

Supplementary Papers for Licensing Sub-Committee

Date: Wednesday, 18 January 2023



6. **Sunset Beach at Aruba, Pier Approach, Bournemouth**

3 - 62

Please find attached supplementary submissions on behalf of the applicant.

Published: 16 January 2023

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From: [julia.palme](#) [REDACTED]
To: [Gosling, Gareth](#)
Cc: [Tania Jardim](#); [Sarah Rogers - Licensing](#); [Democratic Services](#); [Rosales, Vanessa](#)
Subject: Sunset Beach at Aruba: Premises Licence application
Date: 13 January 2023 17:07:26
Attachments: [Proposed conditions v6.docx](#)
[Proposed conditions clean version 12.1.23.docx](#)
[Sunset License Application Info.pptx](#)
[Amendments to application 13.1.23.docx](#)
Importance: High

Good afternoon. Thank you for your emails of 10 January.

In making this application, Matt was keen to continue to build on the working partnership enjoyed with you over the past couple of years of operating Sunset Beach. He very clearly had in mind the discussions to which you refer (when the operators advised of the customer expectation and viability issues of the Council Licence being subject to the restaurant condition in particular) when you suggested a Variation of the existing Licence as you indicate in your Report. As you will be aware, this proved not to be an appropriate approach as individual operators were invited to make application for their own licences rather than relying on the Council Licence.

Matt was aware that the conditions on the original Council Licence were as a result of meditation with the Police. In order to demonstrate its willingness to work wherever possible with the Police, the new application submitted therefore mirrored to a great extent those Licence conditions so complying insofar as possible with your invitation to submit a Variation on the conditions which were in question.

We are, however, very grateful to you for your most helpful and pragmatic approach in your consideration of our offered conditions of making it clear that you are content that a more appropriate tailored set of conditions would be acceptable to the Police. We are very happy to endorse this approach.

In those circumstances, my clients have taken on board the comments made on the majority of the conditions, and they have been re-written to clearly focus on the relevant issues for this operation. We have attached both the tracked version of our originally offered conditions, together with a 'clean' version which is easier to read. I also attach the updated plan details requested.

Having regard to the reasons for your representation as outlined in your Report, in addition, I am instructed to **amend the application** by removing in its entirety the application for Late Night Refreshment. In following the Council Licence, we simply reiterated the right that was permitted in this respect on that Licence.

I am also instructed to amend the request for the hours during which alcohol may be sold to a terminal hour of 10pm Sundays to Wednesdays and to 10.30pm Thursdays to Saturdays, Bank Holiday Sundays and during the Air Festival. Additionally, to demonstrate their good faith and willingness to work with you, they will accept a reduction of the hours of the other activities (which were permitted to 11pm under the Council Licence) to the same as those sought for sale of alcohol.

We trust that this will mean that the issues still in dispute will effectively be limited to

1. The request for an additional 30 minutes for alcohol on some days
2. The request for off sales and
3. There being no restaurant style condition.

However, do please feel free to contact me if you wish to discuss any of the conditions or offers made at this time.

Tania: please note the amendment to the application, which I am including on the attached sheet for forwarding to the committee members together with the plans, a copy of the amended conditions in both formats and this email.

Kind regards and have a good weekend

Julia Palmer

JCP Law



www.jcplaw.co.uk

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Registration no 449520: www.sra.org.uk/solicitors/code-of-conduct.page

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Sunset Beach at Aruba

Proposed Annex 2 Conditions

Note Definition : in these conditions, 'Authorised Officer' means an authorised officer of the Licensing Authority and/or Dorset Police

General Objectives

2.1 The ~~events-~~ operation shall be covered by a full Event Management Plan agreed at Safety Advisory Group meetings. The Event Management Plan will be sent to all agencies for ~~comments-~~ consultation

~~2.2 Safety Advisory Group Meetings shall be held on a regular basis involving the Police, Ambulance and other appropriate bodies. The representative of the Premises Licence Holder will attend at such Meetings and/or provide such information as may be required.~~

~~2.2.1 The representatives in this group include Police, Ambulance, Fire, Licensing, Health and Safety and Environmental Health.~~

2.2 The representative of the Premises Licence Holder shall liaise with the responsible authorities and attend Safety Advisory Group meetings if and as requested

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~~2.2.2-1~~ The Premises Licence Holder shall provide both public and employers liability insurance to the Council prior to the commencement of this Licence.

~~2.3. All activities and events shall have to comply with Council regulated event criteria to include Risk Assessment and suitable Insurance cover.~~

2.3 There shall be no Festival style entertainment provided for customers outside the curtilage of the site unless previously specifically authorised by the Licensing Authority and Police in advance.

~~2.4. All events shall comply with BCP Council Byelaws.~~

2.5 The Licence shall only operate during the period 1 April to 30 September.

Prevention of Crime and Disorder

2.5 Challenge 25 shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence or passport and holographically marked PASS scheme identification cards. Appropriate signage advising customers of the policy shall prominently displayed in the premises.

2.6 A SIA licensed supervisor will be on duty when 75 or more customers are on the premises. The Premises Licence Holder shall undertake a Risk Assessment with regard to the deployment of additional SIA licensed door supervisors at different times of the day and on different days of the week to determine whether it is appropriate to deploy additional door supervisors on those days (and if so at what times and what ratio of door supervisors to anticipated customers) and will implement the outcome of that Risk Assessment. A copy of the Risk Assessment shall be made available to an Authorised Officer upon request.

2.6.1 SIA supervisors will have and maintain an adequate radio link with staff on site to assist with prevention of crime and disorder.

2.7 No drinks shall be served in glass containers at any time.

~~2.8 A full Risk Assessment shall be carried out for events to determine any need for security marshalling and the emergency services shall be consulted a minimum of 28 days in advance.~~

~~2.98 The premises shall operate and maintain a text/radio/pager link system (whichever is used by Townwatch) to be activated made available to and monitored by the DPS or their authorised agent.~~

~~2.40 9 The premises shall maintain membership of the Townwatch scheme (or any successor scheme); a senior member of staff shall attend all Townwatch meetings for the month preceding the event until the month prior to the conclusion of the event~~September in each year ~~unless an emergency arises preventing such attendance. The premises will support and participate in all Townwatch initiatives.~~

~~2.11 All staff involved in the sale of alcohol shall receive training on the law relating to prohibited sales the age verification policy adopted by the premises and the conditions attaching to the premises licence.~~

~~2.11.1 Refresher training shall be provided at least once every 6 months.~~

~~2.11.2 A record shall be maintained of all staff training and that record shall be signed by the person receiving the training and the trainer. The records shall be kept for a minimum of 12 months and made available for inspection by an Authorised Officer.~~

~~2.11.3 The training must be delivered by a Personal Licence holder.~~

~~2.10 All staff working at the premises concerned with the sale of alcohol shall be trained in the Local Authority Trading Standards package of training No Proof of Age No Sale (NPOANS) on the law relating to prohibited sales, the age verification policy adopted by the premises and the conditions attaching to the premises licence. Refresher training shall be provided at least once every 6 months. A record shall be maintained of all staff training and that record shall be signed by the person receiving the training and the trainer. The records shall be kept for a minimum of 12 months and made available for inspection by an Authorised Officer.~~

~~2.11 The Event Management Plan referred to at 2.1 will include, amongst other things, the following :~~

~~2.11.1 A stepped process for escalation of resources if and as necessary, to include the provision of SIA supervisors~~

~~2.11.2 An Emergency Evacuation procedure~~

~~2.11.3 A drugs policy~~

~~2.11.4 Customer Capacity levels~~

~~2.11.5 A procedure for supporting and dealing with unwell members of the public~~

~~2.11.6 A lost child policy~~

~~2.11.7 A dispersal policy~~

~~2.11.8 A health and safety policy and procedures~~

~~2.11.9 A Noise Management policy~~

~~2.11.10 First Aid Procedures~~

~~2.12 A suitably trained and competent person must ensure that weekly safety checks of the premises decorative and functional fixtures floor surfaces and equipment (including electrical appliances) to which the public may come into contact are undertaken. Records of these safety checks must be kept and maintained by the operator and made available for inspection by an Authorised Officer.~~

~~2.13 If there is a formal multi-agency 'stepped process' for escalation of resources operating in the vicinity of the licensed premises the Premises Licence Holder must ensure that they increase the levels of resources in line with the recommendations of Dorset Police and their partners. To ensure consistency, any requests for increase in staffing shall be authorised by an officer holding the rank of Inspector or above. The Event Management Plan, agreed with Dorset Police, will detail the level of resources required for each of the 'stepped process' levels.~~

~~2.14 The Premises Licence Holder shall ensure that the operator of the premises has an Evacuation Plan which enables the safe evacuation and movement of staff and customers in the event of an incident. This plan will include provision for movement of persons within the premises when the space outside of the curtilage of the premises is occupied.~~

2.15 A log shall be kept detailing all refused sales of alcohol. The log should include the date and time of the refused sale, a description of the person refused, why they were refused (e.g. no ID, fake ID) and the name of the member of staff who refused the sale. The log shall be available for inspection at the premises by an Authorised Officer.

~~2.16 There shall be a written drugs policy detailing the actions to be undertaken to minimize the opportunity to use or supply illegal substances with the premises. Training of staff in relation to this policy shall be recorded and available for inspection by an Authorised Officer at all reasonable times. Records shall be retained for at least 12 months.~~

2.17 The premises shall install and maintain a comprehensive CCTV system. All entry and exit points to the alcohol service areas will be covered enabling evidential frontal identification of every person (ie. head and shoulders) 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. Recordings shall be made available immediately upon the request of Police or authorised officer throughout the preceding 31 day period. The CCTV system should be updated and maintained according to police recommendations.

2.17.1 A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open to the public. This staff member must be able to show an Authorised Officer recent data or footage with the absolute minimum of delay when requested.

