

New Conditions for The Clarence, 31 Clarence Place, Stonehouse, Plymouth, Devon PL1 3JP. Imposed at the Review Hearing dated 1 August 2017

Prevention of Crime and Disorder

1. All staff shall be fully trained to perform their role. They will also be trained in the contents of the premises licence including times of operation, licensable activities and all conditions.
2. Training shall be recorded in documentary form and those records will be available for inspection at the request at all reasonable times by an authorised officer from a relevant responsible authority. The records will be retained for at least 12 months.
3. An incident book shall be maintained to record any activity of a violent, criminal or anti-social nature. The record will contain the time and date, the nature of the incident, the people involved, the action taken and details of the person responsible for the management of the premises at the time of the incident. The incident book shall be available for inspection at all reasonable times by an authorised officer of the relevant responsible authority. The records will be retained for at least 12 months.
4. All staff shall be suitably trained in the operating procedures for refusing service to any person who is drunk or is under-age or appears to be under-age. Training shall be recorded in documentary form and those records will be available for inspection at the request at all reasonable times by an authorised officer from a relevant responsible authority. The records will be retained for at least 12 months.
5. The Premises Licence Holder will ensure that a CCTV system is fully compliant with the guidance contained in the Information Commissioner's Office (ICO) guidance document (www.informationcommissioner.gov.uk) regarding installation of CCTV is provided at the premises.
6. The CCTV equipment shall be maintained in good working order and continually record when licensable activity takes place and for a period of two hours afterwards.
7. The CCTV system shall cover all areas of the premises to which the public have access including any outside areas.
8. Images shall be retained for a minimum of 28 days.

9. The CCTV system shall be capable of downloading images to a recognizable viewable format.
10. The CCTV system shall be capable of obtaining clear facial recognition images and a clear head and shoulders image of every person entering or leaving the premises.
11. If the CCTV equipment (Including any mobile units in use at the premises) breaks down the Premises Licence Holder shall ensure the Designated Premises Supervisor, or in his/her absence other responsible person, verbally informs the Licensing Authority and the Police by the next working day. This information shall be contemporaneously recorded in an incident report register and shall include the time, date and means this was done and to whom the information was reported. Equipment failures shall be repaired or replaced as soon as is reasonably practicable and without undue delay. The Licensing Authority and the Police shall be informed when faults are rectified.
12. The CCTV system covering any dedicated smoking area shall be fully operational and regularly monitored.
13. No customers carrying open or sealed bottles, cans or other receptacles containing alcoholic liquor shall be admitted to the premises at any time that the premises are open to the public.
14. No beverage purchased inside the premises may be consumed in the premises outside area.
15. The collection of glasses and bottles shall be undertaken at regular intervals to ensure there is no build-up of empties in and around the premises.
16. The Premises Licence Holder and/or Designated Premises Supervisor shall ensure that any outside area included in the licence will be controlled in a safe and effective manner and will pay special attention to the impact that the use of the outside area has on the surrounding community.
17. The Premises Licence Holder or nominated person shall have a written drugs policy detailing the actions to be undertaken to minimize the opportunity to use or supply illegal substances within the premises. This policy must be available to inspection on request by an authorised officer of a responsible authority at any reasonable time.
18. The Premises Licence Holder or nominated person shall ensure that a clearly visible notice is displayed advising those attending, that the Police will be informed if anyone is found in possession of controlled substances or weapons.
19. Suitable and sufficient conspicuous signage shall be erected and maintained at

the entrance to the premises advising patrons that causing any disturbance or disorder will result in admission being refused.

20. A designated, de-lined and bordered smoking area will be allocated outside the premises.
21. The amount of patrons in this area will not exceed five (5) persons and shall be monitored at least every hour by a staff member.
22. Any outdoor areas to front the premises must not be used by customers or staff.
23. The Premises Licence Holder or nominated person shall ensure that suitable ash trays or similar vessels are available for smoking litter.
24. Staff must assist patrons by any means that enable them to leave the premises quickly and quietly and without delay.
25. At least two (2) members of staff will be on duty Friday and Saturday evenings if the capacity of the premises exceeds forty (40) from 20:00hrs until closing time.

Prevention of Public Nuisance

26. No live or recorded music may take place on the premises and the exemption provisions within section 177A of the Licensing Act 2003 relating to live and recorded music no longer apply to this premises licence.