

- Royal Armouries
- We are going to install signs outside which light up if people become too loud – these have been ordered and awaiting arrival
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 - We have already staggered the exit of the building, so we do not exit all guests in on go from the venue we stagger this to reduce the noise levels

I am happy to meet with the people that are currently objecting to discuss their points in more detail in a neutral meeting place, North Star Coffee House on Leeds Dock, I am happy for you to pass them my contact details: [REDACTED]

Kind Regards



Benjamin Campbell
Venue Director

[REDACTED]






Royal Armouries Museum,
Armouries Drive, Leeds, LS10 1LT
www.royalarmouriesconferenceandevents.org
www.restaurantassociates.co.uk



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2. Email from Bob Patterson (West Yorkshire Police) to Bridget Massey on 30 November 2022 at 14:39 with representations, response from James Parker (DLA Piper) confirming agreement to those representations on 30 November 2022 at 15:07, and email from Bob Patterson (West Yorkshire Police) to Bridget Massey on 30 November 2022 at 15:14 confirming representations withdrawn.

RE: WYP REP_Royal Armouries Museum and New Dock Hall Premises Licence Applications [DLAP-UKMATTERS.FID6315381]

 Patterson, Bob
To:  James Parker
Cc:  Liam Green;  Messey, Bridget;  Entertainment Licensing
Retention Policy: GDPR: 10-Year delete (10 years)

 Reply  Reply All  Forward 

Wed 30/11/2022 15:14

Expires: 27/11/2032

****EXTERNAL****

Dear James,
Thank you for your prompt reply and agreement.

Dear Bridget / LCC ELS,
Regarding this agreement and on the usual proviso, please now withdraw the police representations with regards to both these applications.

Thank you in advance.

Best regards

Bob

Mr Bob Patterson
Leeds District Licensing Officer
Leeds District Licensing Department
Leeds District HQ
Elland Road
LS11 8BU

Internal: None presently

External: None presently

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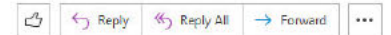
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**James Parker**

To: Patterson, Bob

Cc: Liam Green; Massey, Bridget; Entertainment Licensing



Wed 30/11/2022 15:07

Dear Bob,

Thank you for your email.

I have discussed with my client, and we can agree the alternative wording that you suggest for both licences.

Bridget - please let me know if you need anything further from me on this point.

Kind regards

James

James Parker

Senior Associate



DLA Piper UK LLP

From: Patterson, Bob <bpatterson@dlapiper.com>
 Sent: 30 November 2022 14:39
 To: Massey, Bridget <bridget.massey@westyorkshire.gov.uk>; Entertainment Licensing <Entertainment.Licen@leeds.gov.uk>
 Cc: James Parker <j.parker@dlapiper.com>; Liam Green <liam.green@dlapiper.com>
 Subject: WYP REP_Royal Armouries Museum and New Dock Hall Premises Licence Applications [DLAP-UKMATTERS.FID6215281]

****EXTERNAL****

Dear Bridget,

Hope you are keeping well.

On behalf of West Yorkshire Police.

I appreciate you are trying to dispense with the hearing for these two applications, but as I understand this is the last day to make representations in both cases here, I have no alternative but to ask you to accept this email as the same representation to both applications, until we hear a reply from the applicant's solicitors (copied into this email) whom I contacted by email albeit only yesterday.

The email sent yesterday is copied below, but the request from the police (and now the representation here), amount to the same thing, which is only the ~~relaxment~~ of measures / conditions offered in both applications, with more present-day ~~alternative~~ wording from the 'VB pro-forma risk assessment', for the reasons given yesterday-

Copy of email sent yesterday-

Good afternoon James & Liam (& Jana),

I email you on behalf of West Yorkshire Police, with regards to your subject applications for two new premises licences at the Royal Armouries, due to previous licences lapsing in both cases.

I take note that the authorised hours for the licensable activities applied for in each case now, are the same as both the lapsed licences. Obviously, West Yorkshire Police have no issues with this.