2.18 An incident log shall be kept at the premises. The log should include the date and time of the incident and the name of the member of staff involved. The log to be made available on request to an Authorised Officer will record the following:

- (a) all crimes reported to the venue
- (b) all ejections of patrons
- (c) any complaints received
- (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 visit by a relevant authority or emergency service.

2.19 Outside of the hours authorised for the sale of alcohol, all alcohol within the trading area is to be secured behind locked grills, locked screens or locked cabinet doors to prevent access to the alcohol by customers and/or staff.

~~2.20 The number of persons permitted in the premises at any one time (including staff) shall not exceed the number as stated within the Event Management Plan, which will be agreed by the Safety Advisory Group Meeting 28 days in advance of any event.~~

~~2.21 There shall be no promotional sales of alcohol at the premises where alcohol is sold at a price lower than that at which the same or similar alcoholic drinks are sold, or usually sold, on the premises.~~

2.22 Sales of alcohol for consumption off the premises shall be limited to two alcoholic drinks per customer. No beer lager or cider sold shall have an ABV (alcohol by volume) exceeding 5.5%.

~~2.23 A currently qualified first aider must always be employed on the premises when the premises are open to the public. The venue will also provide first aid facilities commensurate with the type of event and customers expected.~~

~~2.24 A procedure for supporting and dealing with unwell members of the public will be in place including those who appear to be affected by alcohol or drugs. Staff will be appropriately trained in such procedures.~~

2.25 There shall always be a personal licence holder on duty on the premises when the premises are authorised to sell alcohol.

2.26 With the exception of signage relating to the venue on the structures (in a format and wording agreed prior to commencement of activities with the Police) and surrounding fencing, 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.

~~2.27 The Premises Licence Holder (PLH)/DPS will operate to a written dispersal policy which ensures the safe and gradual dispersal of customers from the premises. The policy will be agreed with Dorset Police. The PLH/DPS will ensure that staff receive training on the policy and a record of training shall be kept/made available to an Authorised Officer upon request.~~

Public Safety

~~2.28 HSE Guidance shall be followed where applicable to include 'The Event Safety Guide' and other appropriate publications.~~

~~2.29 All Health and Safety requirements shall be agreed prior with organisers and contractors prior to the event and contracts drawn up confirming these requirements. Regular checks shall take place to ensure that this is being adhered to.~~

~~2.30 HSE Guidance shall be followed where appropriate to include 'The Event Safety Guide' and other appropriate publications.~~

2.31 Access for emergency vehicles shall be kept clear in respect of those areas under the control of the operators of the premises.

2.32 ~~All~~ Any temporary staging and large marquees shall be checked by a qualified person for safety purposes.

Prevention of Public Nuisance

~~2.33 An appropriate marshalling plan shall be agreed for each event.~~

2.34 Where music provision is planned to be more than background music a Noise Management Plan (NMP) must be submitted at least 28 days before the event and this NMP must be agreed by the Licensing Authority. The NMP must include schedule, breaks, details on any amplification, sound levels and the process in place to minimise disruption to residents including contact telephone numbers of the responsible person on-site during the event with whom noise complaints can be addressed if they arise. If a noise officer from BCP regulatory team receives adequate complaints to justify visitation and their visit determines the noise levels to be a statutory nuisance, the event may be closed down without prior warning.

~~2.35 Regular contact shall be maintained with the Police, authorised officers of the Council in charge of Environmental Health by the Seafront Operations Team to manage the contractors onsite.~~

2.36 Music noise levels shall not exceed 65dB(A) over a 15 minute period when measured at the boundary of any noise sensitive premises.

2.37 Low frequency noise shall be adequately controlled particularly 63Hz and 125Hz which shall not exceed 70dB(A) at any time when measured at the boundary of any noise sensitive premises

Protection of Children from Harm

~~2.38 A lost child procedure shall be implemented for all events and modified as necessary.~~

~~2.39 Where there are supervised activities with or without parental/guardian supervision, the organisers of those activities shall be Disclosure & Barring Service (DBS) checked.~~

~~2.40 Where children under the age of 8 are left at a supervised activity without a parent or guardian, the organiser shall need to comply with the requirements of the Children's Act 2004.~~

~~2.41 Organisers employing staff for events shall have detailed written management procedures in place covering the protection of children from harm.~~

Sunset Beach at Aruba

Proposed Annex 2 Conditions

Definition : in these conditions, 'Authorised Officer' means an authorised officer of the Licensing Authority and/or Dorset Police

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2.1 The operation shall be covered by a full Event Management Plan agreed at Safety Advisory Group meetings. The Event Management Plan will be sent to all agencies for consultation

2.2 The representative of the Premises Licence Holder shall liaise with the responsible authorities and attend Safety Advisory Group meetings if and as requested

2.3 The Premises Licence Holder shall provide both public and employers liability insurance to the Council prior to the commencement of this Licence.

2.4 There shall be no Festival style entertainment provided for customers outside the curtilage of the site unless specifically authorised by the Licensing Authority and Police in advance.

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2.9.1 The premises shall maintain membership of the Townwatch scheme (or any successor scheme); a senior member of staff shall attend all Townwatch meetings for the month preceding the event until September in each year unless an emergency arises preventing such attendance. The premises will support and participate in all Townwatch initiatives.

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(f) any faults in the CCTV system or searching equipment or scanning equipment

(g) any visit by a relevant authority or emergency service.

2.15 Outside of the hours authorised for the sale of alcohol, all alcohol within the trading area is to be secured behind locked grills, locked screens or locked cabinet doors to prevent access to the alcohol by customers and/or staff.

2.16 Sales of alcohol for consumption off the premises shall be limited to two alcoholic drinks per customer. No beer lager or cider sold shall have an ABV (alcohol by volume) exceeding 5.5%.

2.17 There shall always be a personal licence holder on duty on the premises when the premises are authorised to sell alcohol.

2.18 With the exception of signage relating to the venue on the structures (in a format and wording agreed prior to commencement of activities with the Police) and surrounding fencing, 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.

Public Safety

2.19 Access for emergency vehicles shall be kept clear in respect of those areas under the control of the operators of the premises.

2.20 Any temporary staging and large marquees shall be checked by a qualified person for safety purposes

Prevention of Public Nuisance

2.21 Where music provision is planned to be more than background music a Noise Management Plan (NMP) must be submitted at least 28 days before the event and this NMP must be agreed by the Licensing Authority. The NMP must include schedule, breaks, details on any amplification, sound levels and the process in place to minimise disruption to residents including contact telephone numbers of the responsible person on-site during the event with whom noise complaints can be addressed if they arise. If a noise officer from BCP regulatory team receives adequate complaints to justify visitation and their visit determines the noise levels to be a statutory nuisance, the event may be closed down without prior warning.

2.22 Music noise levels shall not exceed 65dB(A) over a 15 minute period when measured at the boundary of any noise sensitive premises.

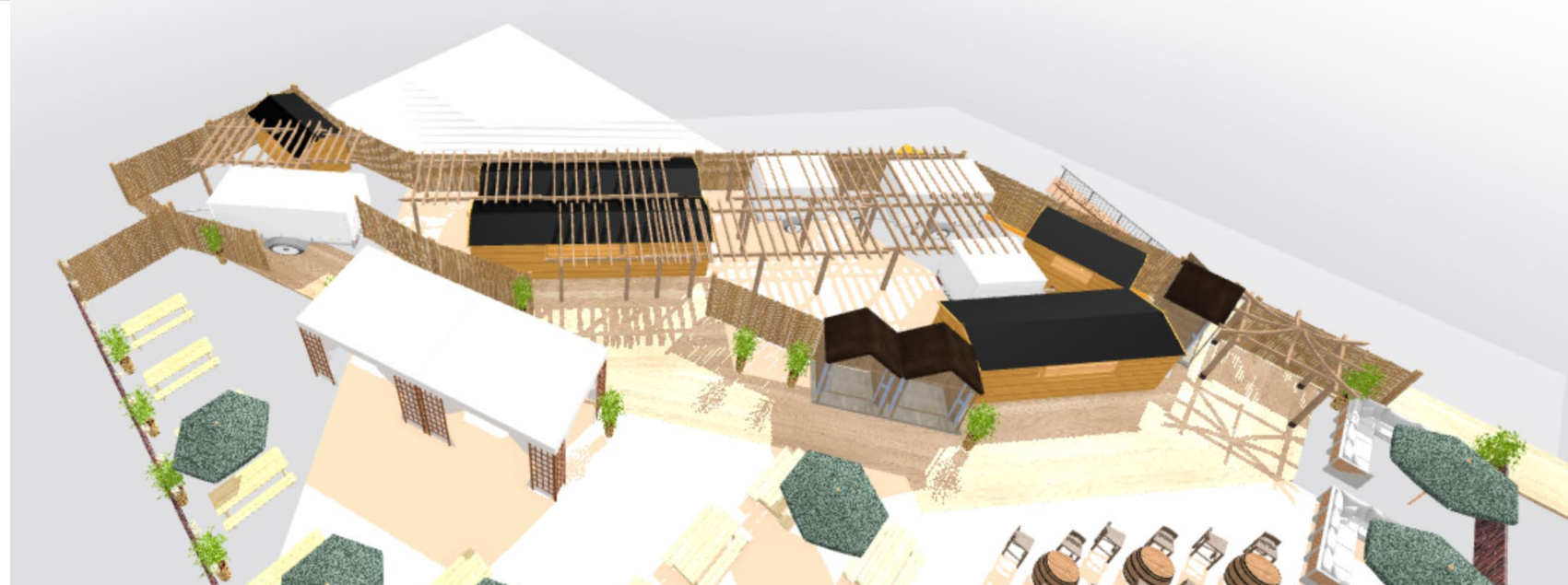
2.23 Low frequency noise shall be adequately controlled particularly 63Hz and 125Hz which shall not exceed 70dB(A) at any time when measured at the boundary of any noise sensitive premises



3D Overall Site View looking from the East towards the Pier

Zoomed in view of the Back of house areas to show structures. Rear fence is heras fenced and then bamboo'd to prevent access.

Pergola structures represent covered roof to enhance security and overlooking from the Pier walkway.



Container Storage

Bar Serving Container is 20ft with lockable doors at each end and secure servery attached opened solely from internally. It is then clad to ensure it visually fits with the surroundings of the site.

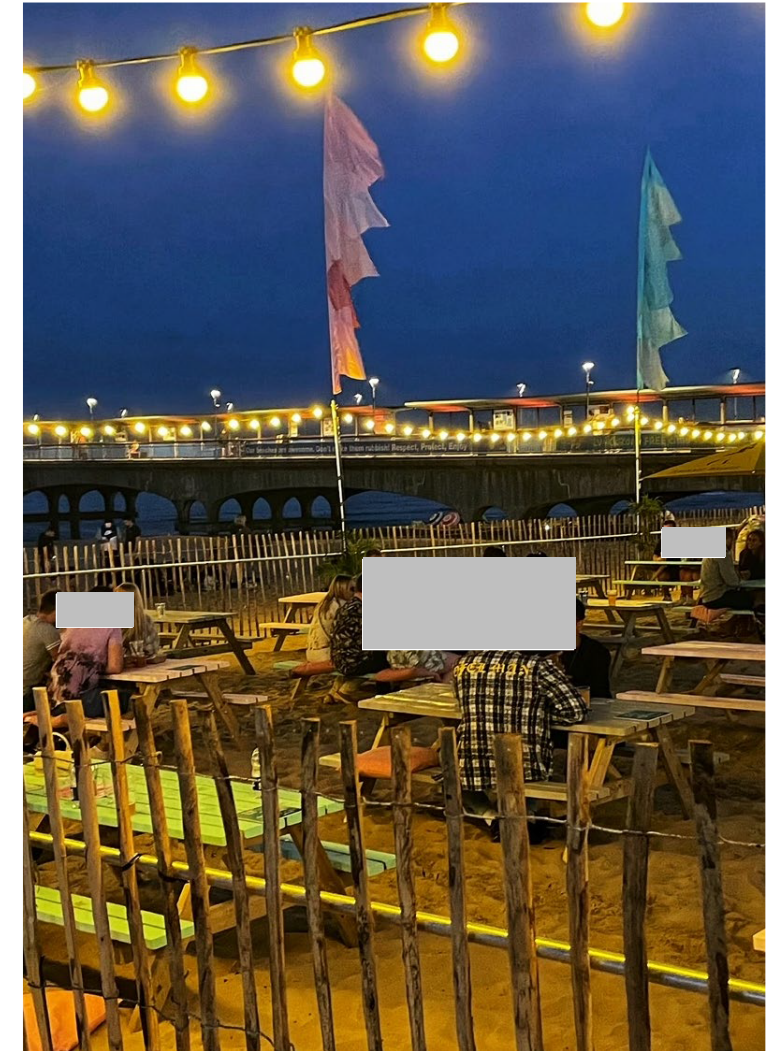
Bar wet storage is a steel built container that has 2 locks on it to provide for secure wet storage.



Fencing

The Perimeter fencing is constructed of 38mm scaffold poles that run the perimeter of the venue and are secured fixed to structure points at each end. By the entrance they are fixed to the entrance pergola and at the far end it is attached to the toilet trailer to ensure no movement occurs. There are down posts every 3 meters that are sunk 1 metre into the ground to ensure no movement.

Attached to the scaffold is a wooden cleft style fence that has 3 metal wires running through it to ensure it is not vandalised and removed to allow access into the venue. Its nature also prevents climbing over.



Exterior Signage

An element of Exterior signage is required for simple communication methods with prospective guests to let them know what the venue is about and what it offers. Below is the style of signage we would look to incorporate, which we had in place last year.



Agenda Item 6 18 January 2023

Sunset Beach at Aruba, Pier Approach, Bournemouth

Pages 40-41, 44-46 and 49

Amend terminal hour sought to 22:00 Sunday to Wednesday and to 22:30 Thursday to Saturday and in Non-Standard timings add 'and until 22.30 on Bank Holiday Sundays and during the Air Festival'

Page 48 (Late Night Refreshment)

Delete request for this activity

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SUPPLEMENTARY DOCUMENTATION 2

From: [julia.palme](#) [REDACTED]
To: [Tania Jardim](#); [Gosling, Gareth](#)
Cc: [Sarah Rogers - Licensing](#); [Democratic Services](#); [Rosales, Vanessa](#)
Subject: Sunset Beach at Aruba: Hearing 18 January
Date: 16 January 2023 09:17:37
Attachments: [Sunset EMP Proposed 2023 v2.docx](#)
[Drugs, Drink and Weapons Policy Annex 2.docx](#)
[Safeguarding and Vulnerable Persons Policy.docx](#)
[Email to Police 5.12.23.pdf](#)
Importance: High

Good morning. Further to my email on Friday, as reference is made in the conditions to the EMP I am attaching that and its two Annexes. Please substitute the plans sent earlier for 2023 for that shown in this EMP.

I also attach a copy of the email sent to you, Gareth, on 5 December 2023.

Kindly ensure that these are available for relevant officers and committee members.

Thank you

Kind regards

Julia Palmer
JCP Law

[REDACTED]

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Event Management Plan
for
Sunset Beach Club
1 April 2023
– 30 September 2023

Document control

Document Title	Event Management Plan
Event	Sunset Beach Club
Venue	Bournemouth Pier, Lot 1
Company	Aruba Ltd

Event Management Plan

Overview

Aruba Ltd are looking to operate the Sunset Beach Club on the Lot 1 location at Bournemouth Pier. The event is open to the general public at all times the facilities are open.

Aruba will be responsible for the daily operating of the site.

Toilets will be on site and located to the rear of the site to be used by staff and restaurant patrons.

This document and the plans contained therein and intended to outline how the organisers intend to manage the event in line with the objectives inherent in the Licensing Act 2003 and the highest standards of health safety and welfare for all workers and attendees.

Event timings:

Dates to be finalized

- 20th March : Commence build on site, heras fence off the premises and commence the build within the fenced off location. All deliveries to be made prior to 10am or with seafront permission and loaded onto the promenade close to site to be moved by hand onto the beach site.
- Thursday 31st March: Site build finished ready to be opened on Friday 1st April
- Friday 1st April: Site opens on a daily basis

- Saturday 30 September: Event ends
- Monday 1st October: De-set of site commences.
- Tuesday 10th October: De-set finished and beach site vacated

For the purposes of this EMP, '**event**' is used to describe the operation of the Sunset Beach club in the area shown on the plan of Lot 1.

Compliance with the Licensing Objectives

The prevention of crime and disorder

The organisers will work closely with Dorset police in all aspects of this event and are utilising the services of AEGIS Security, an SIA registered professional security firm, currently employed at both Aruba and Westbeach restaurants.

Public safety

The health, safety and welfare of all those attending (or affected by) the event, whether visitors, community or staff, features high on the organisers priorities. The event health and safety policy and risk assessments are all documented and all contractors working at the event must work within these procedures. First aid-trained staff will be on site.

The prevention of public nuisance

The organisers have taken measures and employed the services of professionals in order to prevent a public nuisance. These measures include noise level monitoring, dispersal policy, waste management, and communication with/response to local residents and commercial properties if and as necessary.

The protection of children from harm

This event is aimed at all age demographics, therefore it is recognised that children will attend the event with their families. All bar staff will be vigilant for minors who are attempting to purchase alcohol. SIA security will be patrolling the event and in manned areas, if children become separated from families, security will be able to manage the situation.

The organisers have a Safeguarding and Vulnerable Persons Policy which is at Annex 1.

Event profile

The event profile is 'public event' open to all members of general public frequenting the Bournemouth Beach

SIA security will be onsite at all times during the sale of alcohol.

Venue Management Team

The Venue will be managed by a team of managers with a proven track record of running safe venues. An individual will be charged with the running of the event on the day, with other individuals reporting to them.

The main individuals are as follows –

- Matt Piovan – Aruba – Build / Venue Management & Operations – [REDACTED]

- Matt Piován – Aruba – Safety Manager – [REDACTED]
- Felicia Nentis – Sunset – Venue General Manager – [REDACTED]
- Josh Jose – Sunset – Venue Duty Manager – [REDACTED]

Build Management and Operations –

Make decisions about the general operation of the build, deal with the day to day running of the build, and in conjunction with the rest of the team operate a safe event. Deal with any incidents and occurrences. Liaise with emergency services colleagues during the operation of the event.

To work with the sub-contractor teams to ensure that the build and all aspects of the site infrastructure are built to correct specifications and that during the build the site continues to function effectively and safely.

Venue Manager -

Make decisions about the general operation of the event, deal with the day to day running of the event, and in conjunction with the rest of the team operate a safe venue. Deal with any incidents and occurrences. Liaise with emergency services colleagues during the operation of the event hours.

Venue Management and Operations –

To work with the Venue management team to ensure that the build and all aspects of the site infrastructure are built to correct specifications and that during the event operating hours the site continues to function effectively and safely.

Health & Safety

The venue organisers have a duty under the Health & Safety at Work etc. Act 1974 to provide as safe as possible environment for all workers and visitors the site.

All visitors (including workers) have statutory duties under the Act which means health & safety is the responsibility of everyone, the venue organisers will look for the cooperation of those attending the venue to ensure that the venue is as safe and enjoyable as possible for all concerned.

The allocation of duties for safety matters and the particular arrangements that we will make to implement the policy is set out in the following sections. The policy will be updated if changes in the event arise.

Permission to Work

Contractors engaged on the site will demonstrate their competence in health & safety before being given permission to work. Competence can be demonstrated by the provision of suitable H&S policies, method statements and safe systems of work to the venue safety manager.

Contractors will be allowed to start work dependent on the individual(s) concerned having knowledge of their responsibilities in respect of health & safety and both their own employers and the site H&S policy.