Similarly, in the case of both applications now, the measures / conditions you have offered at section M(d), quote-

- 1) The applicant participates in the local Pubwatch that is recognised by West Yorkshire Police.
- 2) The applicant implements a dispersal policy agreed with West Yorkshire Police. This includes the halt of the sale of alcohol 30 minutes before close of business and a restriction of entry beyond a specific hour. Transport options are suitably advertised at the venue and staff are aware.
- 3) The existing CCTV system shall be maintained. Recordings shall be kept for at least 28 days and handed to the Police on request.

are also in the main, very similar wording to corresponding conditions imposed on the two lapsed premises licences.

West Yorkshire Police have no particular objections to this either, except that the lapsed conditions were taken from a formal Leeds City Council document used in conjunction with all responsible authorities in Leeds, which has been amended on a number of occasions since the two lapsed premises licences were issued.

Therefore, to bring the same measures / conditions you have now offered up to date in both instances, West Yorkshire Police would suggest the following alternative wording is more appropriate from the most present-day version of the same document.

The wording to read as follows-

- The premises licence holder and/or designated premises supervisor will belong to a recognised trade body or Pub Watch Scheme where one exists, whose aims include the promotion of the licensing objectives.
- The premises licence holder and/or designated premises supervisor will operate to a written dispersal policy which ensures the safe and gradual dispersal of customers from the premises.
- A suitable closed circuit Television (CCTV) system will be in operation at the premises at all times when it is being used for the provision of licensable activities and/or when members of the public are permitted to be on the premises.
- The CCTV system will record images to cover all areas of the premises to which the public have access (save for toilets), including any external areas of the premises such as car parks and beer gardens.
- The CCTV system will be capable of retaining images for a minimum of 31 days, will be of good quality and will contain the correct time and date stamp information.
- The CCTV system and images will be kept in a secure environment to which members of the public will not be permitted access.
- At least one member of staff will be on duty at the premises who is capable of operating the system and downloading images recorded by it. These images will be downloaded and provided, on request, to an officer of a responsible authority.

Other than this, West Yorkshire Police have no further issues with the two applications for new 'replacement' premises licences at the Royal Armouries in Leeds.

If you are agreeable to the wording alterations in both cases, could you please reply to that effect, and I don't mind whether you instruct Leeds City Council of the changes, or I do?

Look forward to hearing from you in due course – I understand the 28-day cut off for making representations is tomorrow 30th November?).

Best regards.

Best regards.

Mr Bob Patterson
Leeds District Licensing Officer
Leeds District Licensing Department
Leeds District HQ
Elland Road
LS11 8BU
Internal: None presently
External: None presently
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3. Email from John Parry (West Yorkshire Fire and Rescue Authority) on 11 November 2022 at 10:43 to Jan Bruce (Royal Armouries) confirming that the Authority has no objections to the application.



James Parker

To: Jan Bruce

Cc: Liam Green

From: Helen Evans [redacted]
Sent: Friday, November 11, 2022 10:43 AM
To: Jan Bruce [redacted]
Subject: New Premise Licence



Mon 14/11/2022 12:03

Dear Sir/ Madam

The Licensing Act 2003

Premises: Royal Armouries (International) Plc New Dock Hall Royal Armouries Square Hunslet Leeds , LS10 1NF

Our Ref: 58223

I acknowledge receipt of your licensing application received on 3 November 2022 in respect of the above premises.

(1)

The details and information that you have supplied have been considered by West Yorkshire Fire & Rescue Authority and there are no objections to the submitted application. An appropriate response has been forwarded to the Licensing Authority.

Ensuring adequate fire safety in licensed premises is the duty of the responsible person and should be kept under regular review. West Yorkshire Fire & Rescue Authority actively monitor compliance with fire safety legislation in premises that are subject to the **Regulatory Reform (Fire Safety) Order 2005**.

Should you wish to discuss the content of this letter, please contact the Fire Protection department at fire_safety@westyorksfire.gov.uk

Yours faithfully





John Parry

Fire Protection Manager

And on behalf of the West Yorkshire Fire and Rescue Authority

4. Email from Elizabeth Hebbert (Environmental Health Officer, Leeds City Council) on 17 November 2022 at 15:09 with objections and proposed conditions, and response from James Parker (DLA Piper) on 28 November 2022 at 14:12 confirming agreement to those conditions, with the Council withdrawing their objections on 29 November.