- Overall and final responsibility for Health & Safety is that of the Venue Manager.
- The designated Safety Manager (Matt Piovan) will oversee daily operations within the event.
- All employees have the responsibility to co-operate on matters of health & safety and to read and follow the specific arrangements for safety as set out in this document.
- All employees and subcontractors have the responsibility to conduct their activities in such a way as to pose no risk to their own health, safety and welfare or that of others.
- Employees and sub-contractors are responsible for reporting any incidents, injuries or dangerous occurrences to the event management team as soon as is reasonably practicable.
- Training, instruction, and the provision of safety information to all staff will be the responsibility of the individual contractor.
- Investigation of accidents and incidents will be the responsibility of the Safety Manager.
- Reporting of incidents under R.I.D.D.O.R will be the responsibility of the Safety Manager. <http://www.hse.gov.uk/riddor/report.htm>
- Plant machinery monitoring and maintenance will be the responsibility of the hirer of said plant machinery.
- Responsibility for Health & Safety auditing and conducting and reporting of reviews will be that of the Safety Manager.

Health and Safety management

The organiser of this venue will ensure that professional contractors holding the required certificates of competence carry out the installation and or/maintenance of any plant equipment.

All contractors will be required to demonstrate their competence and present relevant method statements, risk assessments, safe systems of work, structural calculations and insurance details relating to the work they are contracted to carry out at this venue.

Venue Health & Safety policy

It is the policy and intention of the venue organiser to comply with the terms of any legislation and local authority conditions to provide and maintain a healthy and safe environment for all members of the public, contractors and crew. The objective of the venue health & safety policy is to minimise the number of accidents and incidents that may endanger the health, safety and welfare of all persons attending this venue.

Notwithstanding individual contractors own specific arrangements, all persons will be provided with such equipment, information, training and supervision as is necessary to implement the policy and achieve the stated objective.

The venue organiser recognises and accepts their duty to protect the health and safety of all visitors to the event, including contractors and temporary workers, as well as any members of the public who might be affected by their operations.

While the venue management team will do all that is within its powers to ensure the health and safety of all persons, it will be made clear to those concerned that health and safety is the responsibility of each person associated with the venue. It is the duty of each and every person working on this venue to take reasonable care of their own and other people's welfare and to report any situation, which may pose a threat to the wellbeing of any other person.

The following site rules have been agreed to apply. All workers should be aware that infringement of these rules may lead to them being asked to leave the site.

Site Health & Safety Rules

- Contractors must not start work before demonstrating competence in health & safety.
- Hard hats, hi-vis vests, ear protection and safety boots to be worn when required. All contractors will supply their workers with any necessary Personal Protective Equipment (PPE).
- No persons to use lifting equipment of any description unless they have undergone the relevant training. In the case of mobile lifting equipment all persons wishing to use such equipment will first have demonstrated their competence to a recognised person or body, i.e. by production of a valid training certificate.
- No persons to carry out duties or use equipment for which they have not received the relevant training.
- All tools and equipment to be kept in good working order and only to be used for the purpose for which they were intended, any defects in tools or equipment should be reported to the event management immediately.
- All equipment and tools not in use will be safely and securely stored so that they may only be accessed by authorised persons and do not pose any danger to other workers or members of the public.
- All walkways, access points and emergency exits to be free from obstruction at all times.
- All workers to be familiar with procedures to be followed in the event of an emergency or major incident.
- All incidents resulting in injury and any near misses to be reported to the venue Safety Manager.
- During the build and de-set, the Pier Approach Promenade access to the site and site speed limit of 10 mph to be observed at all times.
- Vehicles being used in the above will not be permitted to reverse without a competent person directing.

- Safety harness or fall arrestor to be worn by all workers who may be working at a height where the risk assessment makes this appropriate.
- Any worker found, or suspected to be, under the influence of alcohol or drugs will be asked to leave the site.
- Work at height may only be carried out when the weather conditions do not jeopardise the health & safety of workers.
- No smoking around fuel stores or flammable material.

Health & safety compliance will be monitored by the venue Safety Manager who will liaise with contractors, site management and local authority (where appropriate) to ensure that the above rules are being followed. Should a minor breach of health & safety be noted, the first course of action will be to speak with the individuals concerned (and their management, if relevant). Persistent or more serious breaches of health & safety rules will result in further discussion backed up with an email being sent to the contractor (and their manager/director where relevant) outlining the problem and detailing the remedial action required, within a specified timescale. Should these notices be ignored, or the breaches repeated, the contractor will be asked to leave the site.

Safe systems of work

Loading/Unloading of vehicles –

- ALL vehicles will observe the site speed limit at all times.
- ALL workers to wear Hi-vis waistcoats as and when required.
- All goods vehicles will have their vehicle height clearly marked in the cab, and if in doubt of height clearance, should be seen to the site by a competent person from event management team.
- All delivery vehicles should be seen into and away from their unloading position, including when reversing by a competent person to avoid collisions, particularly with people.
- All workers should be aware of traffic in the vicinity of the unloading areas and on the roadways.
- When opening vehicle doors, be aware that equipment may have moved in transit and could fall on somebody.
- Ensure whilst lifting equipment that no other part of the load is dislodged when releasing any ratchet straps, rope and sheet or other securing apparatus, therefore causing another part of the load to fall off the vehicle.
- Be aware that metal surfaces such as tail lifts, ramps, steps and stairs can be very slippery in wet conditions and can also be a trip hazard.
- Where loading and un-loading is taking place try to do this in a well lit area or provide suitable and sufficient lighting i.e. tower lights or the vehicles own rear lighting system.

- Where a tail lift is in use it shall only be operated by a competent person, who will also ensure that personnel unfamiliar with the operation of the tail lift keep hands and feet clear of entrapment.
- The tail lift will be either closed or lowered flat to the ground when not in use, and will be isolated to prevent improper use.
- Equipment will not block any designated fire/ambulance lanes at any time.
- In an Emergency, crew should be aware that the only word to be used to avoid any confusion is “STOP.”

General Manual Handling –

- Ensure the load is within capabilities.
- Always ensure the correct lifting principles are applied.
- When carrying long or awkward pieces ensure sufficient personnel to carry the load and where necessary personnel to guide the load.
- Ensure any slip or trip hazards are identified before the load are moved to the intended point of use; any wet surfaces should be cleared up or avoided.
- Where necessary PPE such as gloves, steel toe capped boots and hard hats will be used.
- All contractors and staff will be advised that they must be familiar with their surroundings and they don't put any public or other employees in danger by their acts or omissions

Fire risks –

- All fire exits and escape routes are to be kept clear of obstruction at all times.
- Smoking is not permitted where signage indicates.
- Kitchen facility will only be allowed to have on site LPG quantity for 24 hours of trading, or 200kg (whichever is least).
- Cables should not be run across a fire exit or escape route. Where this cannot be avoided they should be either buried, flown or run through trunking or conduit.
- All contractors and staff will be advised that they must be familiar with the location of Portable Fire Fighting Equipment (PFFE) and hoses, and which class of fire they can be used on.
- PFFE should where possible only be used by trained competent persons.
- All contractors and staff will be made familiar with how to raise the venues alarm.
- Avoid any flammable materials coming into contact with ignition sources such as hot equipment or lighting.

- All materials to be used in set construction and temporary structures will be fireproofed to the relevant standards and certificates are to be made available for inspection if required.
- Where necessary the correct classification of PFFE is to be positioned near high fire risk areas such as welding equipment, amps and dimmers etc.
- All contractors and staff will be instructed that they must be familiar with the venue's fire exits and escape routes and will be instructed to bear in mind that the most obvious route could be heavily congested.
- All contractors and staff will be instructed on the site's alarm and evacuation procedures and Emergency Form up Points.

Construction and Dismantling of Structures –

Only competent persons should work on any build/break projects. The following instructions will be given to those involved in such projects :

- Always be aware that there could very well be other work in progress in and around the area you are working in.
- Avoid any unnecessary distractions whilst construction is taking place, and always ensure a competent person is in overall control of a task.
- If using steps, ladders, telescopic handlers, towers or MEWP (Mobile Elevated Work Platforms) ensure that they can't come into contact with any overhead obstructions or power/electricity lines.
- If a ladder is to be used ensure it is suitable for the task and never lean out from a ladder, also ensure the ladder is supported by somebody footing it or use outriggers.
- If work at height is to be carried out it should only be done by competent persons with the relevant certification, and they will use the correct PPE for the task.
- Any working at height will be signed and suitable exclusion zones set up below the area of work which will also have suitable signage and demarcation, to prevent personnel from straying into working areas.
- Work at height will not be done alone.
- All electrical work will be carried out by competent persons. If in doubt, stop.
- All electrical work will be carried out to the latest BS7909 Codes of Practice, relating to the installation of temporary electrical systems for entertainment and related purposes.
- All work on structures shall only be carried out by competent personnel.
- Ensure any cables that present themselves as a trip hazard are taped down with suitable tape such as White or Hazard Tape to draw attention to the hazard.
- All flown equipment will be secured by safety bonds to a suitable structure.
- Non-flammable pickups such as steel wire ropes should be used where possible rather than spansets or round slings.

- All hoists will have a safety certificate and proof loading; these should be available for scrutiny as and when required.
- When hoists are in position, the trusses should be 'deaded off'.
- Personnel will not stand under any equipment that is being flown until it is secure.
- Correct signage is to be used to delineate areas of risk and exclusion zones are to be set up as and when required.
- Appropriate PPE will be worn such as Hard Hats, Hi-vis vest, steel toe capped boots and any work at height will be undertaken wearing the correct PPE complying with the correct BS EN standards.
- To avoid any unnecessary slips and trips good housekeeping will be adhered to.
- Crew should be aware that in an emergency the only word to be used to stop an action is "STOP."

Contractors, staff and visitors to site will be advised of the below if and where appropriate

1. General –

- Each individual on site is responsible for their own actions and should therefore not put themselves and more importantly others at risk from their acts or ^{[[1]]}_{SEP} omissions.
- If you have any concerns about safety or it just 'doesn't look right' stop and consult your line manager or an appropriate appointed person, such as the Safety Manager.
- Be aware of the need to keep warm or cool as required to avoid hypothermia or hyperthermia.
- Eat meals regularly and drink plenty of fluids.
- Never take any illegal drugs or alcohol at or prior to work.
- Only smoke in designated areas and avoid smoking around doorways.
- PPE appropriate to the task will be worn as and where necessary.
- If you are on prescription drugs or you have any allergies you will inform your line manager on arrival to site (so that person may be assisted in case of an emergency arising in respect of the same).
- Always report any accident, near-miss, or apparent danger to your manager immediately.
- If you think someone is acting inappropriately then either ask them to stop what they are doing or inform an appropriate person such as your line manager or the Safety Manager.

2. Accident Procedure –

- If an accident occurs firstly ensure that nobody else is in any immediate danger, i.e. from electric shock, traffic, falling objects etc.
- Do not move the casualty unless they are in further danger.

- Assess the situation; if you are trained administer first aid if not send someone to call the site first aider. Don't be afraid to ask people for help.
- If the casualty is conscious reassure them.
- NEVER give the casualty food or drink.
- Clear by-standers and onlookers from the area, but keep a note of witnesses.
- When the casualty is being dealt with, inform the site Build Manager and, if necessary, complete a witness accident report form.
- Think how the accident might have been prevented.
- The Build Manager will require full details of how the accident occurred from those witnesses who were present at the time.
- If the incident was a dangerous occurrence or near miss, where no one was actually injured but the potential for injury was present, the Safety Manager will still need to investigate this, as though injuries were sustained.
- Any equipment or vehicles involved in the incident must not be moved until the Build Manager authorises this (unless they have had to be moved to access the casualty).
- The Build Manager may need to complete a RIDDOR report for the HSE, depending on the incident and the injuries sustained. This will be done as soon as practicable, or immediately, in some cases. The HSE may inform the relevant enforcing authorities to attend the site and undertake their own investigation.
- Work will not recommence in the area of the incident until the Build Manager has authorised this to happen.
- Where work is able to recommence the staff/contractor involved and the Build Manager will discuss and document any amendments that are required to the risk assessment, or any re-training of personnel, that is needed to ensure a similar incident does not occur in the future.

Electrical Safety and PAT testing –

- All electrical equipment should be PAT tested and certificates of safety will be available for inspection.
- All electrical work will conform to the latest BS 7909:Codes of Practice
- All cabling will be run with sufficient protection from the elements and vermin.
- All electricity supplies will be fitted with an RCD preferably set to 30mA 40ms trip. If this is not possible then it should be set at this level for connection and disconnection of equipment.

Public Safety –

Prior to the opening of the venue the venue organiser shall meet with a Health & Safety officer from the councils EHO department to confirm compliance with Health & Safety Legislation and any specific health & safety conditions within the Premises Licence.

At any time during the venues operating hours (including set up and take down), should a dangerous occurrence or accident occur which should be reported under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 2013 (<http://www.hse.gov.uk/riddor/>), the Local Authority will be informed as soon as possible by the Venue Manager.

All risk assessments, working procedures, training records and other monitoring records will be available to BCP Council for inspection at all times.

Fire Safety –

During the period when the site is not open to the public, fire safety will be managed by security and/or venue management with daily checks performed and recorded.

All materials introduced onto the site will, where applicable, be fire retardant to the appropriate British or European Standard. Copies of any fire retardancy certification will be held.

A full fire risk assessment will be carried out prior to opening.

Portable fire fighting equipment (FFE) will be located strategically around the site and crew will be instructed to inform security of any outbreak of fire. It will be the responsibility of security and the venue Safety Manager to ensure that the alarm is raised and the Fire Service is called.

First Aid

We will ensure that a first aid trained member of staff is onsite at all times. In the instance that further treatment is required to any guest or staff member, the appropriate action would be taken. The objective of the first aid is to manage the majority of incidents on site with only the most serious being referred to local facilities.

First aid kits will be available behind the bar and in the kitchen.

Any incidents will be recorded within the venue first aid accident report book, which will be available for viewing at any time.

Managers and Security team will be first aid trained.

Communications

Venue management, & Security personnel and bars (1 radio on each of the bars) will be provided with two way radios, all on the same channel, to allow effective communication across the event site.

A list of mobile numbers for key event personnel will be made available prior to opening.

Security

Aegis security have been commissioned to manage the security on site. They have previous experience with various events including operations of this nature

There will be a minimum of 1 member of security on site at all times when the venue is open to the public. Security numbers will reviewed depending on the day of the week, weather and volume of anticipated trade, with a view of having a maximum of 3 security staff on duty for busy weekend shifts when the venue is running at full or near to full occupancy.

Security will have radios, along with venue management staff, and 1 radio will be available on the bar and kitchen as well. The radios will be closed channels to our event site, with all members of the event on the same closed channel.

Security will manage the venue security and crowd management. Security have extensive experience in managing similar situations at previous venue.

All security staff will be licensed within SIA requirements (Security Industry Association).

Under normal circumstances executive control for ALL security matters will rest with the Head of Security.

Venue management and the Venue Manager will have the authority to direct any member of the security staff to perform any duty in the interest of the venue's safety.

If there is a formal multi-agency 'stepped process' for escalation of resources operating in the vicinity of the licensed premises the Premises Licence Holder must ensure that it increases the level of resources in line with the reasonable recommendations of the Dorset Police and their partners. To ensure consistency, any request for increase in staffing shall be authorized by an officer holding the rank of Inspection or above. The level of resources required for each of the 'stepped process' levels shall be agreed in advance with the Police and recorded in writing.

CCTV

The venue will have CCTV cameras to cover the external areas to ensure safety of those drinking and dining on the site and to assist in the prevention of crime and disorder. This will be monitored via monitors behind the bar. The coverage will operate 24/7 during the Licence period. Remote access to the coverage will be available when the venue is closed.

Acceptable Behaviour

The organisers will not accept prejudiced or aggressive behaviour amongst customers, any reports of such incidents will be fully investigated and the perpetrators, if apprehended,

ejected from the venue or passed to the police.

The organisers operate a Gambling, Drugs and Weapons policy (see Annex 2) in respect of both those working on the site and customers etc attending the site. A zero tolerance approach is adopted.

Vehicle Movement

There will be no vehicular access to the site between the hours of 10am and 5.30pm daily. Vehicles will operate on the venue site during closed hours, load ins, and load outs. A risk assessment will be completed.

Emergency Procedures and Major incident plan

In the event of a major incident it is recognised that the management of the venue will pass from Aruba to a suitable statutory authority (principally the police). Under such circumstances, all resources available on site will be available as such required by the statutory authority.

Matthew Piovan will be the final decision maker on the cancellation or cessation of service.

- Matthew Piovan – Aruba - Venue Management & operations – [REDACTED]

Emergency evacuation procedure

The following emergency evacuation and fire routine should be brought to the attention of all security. Immediately inform Duty Venue Manager who will take charge of evacuation.

1. Proceed to your nominated exits.
2. Make sure they are unrestricted.
3. Do not attempt to attack the fire until the premises have been evacuated.

On being informed of an incident requiring emergency evacuation :

Signal security to nominated exits and give the following message using a public address system:

“Ladies and gentlemen – in the interests of safety, these premises must be evacuated. Please leave immediately by the nearest exit. Security will assist you.”

The site is also equipped with 2 x fire alarm bells and air horns to notify staff and guests of a fire. These will be activated as appropriate.

Then

- Call the fire brigade/relevant emergency service

- Call The MAC Control to notify Seafront services – 01202 123500
- Ensure the site has been evacuated
- Report to the officer in charge of the first fire appliance/emergency response vehicle that attends

The general public will be directed to the emergency exits and dispersed away from the Beach site via the promenade. The head of security will make sure that all SIA security personnel are stewarding general public from the Beach site. If deemed necessary, the emergency evacuation area would change to a point further out away from the site. The Duty Venue Manager will notify emergency services.

The Fire Assembly point is located along the cliff wall, where council bins are stored, opposite The Prom ice-cream kiosk.

Extreme Weather Plan

The venue organisers recognise that extremes of weather are one of the major threats to the venue , both on operational days and throughout the construction and de-rig phases. Forecasts will be monitored on a regular basis during the summer season.

This document is intended to detail the actions of the organisers to mitigate, so far as is reasonably practicable, the effects of extreme weather on venue staff and members of the public who may be affected by the weather. The organisers have identified a number of possible hazards that may be present from extreme weather and these, and the actions to be taken to mitigate the effects, are detailed in the relevant sections below.

Weather Monitoring

We will monitor weather using commercial weather information sites such as The Met Office and GB Wind Map, both of which give accurate short term predictions as well as reasonably accurate long range and extreme weather predictions and trends.

Specific Weather Risks –

Rain & Flooding

Rain is usually a problem when it appears with such intensity that it affects the integrity of the site – either due to the conditions underfoot or the possible effects on the structures.

- The site is a sand floor with sufficient drainage in place.
- All electrical installations and connections will be installed to BS: 7909, Standards for Temporary Electrical Installations, thereby ensuring that connections and distribution will not be affected by damp or water.

Extreme Heat

Due to the time of the year this venue will be open, Extreme Heat is likely.

The following measures will be in place;

- Customers will have access to structures to shelter them from the sun in the form of sun parasols for tables and also 2 fixed pergola structures.
- Drinking water will be available from the main bar facility.

Wind

There are a number of structures on site, which may be affected by high winds and, if the correct measures are not taken, may present a hazard to customers and staff. The structures are –

- Containers used for the kitchen facility, the main bar and storage
- Roof structure to the back of house areas

The site is open plan with very little wind protection from the surrounding retail buildings.

Heras fencing/barriers used for the back of house area will require support by way of bracing and weights in specialist weight brackets.

The back of house roof structure will be secured by the structure forming a base for the containers to sit on, therefore giving substantial ballast to reduce the risk of lift.