 James Parker
To: [Redacted]
Cc: [Redacted], Rod Taylor, Liam Green

  Reply  Reply All  Forward 

Tue 29/11/2022 10:32

****EXTERNAL****

Good morning James,

Thank you for confirming your acceptance of the conditions we have suggested to be added to the premises licenses for New Dock Hall and the Royal Armouries Museum. Given your acceptance of these, I will withdraw our qualified objections to both applications.

Kind regards,

Elizabeth Hebbert
Environmental Health Officer
Environmental Protection Team
Leeds City Council
To: [Redacted]

From: James Parker <[Redacted]>
Sent: 28 November 2022, 14:12
To: Hebbert, Elizabeth <[Redacted]>
Cc: Holroyd, Vanessa <[Redacted]>
Subject: RE: Qualified objection - New Dock Hall [PREM/05022/001] and Royal Armouries Museum [PREM/05022/001] | [DLAP-UKMATTERS.FIDG215281]

Dear Elizabeth,

Thank you for taking the time to discuss this matter with me last week.

I can confirm that my client is happy to accept the conditions as set out in your letters dated 17 November 2022.

Please can you confirm that you are therefore withdrawing your objections to both applications?

Kind regards

James

James Parker
Senior Associate

[Redacted]
DLA Piper UK LLP

From: Hebbert, Elizabeth <[REDACTED]>
Sent: 17 November 2022 15:08
To: [REDACTED]; James Parker <[REDACTED]>; Liam Green <[REDACTED]>
Cc: [REDACTED]; [REDACTED]; Vanessa [REDACTED]; Entertainment Licensing <Entertainment.Lic@leeds.gov.uk>
Subject: Unpublished objection - New Dock Hall (PREM/05022/001) and Royal Armouries Museum (PREM/05021/001)

****EXTERNAL****

Good afternoon,

Please find attached letters detailing our qualified objection to the applications for new premises licenses for New Dock Hall (PREM/05022/001) and the Royal Armouries Museum (PREM/05021/001). Our qualified objections are subject to your acceptance of the following conditions to be added to both premises licenses, which we consider would be relevant to meeting the licensing objective relating to the prevention of public nuisance:

1. There shall be no external loudspeakers.
2. Noise from a licensable activity at the premises will not be audible at the nearest noise sensitive premises, including residences at Cartier House and Magellan House, at any time.

If you are happy to accept these conditions, please confirm this by reply email or returning the form attached to the letters. We would then withdraw our objections to the applications.

Kind regards,

Elizabeth Hebbert

Environmental Health Officer
Environmental Protection Team
Leeds City Council
Tel: [REDACTED]

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5. Email from Elizabeth Hebbert (Environmental Health Officer, Leeds City Council) on 24 November 2022 at 11:58 regarding external noise/the inaudibility condition.

From: Hebbert, Elizabeth <[REDACTED]>
Sent: 24 November 2022 11:58
To: James Parker <[REDACTED]>
Subject: Royal Armouries premises license application

****EXTERNAL****

Good morning,

Following on from our phone call, I can confirm that the as the inaudibility condition we have requested to be added to the Royal Armouries' premises licenses, will apply only to licensable activities, and so the condition wouldn't apply to noise from people leaving the venue or smoking outside, as these are not licensable activities. Patron noise could potentially still cause a 'statutory nuisance', which would be enforceable under the Environmental Protection Act 1990, however we have confidence in the measures that the Royal Armouries are putting in place to control this.

Kind regards,

Elizabeth Hebbert

Environmental Health Officer
Environmental Protection Team
Leeds City Council
Tel: [REDACTED]

Ice Cube @ Christmas returns to Millennium Square, Cookridge Street & Victoria Gardens from 25 November until 31 December

The popular attraction is back this festive season with its covered ice rink, festive street food & drink and winter-themed rides. Find out more and [book tickets](#).