Should wind speeds cause a possible structural failure, which would be a risk to public safety, the Venue Manager, following consultation with the Safety Manager and Local Authority will consider cancelling the operation of the venue on certain dates and times. In the unlikely event that this is the case the decision will be communicated to customers by the most appropriate means.

Hearing Protection Plan

The organisers accept that protecting the hearing of staff, working at the venue, is an essential task, although not always an easy one. Since the introduction of the Control of Noise at Work Regulations (2005) employers have had to ensure that suitable hearing protection is available to staff working in noisy environments and at certain decibel levels have a duty to ensure that the hearing protection is worn.

Those people affected may be workers, suppliers, performers, contractors (including freelance staff) and of course the general public; however the regulations do not cover

members of the public who have chosen to be in a noisy place. All employers sending staff to the venue will be expected to cooperate on the provision of training and to provide appropriate PPE for their staff.

Ear protectors will be available to staff from the Safety Manager upon request.

Electricity Supply & Lighting

Mains feed electricity supply will be in place. Temporary electrical supplies, including distribution cabling and end connection for the site will be installed by a competent contractor.

The Beach area is well lit due to it being a public space and with the additional of festoon lighting from the Bournemouth Beach site there will be no need to install emergency lighting.

All temporary power supplies will be installed to BS 7909 and fitted with RCD protection, where necessary, and suitably earthed. The provider will sign off all installations as correctly fitted before use.

Sanitary Facilities

Toilets are at the rear of the site.

Sanitation areas will be monitored by security and bar staff to prevent damage or vandalism. Cleaning and replenishing will be undertaken on a regular basis by venue staff.

The organiser will ensure that all toilet facilities on the site are provided with toilet paper at all times.

Toilet quantities –

1 x mobile trailer with 3 ladies cubicles, 2 gents cubicles and 3 urinals will be in place.

Disabled guests will be directed to the council disabled facility located directly behind the site. The entrance pathway to the venue has solid flooring to ensure access is available.

The site benefits from mains feed water and mains waste facilities.

Waste Management

BCP Council will be appointed to supply 3 x Euro site bins, 2 general waste and 1 recycling bin. The venue organisers shall supply internal site bins and will make sure that these are regularly emptied. Litter picking will take place throughout the days of operation to prevent a build-up of materials. BCP Council will ensure that as much waste material is recycled as possible. The 3 x Euro site bins will be emptied each morning.

Grey water will be removed from the site and disposed via mains waste pipes connected to the Pier structure.

Facilities for Disabled People

The site has limited disabled access due to being located on the sand itself, however every attempt to make it accessible will be made. A disabled access toilet is provided within the complex of Bournemouth Pier. The venue organisers accept their responsibility to take all reasonably practicable steps to ensure that people with disabilities are catered for.

Catering

Catering will be provided by Aruba and the internal team and will provide relevant documentation; this will be available to BCP Council EHO's before they attend the site. A separate Food Registration has been made for Sunset Beach Club.

The Venue Organiser will ensure that all catering operation is available for inspection at all times. In addition, the venue organiser will ensure that immediately at the request of the Council's Environmental Health Department appropriate action is taken to prevent any risk to public health or safety from a food operation not complying with Food Safety or Health and Safety at Work legislation.

Lost Children

In the event of lost children, duty manager or security will attempt to locate the parents within the venue and ensure the child is looked after. If the parent is not inside the venue then the Venue manager or security will notify the RNLI lifeguards and also BCP Seafront Rangers will be notified to assist with the search for parents or guardians of the child.

Call The MAC Control to notify Seafront services – 01202 123500

Having regard to the size of the venue it is very unlikely that staff will be required to deal with a child that has become separated from its parent or guardian. Should this occur,

however, staff will be instructed to advise management at the earliest opportunity and normal safeguarding procedures will be followed whilst the child remains alone in the custody of the venue

Bar Sales

Trading Times

The site will open daily from 10am and close at 10pm (10.30pm on Thursdays to Saturdays and Bank Holiday Sundays and 11pm during Air Festival)

Glass

All drinks are dispensed in polycarbonate glasses with minimal use of plastic cups or PET containers. NO GLASS IS TO BE SOLD AT ANY TIME

Sale of Alcohol

Operation Guidelines for Under 18's

Bar staff will at all times observe the law and ensure that alcohol is not served to people who are under 18 years old.

Bar staff will operate the 'Challenge 25' schemes on all bars. Foamex board posters will be displayed in a prominent position in bar areas to demonstrate commitment to this scheme.

If a customer appears to be under 25 then staff will require proof that he/she is 18 or over. In these circumstances staff is required to:-

- Explain that it is against the law to serve alcohol to Under 18's.
- Ask for identification. Only three types are acceptable:-
 - 'PASS' hologram proof of age card
 - British Passport.
 - Photograph driving license.
 - If a customer does not have identification, it will be suggested that they return with some and they will be served when they do.

As a matter of course, all team members, including security, are to be made aware of the legal and social obligations, and of the need for proof of age. Where necessary, new team members are to be trained and will sign the relevant documentation to confirm their training. Trading Standards NPROANS training will be used.

Each member of staff involved in the sale of alcohol will receive comprehensive training covering all key aspects of working in a licensed premises, including H & S policies as well as education as to the legal requirements of their role, including their responsibilities not to serve under 18's and those who are intoxicated.

The venue organiser will maintain a written record of every refusal to sell alcohol or entry to a person who is drunk or apparently aged less than 18 years. Each entry will be signed and dated by the person making it. The record will be checked by the Venue Duty Manager and will be produced to a police officer or authorised officer of the local authority on reasonable request.

Alcohol security

When the bar is shut, the container will be securely closed and locked. The wet store container will be kept closed and locked at all times.

Capacities

Capacity will be approximately 240 seated covers, depending on completed fire risk assessment. Only seated guests will be allowed inside the venue to ensure capacity levels are maintained.

Dispersal Policy

The below dispersal policy will be put in place to control the behaviour of and noise from customers leaving the venue.

SIA security will encourage customers to drink up and progress to the exit within the venue during the last 30 minutes of trading

SIA security will ask people to make their way out of the site gradually, to encourage a controlled gradual flow of customers departing. SIA security will ensure the removal of all drinks from customers prior to leaving the venue

Customers in groups will be reminded to respect local residents and asked to leave the area quickly and quietly. SIA security will actively encourage customers to not congregate around the site after exiting.

Noise Management Plan

Introduction -

The purpose of this document is to describe the noise control and monitoring procedures that will be put in place to minimise the noise levels at noise sensitive residential properties on the boundaries of Bournemouth Pier Approach, and the practical measures that will be adopted.

It is intended that this document be considered to be a 'live' document which will evolve further on-going liaison between Aruba and BCP Council.

Detailed below are the times that background amplified music will be played in the Beach Street Food site:

- Daily from Friday 1st April till Sunday 2nd October September 2022
- Between the hours of 10am and 10pm (10.30pm on Thursdays to Saturdays and Bank Holiday Sundays and 11pm Air Festival dates)

A Sunset Venue Duty Manager will be onsite at all times and will be contactable in regards to all noise complaints. This person shall have the Authority to deal with all noise issues. This person is to be contactable by officers of the Environmental Health Department and available to deal with any matters arising at all times.

The sound & lighting contractors (SJ Hire) are familiar with the site as is our acoustic consultant (Audio Feed). If venue management should feel any action need to be taken during the venues operating hours and have authority to adjust sound levels.

The venue organiser will ensure that amplification equipment is not brought onto site unless it is for use as a part of the licensed entertainment.

The venue organiser will ensure that any noise levels agreed with BCP Council are not exceeded.

The venue organiser will ensure that during set-up and take-down activities which are audible outside of the venue site area only take place between 06.00 and 23:00 on any day.

Noise Management during Load In/Load Out

If the load in or load out onto trucks and lorries is to occur outside normal working hours, consideration will be made to minimise noise impact and includes the movements made by other associated vehicles such as fork lift trucks.

Practical steps to reduce the noise disturbance include a full briefing session to all rigging and supervisory staff prior to the event. Where practically possible these steps should include the following:

- Refrain from shouting when communicating
- Refrain from dropping scaffold bars etc
- Use damping materials to line truck floors
- Locate trucks as near to possible to operation, reducing transit time and noise from fork lift trucks.

When trucks are parked their engines will be switched off at all times.

All plant associated with the operation (fork lifts, chillers, etc.) will be located as far away from noise sensitive locations as possible. A specification of all proposed plant will be provided and where required appropriate mitigation measures such as barriers will be implemented. Noise sensitive premises will be identified and noisy equipment will be located away from these areas.

During the site build up, the Venue Manager will ensure that plant noise levels are inaudible within any noise sensitive properties.

Noise Management during operation

Venue Management and SIA Security will ensure that amplification equipment is not brought onto site unless:

- it is for use as part of the entertainment.