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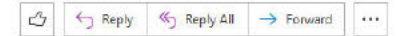
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6. Email from James Parker (DLA Piper) on 29 November 2022 at 18:21 to Bridget Massey explaining that the Royal Armouries is willing to reduce their proposed hours in effort to allay any concerns that the residents may have.



James Parker

To: [Redacted]
Cc: entertainment.licensing@leeds.gov.uk; Liam Green



Tue 29/11/2022 18:21

Dear Bridget

Your references: A80/PREM/05021/001 and A80/PREM/05022/001

Further to recent conversations that you and the Royal Armouries have had around opening hours, we have considered the position further, and our client is willing to reduce their proposed hours in effort to allay any concerns that the residents may have.

With that in mind, we outline the reduced proposal below:

- The proposed opening hours to the public for the premises are as follows:
 - Monday to Sunday 0900 until 01:30 the following day
 - Non-standard timings: New Year's Eve 0900 until the end of hours New Year's Day
- The application seeks to authorise sale by retail of alcohol as follows:
 - Monday to Sunday from 0900 until 0100 the following day
 - Non-standard timings: New Year's Eve 0900 until end of hours New Year's Day
- The application seeks to authorise regulated entertainment as follows:
 - Monday to Sunday from 0900 until 0100 the following day
 - Non-standard timings: New Year's Eve 0900 until the end of hours New Year's Day
- The application seeks to authorise late night refreshment as follows:
 - Monday to Sunday from 2300 to 0100 the following day
 - Non-standard timings: New Year's Eve 2300 until 0500 the following day

We would be very grateful if you could pass this concession back to the residents, with a view to them hopefully understanding our client is doing its best to effectively tackle their concerns and provide them with the comfort they need, which will then (hopefully) allow them to withdraw their objections.

As ever, if we can be of further assistance, please let us know.

Kind regards

James

James Parker

Senior Associate



DLA Piper UK LLP

7. Royal Armouries Dispersal Policy



DISPERSAL POLICY

Royal Armouries Museum and New Dock Hall

1. PURPOSE

This policy is designed to provide guidance for the management and employees and set out the terms for the dispersal of customers from the premises.

The purpose of this policy is to set out the reasonable steps the premises will undertake to prevent unnecessary avoidable disturbance to residents, services and other businesses operating in the vicinity of the premises.

It is the stated intention of the premises to operate in a manner which causes the minimum impact from noise nuisance and anti-social behaviour from our customers to neighbours and other members of the public.

To this end all relevant staff will be trained in this policy and other appropriate skills to achieve an orderly and safe dispersal from the premises.

All staff are compelled by their contract of employment to comply with and actively implement this dispersal policy; where their job role includes these responsibilities.

It is the responsibility of the Designated Premises Supervisor and Venue Director to ensure that this policy is enforced at the premises and to regularly update the policy to meet the requirements of the business.

2. LOCAL CO-OPERATION

The premises will work in co-operation, where appropriate, with other premises in the area to ensure that local policies are co-ordinated.

The premises will, where practicable, work in partnership with Responsible Authorities through Pubwatch or similar partnership group to share information and best practice.

Where reasonably possible, the Premises will actively enrol in schemes such as area wide joint-radio systems, with the Police or other Responsible Authorities.

3. DISPERSAL

Dispersal shall take place through the front door(s) of the premises onto Museum Square.

All conditions relating to dispersal included in the Premises licence will be enforced and relevant staff will be trained in these conditions, as well as the terminal hours and operating hours outlined on the premises licence.

Monday to Sunday - 09:00am – 02:00am

New Years Eve – 09:00 – 03:00am

Allocation of staff in the last 30 minutes prior to closing will be reviewed, to ensure that the collecting of glasses and the clearing of other waste is prioritised; this provides a message to customers that the premises is in the process of closing and encourages them to finish their drinks and prepare for departure.

Where a cloakroom is in operation additional staff will also be allocated there to ensure people can collect their belongings as efficiently as possible as they are leaving the premises.

A suitable member of staff or a Door Supervisor will be visible at each public entrance / exit to control the dispersal, to remind people to leave quietly and to prevent patrons from re-entering the premises.