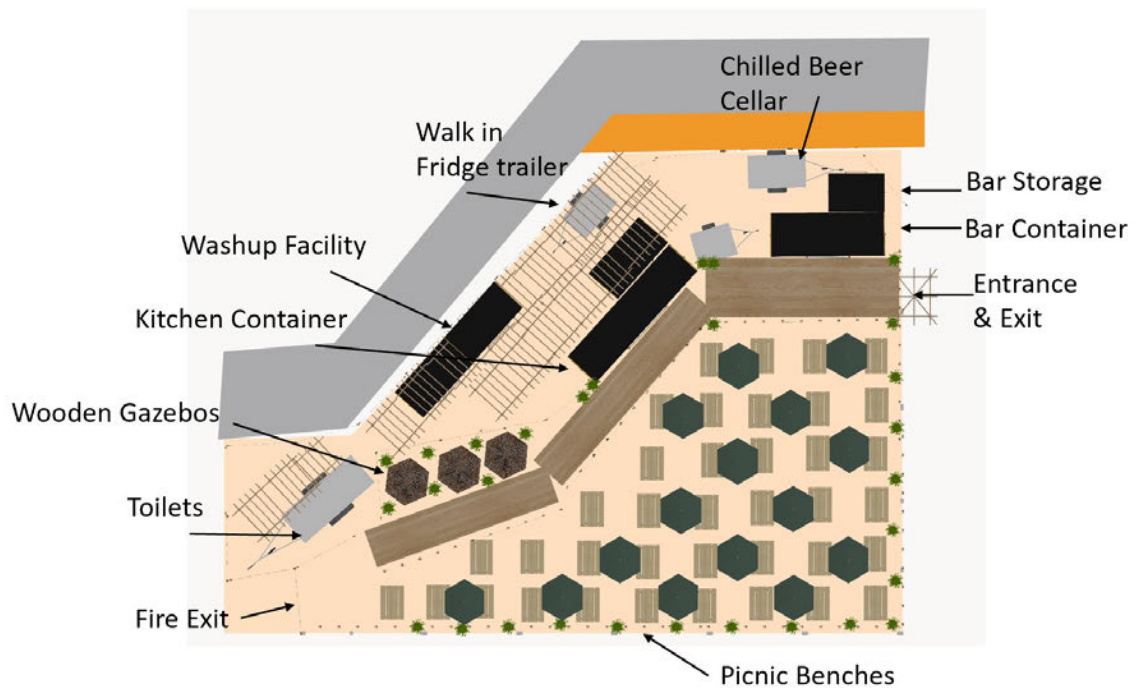
During sound checks the noise levels generated from within the Licensed Premises will not exceed pre agreed levels from BCP Council when measured at a distance of one metre from the boundary of any noise-sensitive premises over any 15 minute period.

During any live performance the noise levels generated from within the Premises will not exceed pre agreed levels from BCP Council when measured at a distance of one metre from the boundary of any noise-sensitive premises over any 15 minute period.

Noise Complaints –

The Duty Venue manager will be on hand to deal with noise complaints.

Site Map



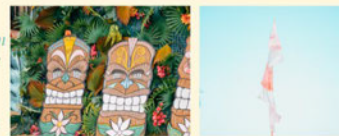
Response to Visual Projections & Infrastructure

Much of the Sunset Beach Club layout will remain similar to 2021. This includes the combination of our 4 and 6 seater picnic benches, parasols for shade, perimeter fencing, lots of yellow festoon lights and our shipping container bar and kitchen. All creatively decorated to give the look and feel of a beachside restaurant. For development we will be adding the following in 2022:

- To increase accessibility and become more inclusive we will have a fixed wooden pathway from the entrance through the site to the toilets, this will be lit with LED festoon lights.

- We will be build a couple of wooden gazebo structures to offer a more intimate dining space on the beach and also offering shelter from the sun or rain.

- We will add a roofing structure to back of house. This will provide a sheltered workspace for our team and ensure BOH is hidden from public view. This will be built from scaffolding using attachments to the containers, the roof will be oblique and discreet.



Example of Venue Checklist

	Before	During
CROWD SAFETY Are premises free from hazards? i.e. even ground and floor surfaces, no trip hazards, hazards fenced off?		
Is the bar and kitchen stocked, safe and staffed?		
Are structures and seating sound and secure? Stairways/platforms and equipment guarded, protective barriers/fencing secure?		
ENTRANCES/EXITS Are adequate entrances and exits open, clearly marked and staffed to control admission where necessary?		
Are all circulation areas, steps and escape routes/exits unobstructed with all doors and gates unlocked?		
Are the required number of security in their allotted positions, fully briefed of their duties and wearing security jackets or tabards?		
ELECTRICS Is installation complete/certified, cabling/equipment secure/protected, clear of public circulation areas?		
LIGHTING Is normal lighting provided, in working order and lit where necessary?		
MEDICAL FACILITIES Are there enough trained first aiders on site?		
FIRE PRECAUTIONS Is fire fighting equipment in place? Rubbish and combustible materials stored away from tents, structures, fire exits?		
TOILET FACILITIES Is clearly marked toilet facilities available? Have arrangements been made to service them during and after the event?		
RUBBISH Are sufficient bins provided around the site? Have arrangements been made to empty them during and after the operational hours? Have arrangements been made to empty the large bins the following morning?		

RISK ASSESSMENT FORM

ASSESSMENT UNDERTAKEN: Food Safety and Hygiene Operations at Remote Site

Date of Assessment: 22.01.22

Review Date: 01.04.22

Record/Assessment No: REC

Signature of Assessor: Matthew Piovan

Hazards	Persons at Risk	Existing and Required Controls including Documented Standards and Training	Further Action Required?
Food hazards: Physical contaminants Chemical contaminants Pathogenic Bacteria – Microbial contaminants Allergenic Potential for food poisoning and illness None food hazards: Electricity Manual Handling Slipping, tripping and falling hazards Falling objects Hot items	Staff / Customers	Competent persons Safety and food hygiene training Kitchen equipment and appliances used in accordance with manufacturers literature Equipment subject to regular maintenance and inspection regime Visual inspection of items prior to use Visual inspection of site Good housekeeping policy Full implementation of the appropriate HACCP food management system See HACCP and food safety records for: Temperature and time – cooking – reheating – storage – preparation Cleaning schedules Physical checks Follow food hygiene policies to include: restriction of access, pests, hand washing, personal hygiene, See applicable 'flow' chart for CCP's and areas of specific food hygiene and food safety control measures Fixed electrical wiring installation certificates Portable electrical appliance tests (PAT) See Manual Handling Assessments – include 2 person lifting of large hot pans with handles Visual inspection of all routes & regular spillage cleaning Stable objects on stable shelving and benches Use heat resistant handling aides {Some Preparation and Cooking done off site} {Visual inspection of 'remote' site where applicable during 'event'}	

RISK ASSESSMENT FORM

ASSESSMENT UNDERTAKEN: Operations at Remote Site

Date of Assessment: 22.01.22

Review Date: 01.04.22

Record/Assessment No: REC

Signature of Assessor: Matthew Piovan

Hazards	Persons at Risk	Existing and Required Controls including Documented Standards and Training	Further Action Required?
Slips, Trips and Falls. Change of level. Poor / insufficient cleaning. Trailing cables. Packaging left on floor. Equipment not stored correctly.	Staff Staff Staff Customers / Staff	Clear markings and notices. Ensure level siting. Clean up spillages immediately (Clean as you go). Trailing cables covered and secured. Used packaging is broken down and stored correctly for disposal. No equipment to be left lying on the floor. Visual checks take place daily. Regular review of cleaning schedule and log. Staff training.	
Manual Handling Incorrect posture. Overweight article. Oversized article Cramped conditions.	Staff Staff Staff Staff	Initial visual inspection. Staff instructed in correct manual handling techniques (consider individual, task, load and environment). Determine the weight of regularly lifted loads (i.e. gas bottles, food stuffs etc.). Loads are of suitable weight/size for individual lift. If considered too heavy always ask for assistance. Ensure ample working space available for all staff members.	
Cuts. Sharp knives and equipment. Equipment guarding.	Staff Staff	Instruction/training in how to safely use all equipment. No sharp or protruding edges. Good housekeeping. Regular visual checks on interior and exterior of units. Ensure cutting devices are all kept sharp. Equipment service records kept up to date.	
Burns and Scalds. Contact with hot surfaces, fluids and steam.	Staff	All staff made fully aware of contact with hot surfaces, fluids and steam. Protective clothing provided and used. Unobstructed workplace. Annual equipment inspection and certification. Gloves used for hot water washing up.	
Handing hot drinks to customers.	Customers	Hot drinks are placed on counter for customers to take hold.	

Electrocution. Poor wiring. Damp environment. Handling plugs and cables with wet hands. Failure to have electrical equipment tested. Installation not in line with current wiring regulations. Annual safety check not carried out.	Staff	Visual checks. Electrical compliance certificates. Well ventilated Trading unit Staff training. Regular electrical testing carried out. RCD device fitted to trailer. Annual installation inspection and certification. Visual checks. Equipment maintenance records.	
Fire Electrical installation. Electrical equipment not PAT tested or checked.	Staff / Customers	Correct firefighting equipment. Annual equipment inspection and certification. Staff trained on what to do in case of fire. Visual checks. Cleaning schedule. Electrical compliance certificates. Equipment maintenance records.	
Chemical Burns. Cleaning fluids. Disposal of waste water and used chemical cleaners.	Staff / Customers	Staff training. Use of correct protective clothing and equipment. Correct selection and storage of chemicals. ("Green chemicals" used wherever possible).	
Asphyxiation. Poor ventilation. Incorrect use of cleaning fluids. Badly installed/maintained equipment.	Staff	Kitchen equipment not used in confined spaces without adequate ventilation. Cleaning fluids used only as directed. Equipment checked regularly. Electrical compliance certificated. Visual checks on labels.	