Action Points:

- Make an announcement at the end of the evening to encourage patrons to disperse gradually and to leave the area quietly.
- Ensure adequate signage is available at each exit asking people to leave quietly and not to congregate outside or in the local area; direct patrons attention to these signs as they leave.
- Remove drinks and glass vessels from patrons as they leave to ensure no glass leave the premises.

4. DOOR SUPERVISORS

Door Supervisors Licensed by the Security Industry Authority will be employed by the premises based upon the risk assessment carried out in relation to the following factors:

- Size of the venue
- Expected attendance
- Type of event taking place
- Location of the premises
- Time of year
- Special occasion (New Year, Halloween, Local Festivals etc.)
- Premises Licence Conditions

Standard door supervisors staffing ratio will be based on two staff based on the main doors, plus one door supervisor per 100 people

Door Supervisors will be tasked with:

- Management of the Queue to Enter the Premises. Where a queue forms, they will monitor to ensure the behaviour of those queuing is conducive with the entry policy. Any person who appears to be drunk or intoxicated will, where possible, be removed from the queue prior to them reaching the front.

While monitoring the queue the Door Supervisor should remove alcohol from anyone consuming alcohol while queuing or if they are unwilling to give up their alcohol remove them from the queue and advise them, they will be refused entry as a result.

An appropriate member of staff should also ask people to have their ID ready to show at the door.

Door Supervisors must seek to control the noise from any person queuing outside the premises in order to reduce the potential for noise to disturb people living and working in the local community. This is achieved by politely reminding customers that anyone not complying with the request will be refused entry to the premises.

- Dispersal from the Premises. During the 'soft closure' period and once the premises is closed, the Door Supervisors shall assist with the dispersal of customers from the area. The purpose of an effective dispersal is to ensure that patrons leave the area quickly, quietly and in an orderly manner.

The most effective approach to dispersal is to be friendly and helpful, understanding that one of the effects of alcohol is to inhibit the effective decision-making ability. What may seem obvious and logical to a sober person, may seem confusing and complicated to a person who has consumed alcohol.

People loitering may be doing so because they are unable to make a decision or easily access the information they require; often they will disperse when they are given this information. Many patrons will move on if they can be helped to achieve one of the following outcomes:

- How to get home?
- Where can they go next?
- Where can they get some food?

By providing this information it can encourage them to leave the immediate area more quickly.

Just because someone arrived using one form of transport, do assume that transport option is still available to them or that they can remember immediately how they arrived. Give them options, and offer assistance:

- Call a local taxi
 - Provide information on local bus / train routes
 - Help to locate their friends
 - Call someone for them
-
- Door Supervisors will be easily identifiable. The law requires Door Supervisors to display their SIA Licence, however the use of a clear uniform of black suite, white shirt, black tie and long black coat if on the entrance doors depending on weather will provide greater awareness of their presence.

Action Points:

Door Supervisors can expediate the dispersal of patrons with their actions both at closing time and throughout the night by:

- Controlling the level of intoxication of patrons throughout the night and acting appropriately when people become intoxicated. Anyone who becomes too intoxicated to be served at the bar, shall be removed from the premises.
- Prevent re-entry after 1:00am
- Encourage patrons to leave gradually via the appropriate exits at the end of the night; try and avoid large numbers of patrons all leaving at the same time.
- Provide information about the transport options from the premises.
- Remove drinks and glasses and bottles from those leaving the premises
- Remind people who are leaving to do so quietly and direct their attention to the signs displayed
- Ask patrons not to assemble or loiter outside the premises once they have left; politely reminding people who do not comply that they may be refused entrance in the future if they fail to disperse.

5. MARSHALLS

Marshalls are licensed Door Supervisors who work away from the premises and provide a highly visible presence in the immediate local area, providing reassurance to residents and controlling antisocial behaviour from patrons; they have two main roles:

- Taxi Marshals – To monitor and control organised taxi ranks.
- Area Marshals – To patrol and monitor the local area to ensure that patrons disperse effectively and do not contribute to anti-social behaviour in the local area. Area Marshals will have a detailed knowledge of all transport options in the area and provide directions for patrons who may be loitering in the vicinity of the premises.

Marshals will be easily identifiable by way of their uniform of a high visibility jacket / vest. They will have direct communication with the premises via a two-way radio and to the police with mobile phones programmed with the appropriate local emergency number.

6. SIGNAGE & LIGHTING

The following signs will be displayed at the premises:

- Signs highlighting the Entry Requirement of the Premises
- Signs requesting patrons to Leave Quietly and Respect the Neighbours
- Signs to inform patrons that drinks may not leave the premises at any time.

These signs are to be displayed prominently at every public entrance and exit from the premises.

Lighting (Internal) – The premises will turn on the House Lights 20 minutes prior to closing time; the time by which every patron must have left the premises.

Turning the house lights on is a clear indication to patrons that the premises is in the process of closing and generally encourages patrons to leave gradually over the following 20 minutes (often referred to as a 'drinking up time'). There is a distinct advantage to patrons leaving of their own free will as they are much more likely to leave and disperse, then if they are asked to do so.

Lighting (External) – External lighting should be sufficient for patrons to leave the premises safely. Providing sufficient lighting in the external areas of the premises will encourage patrons to leave; patrons may be slower to leave if it is brighter inside than outside.

External lighting will be regularly reviewed to ensure it is not a cause of nuisance to neighbours.

Both internal and external lighting will be regularly reviewed to ensure it does not impede the effectiveness of CCTV.

7. TRANSPORT

In order to facilitate the dispersal of patrons from the premises, patrons will be provided with information on the various means of transport available from the premises:

- Taxi & Taxi Ranks – The premises shall display the number(s) of a local taxi company and the location of any taxi rank located in the proximity of the premises. The local taxi company whose numbers are displayed will be contacted to advise them of the location of the premises and informed of the appropriate collection point; they will be asked not to sound their horns on arrival. Where a taxi has been called for a Patron, those persons will be asked to wait inside for their taxi to arrive.

For organised events, guests will be advised to pre-book taxis and advise the taxi company of the correct pick-up location along with instructions on how to minimise disturbance to local residents.

- Local & Night Bus Services
- Main Line Trains
- Car Parks - E.g. The use of cars as a form of transport will be discouraged.

Door Supervisors will be aware of patrons venturing into the street / road as they leave the premises and control this in order to promote Public Safety and prevent the potential for accidents and injuries.

8. SMOKING AREAS

The Premises operates a controlled smoking area at both the Royal Armouries Museum and New Dock Hall.

- Royal Armouries Museum, right hand side of the main entrance as you exit the building
- New Dock Hall, Right hand side between New Dock Hall and the Holiday Inn

The maximum number of patrons permitted in the smoking area at any one time is restricted to 30 persons. The number of people using the smoking area will be controlled by a Door Supervisor to ensure that the maximum number is not exceeded at any time.

The smoking area is specifically for smokers and no drinks, glasses or bottles are permitted in this area. Once patrons have finished smoking, they should be directed back inside the premises to reduce the noise generated outside the premises.

The smoking area will be closed 30 minutes prior to the closure of the premises and at the same time the bar is closed.

The closing of the smoking area at this time will aid dispersal and prevent confusion between those in the smoking area and those leaving the premises. It will also mean that anyone wishing to smoke must leave the premises and no re-entry is permitted after this time.

9. BOTTLES, GLASSES & LITTER

The premises will maintain the area immediately to the front of the premises clear of bottles, glasses and litter by regularly sending a member of staff to the area to clear these items.

No glasses, bottles or other drinks are permitted to leave the premises and it is the responsibility of the Door Supervisor to ensure this rule is enforced. This includes preventing such items being taken into the smoking area or away from the premises at the end of the night.

It may be the case that glass bottles and glasses are brought to the area from other premises and left in the vicinity or at the front of the premises. It is the responsibility of the Door Supervisor to ensure none of these items enter the premises or the smoking area.

Despite these items not originating from the premises, it is the responsibility of staff to clear them on a regular basis throughout a session and to check at the end of the night that no such items remain to the front of the premises.

Effective housekeeping of this nature reduces the chances of glasses and bottles breaking or causing potential accidents. Consideration should also be given that such litter causes a nuisance to neighbours and while much of this may not originate from the premises an effort should be made to clear such litter as is reasonable by way of being a good neighbour.

Action Points:

- Place signs at the exits reminding customers that drinks may not be removed from the premises or be taken into the smoking area.
- Use only plastic or polycarbonate drinking vessels on boxing and high-risk events

- Prior to closing the premises check that all litter to the front of the premises has been cleared
- Sweeping outside the premises at the end of the session not only clears smaller rubbish but may assist in getting patrons to move away from the premises.

10. CLOAKROOM & LOST PROPERTY

Patrons shall be reminded by way of notices and announcements that collecting items left in the cloakroom prior to the end of the night may allow them to avoid queues at the end of the night. This in turn will lead to some people dispersing in a more orderly way and being less frustrated if they leave having had to queue for a period of time to retrieve their coats and bags.

Additional staff will be allocated to the cloakroom as appropriate at the end of the session to reduce waiting times.

Any possessions that are found left behind at the end of an event will be held for a period of three months unless claimed by their owner. At this time, they will be donated to local charities and no claim can be made against the company. Notices to this effect will be displayed at the premises.

11. 'SOFT CLOSURE' - MUSIC & ENTERTAINMENT

A 'soft closure' is in place at the premises, this is designed to close the premises more slowly and thus to encourage a more even dispersal rather than everyone being asked to leave at the same time. This in turn seeks to minimise the potential for noise and anti-social behaviour which can occur when larger numbers of people leave a venue at the same time.

Different parts of the premises will be closed at different times event dependant in agreement with the venue director.

The Music volume will be turned down 20 minutes prior to the premises closing and turned off 10 minutes before closure of the premises. This advises patrons that the premises is closing and also allows them to finish their drinks in a quieter environment; this in turn will reduce the noise patrons make when they leave. Patrons who leave a loud premises will naturally talk more loudly once they leave, thus the potential for nuisance is greater.

The type of music being played in the 30 minutes prior to closing should be considered. It is useful to play more 'calming' / 'chill out' music in the 30 minutes prior to closing the premises as this will have a positive impact of the behaviour of patrons when they leave the premises.

- Patrons will be notified by announcement of 'Last Orders' giving the 10 minutes to purchase last drink if they wish to do so.
- 'Time' will then be announced when the bar closes.
- Once 'Time' has been announced the smoking area will be closed, people still smoking should be allowed to finish their cigarette, but no further people should be admitted to the area.
- 20 Minutes after 'time' has been called, staff cleaning and collecting glasses will start politely asking people to finish their drinks. Doing this in a polite individual manner, rather than shouting at the whole bar, is likely to have a more positive effect.

- 20 Minutes after 'Time' has been called people should be asked to leave in the same manner as that indicated above.
- 30 Minutes after 'Time' has been called, everyone should have left and dispersal as described earlier in this policy should be underway.

The music will not be turned back on by staff for their own entertainment while cleaning the premises, once customers have left the premises.

12. CONTROLLING CUSTOMERS & PREVENTING LOITERING

There are a number of solutions already described earlier in the policy on strategies which will help move people away from the premises and disperse them. However additional consideration have been given to the following:

- Making announcements within the communal areas
- Lighting within the foyer areas
- Notices and signage
- Staff allocation
- Thanking patrons on the way out; this also encourages them to return by ensuring their final interaction with staff is positive.
- Staff should be aware when leaving after their shift, where background noise may no longer drown them out, staff can be a source of nuisance themselves.
- Consideration has been given to additional training for key staff. Intoxicated customers may react more positively to messages from staff other than Door Supervisors. People who are intoxicated are instinctively adverse to authority figures, such as the police or door supervisors. While the Police and Door Supervisors are trained to handle conflict, the vast majority of patrons are not involved in conflict and for them a more positive outcome may be achieved by other staff providing them with the messages and information they require.
- Providing perceived incentives; such as giving patrons a lollipop as they leave, not only does this seem like an incentive, someone with a lollipop in their mouth will talk less

Updated 21st November 2022

Benjamin Campbell



Venue Director