Beach Site Risk Assessment

Hazards	Who might be harmed and how	Control measures	Action required
Fire	Customers, staff and contractors may suffer potentially fatal injuries from smoke inhalation and burns	*A full fire risk assessment has been completed and can be found in the office fire folder. Daily venue checks taken place for fire exits, logged on Trail app.	No further action; fire risk assessment to be reviewed annually
Manual handling	Staff and contractors may suffer back pain from repeated heavy lifting	*All staff receive training in correct manual handling technique *Trolleys and sack trucks are provided and maintained in working order	No further action
Manual handling- Deliveries/ stocking	Staff may suffer back pain from heavy lifting, heavy items could be dropped onto staff causing serious injury	*Lift is provided *Trolleys and sack trucks provided *Delivery is supervised to ensure correct manual handling techniques are employed *Kegs should be carried by 2 people	No further action
Transport- deliveries	Staff and members of public could be injured, possibly	NA	All delivery companies to be contacted to discuss safe transit across pier approach

	fatally by lorries and vans servicing the site		
Manual handling- kitchen	Staff may suffer back pain from heavy lifting, heavy items could be dropped onto staff causing serious injury	*Any large batches are decanted into smaller portions before moving *Heavy items to be stored on lowest possible shelf	No further action
Manual handling- hot trays/pans	Staff or members of the public may be injured as kitchen staff move around with hot trays or pans	*Any large batches are decanted into smaller portions before moving	No further action
Slips trips and falls	Staff, contractors or customers may be injured if they trip over objects or slip on spillages	*General good housekeeping with contract cleaners servicing the venue daily *Good housekeeping in kitchen with porters deployed to ensure floor remains clean and dry *Daily management checks ensure hazardous flooring/ stairs are repaired *All leads and cables are routed to remove trip hazard *Worked areas are kept clear	
Low ceilings or obstructions	Staff, contractors or customers may be seriously injured by hitting head on low ceilings or obstructions	N/A	No further action
Falls from height	Staff or contractors may fall from height whilst performing maintain ace or cleaning high level areas	Ladders and steps are provided for the safe access of high or hard to reach areas *Specialist contractors are to be employed to undertake any installation or service of areas out of safe reach of a ladder	No further action
Falls from height- use of ladders	Staff or contractors may be injured whilst using ladders to access high areas	All staff are trained in the safe use of ladders on induction * Ladders are subject to thorough inspection periodic management checks	No further action
Objects/ decorations falling	Staff, contractors or customers may be injured by falling decorations/ lighting /signage or structures	All fixtures and fittings are installed to the required standard and periodically inspected	No further action
Electricity	Staff, contractors or members of the public may suffer serious and possibly fatal electric shock or burns from faulty electrical installation or equipment	*All electrical works are carried out by appropriately trained and certified professionals. *Periodic inspection of all portable electrical equipment and fixed wiring is carried out *Staff trained to turn off electricity in emergencies	Free up access to fuse boxes
Noise	Staff, contractors or members of the public could suffer permanent to temporary hearing damage after being exposed to loud music	Only background music played.	

Violence	Staff, contractors and members of the public risk serious injury if assaulted or caught up in fighting	*SIA trained door staff deployed on any shift determined by risk assessment to be high risk *Two way radios allow door staff and management to communicate *CCTV system deployed and well maintained *staff trained to recognise and refuse service to those under the influence of alcohol	
Glazing & mirrors	Staff, contractors and members of the public could suffer serious injury from windows and mirrors	No glass on site	No further action
High temperatures	Staff, contractors and the public may suffer from dehydration or fainting	*Free drinking water is provided *Bar is well ventilated *First aiders are deployed and take people suffering from dehydration to a quiet cool area	No further action
High temperatures- Kitchen	Kitchen staff may suffer ill health from continued exposure to high temperatures	*Drinking water is provided and encouraged *Extraction system well maintained *Temperature monitored and recorded	Continue to monitor kitchen temperature as summer nears, possible service of air inflow
Gas	Staff and public risk serious injury or burns from explosion.	Staff trained to report any defected discovered and location of gas isolation valve in case of leak	
Bodily fluids	Staff and public at risk from infection from bodily fluids	Toilet checks and attendants in place to ensure cleanliness of areas * Body fluid kits in use *staff trained in procedure for cleaning body fluids	No further action
Hypodermic needles	Staff and public may suffer puncture injuries and potentially life threatening infection from contact with discarded needles	Sharps disposal box/ kit kept on site *Staff trained in drug awareness *	
CO2	Staff and public at risk from fatal suffocation from CO2 leakage, Staff could suffer from cold burns whilst handling CO2	Only trained staff to handle CO2, CO2 to be stored in ventilated area and staff trained to recognise and handle a leak by turning off supply.	Consider installation of 'cellar safe' CO2 alarm Look to reduce volume of CO2 stored on site through accurate forecasting *Secure CO2 canisters to wall with sturdy chain
Chemicals- usage	Staff and customers at risk of serious injury or burns from improperly used or diluted chemicals		
Chemicals- contamination	Customers and staff at risk of poisoning or internal injury arising from food or drink contaminated with chemicals	Chemicals stored in locked cupboard well away from food preparation areas *Only diluted chemicals to be held in food/ drink preparation area *Only small volumes of chemicals to be stored under sinks in wash up area	

Steam and hot water	Staff at risk from scalds from use of coffee machine/ steamer/ bainmarie/ boiling water on stove/ dish or glass washers	Ensure staff are aware of the risks associated with hot water use.	
Hot oil	Kitchen staff at risk of serious burns arising from hot oil spitting or being splashed onto them	*Only trained staff clean fryers using approved technique *staff wear approved chef-ware designed to protect against heat *	
Hot surfaces	Staff at risk from burns resulting from contact with hot surfaces in the kitchen, wash up and coffee prep areas, customers at risk of burns from open hot plate		
Knives- Kitchen	Food preparation staff at risk from potentially serious injury resulting from contact with knives	*Staff trained in use, storage and transport of knives *Appropriate chopping boards are in use *Knives are kept sharp	
Knives - Bar	Bar staff/ assistants at risk of potentially serious injury arising from the use of knives	*Only small serrated knives are used on the bar *training in the safe use of knives is provided *appropriate chopping boards are provided	
Dangerous machinery	Kitchen staff at risk of serious injury arising from incorrect usage/ cleaning of dangerous machinery i.e. food processor	Only staff trained to do so are permitted to use or clean this equipment *Machinery is isolated from mains before cleaning	
Glass	Staff and customers at risk from cuts arising from broken glasses	No glass drinking vessels permitted on site.	
Waste handling- internal	Risk of injury to staff or customers whilst emptying bins, risk of cross contamination to food and drink	Bin bags should be emptied regularly to ensure they are not overly filled and heavy.	
Waste handling- collection	Risk of injury to staff or contractors whilst removing waste from premises	*All waste is collected by specialist contractors with staff trained to do so	
Young workers	Young workers are particularly vulnerable as they are unfamiliar with risks and may not have the confidence	No under 18's will be employed on the site.	
Legionnaires disease	Staff and customers are at risk of contracting Legionnaires disease from drinking contaminated water	NA	Periodic testing of water temperatures from hot and cold taps

Food- Purchase	Staff or customers may become seriously or fatally ill from eating food that has been contaminated with bacteria/ viruses/ chemicals or foreign bodies	Ensure all food safety procedures are being followed when checking in deliveries. See SFBB pack.	
Food- storage (ambient)	Staff or customers may become seriously or fatally ill from eating food that has been contaminated with bacteria/ viruses/ chemicals or foreign bodies	No dry food is stored on the floor	
Food storage (chilled)	Staff or customers may become seriously or fatally ill from eating food that has been contaminated with bacteria/ viruses/ chemicals or foreign bodies	Fridge temperature checks are conducted twice daily and recorded on the daily kitchen sheet *Prepped food is kept for a maximum of 3 days before being discarded *No food is stored on the floor of the fridges	
Food- Storage (frozen)	Staff or customers may become seriously or fatally ill from eating food that has been contaminated with bacteria/ viruses/ chemicals or foreign bodies	Freezer temperature checks are conducted twice daily *Once defrosted, food is not refrozen	
Food- defrosting	Staff or customers may become seriously or fatally ill from eating food that has been contaminated with bacteria/ viruses/ chemicals or foreign bodies	Demand is well anticipated so food is given time to defrost in the fridge *	
Food- Chilling	Staff or customers may become seriously or fatally ill from eating food that has been contaminated with bacteria/ viruses/ chemicals or foreign bodies	Food is cooked to above 63° and chilled quickly to below 8° in a blast chiller	
Food- preparation	Staff or customers may become seriously or fatally ill from eating food that has been contaminated with bacteria/ viruses/ chemicals or foreign bodies	Colour coded chopping boards are in place *	
Food - Cooking	Staff or customers may become seriously or fatally ill from eating food that has been contaminated with bacteria/ viruses/ chemicals or foreign bodies		
Food- ecoli	Staff or customers may become seriously or fatally ill from eating food that has been contaminated with Ecoli 157	Raw meat thawed following food safety guidance	

ANNEX 1 TO EMP

Safeguarding and Vulnerable Persons Policy

Expected Standards

There are 4 licensing objectives of equal importance:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

Safeguarding sits under the protection of children from harm section and the public safety sections and we have a legal obligation to protect children and vulnerable adults from harm. Safeguarding is a term we use to describe how we protect adults and children from abuse or neglect and is an important shared priority of businesses, local authorities, and the police.

As a business, we want to ensure all of our customers can enjoy our facilities free from harm, and we are committed to protecting the most vulnerable in society by ensuring that if we are worried about someone's safety our staff are equipped to deal with it.

What to look out for?

Alcohol can often make people more vulnerable particularly those who might be at risk from child sexual exploitation, domestic abuse, or people taking advantage of a physical or mental disability.

These people may be at risk of abuse or neglect due to the actions (or lack of action) of another person. In these cases, licensed businesses must work together to identify people at risk, and put steps in place to help prevent abuse or neglect.

Abuse and neglect take many forms: These are the recognised forms of adult and child abuse

- **Physical Abuse:** Non-accidental harm to the body. It can range from physical injuries such as hitting, pushing, wounding etc. to things such as misuse of medication, inappropriate use of restraint and dehydration/malnourishment.
- **Domestic Violence:** Physical, sexual, psychological or financial violence that takes place within an intimate or family-type relationship and forms a pattern of cohesive and controlling behaviour'. People should be aware that domestic violence is not always physical and also includes forced marriage and so-called 'honor crimes'. Many people think that Domestic Abuse perpetrators are male, however it is estimated that over 25% of Domestic Abuse victims are male. Domestic Abuse also takes place in same-sex relationships, so be open-minded as to who could be a victim.

- **Sexual Abuse:** Includes sexual assault or sexual acts which have not been consented to. Also, encompasses rape and non-contact abuse such as sexual harassment or pornography.
- **Child Sexual Exploitation:** This could be a combination of a number of categories of abuse. It can take place anywhere, but often Licensed Premises may be used as a lure for vulnerable children. They may be plied with alcohol and other intoxicants then groomed for the sexual gratification of a number of adults. Things to look out for are the same adult coming to the bar with different children, or the same child coming to the bar with different adults. Inappropriate touching or language, the child looking uncomfortable or nervous in the presence of the adult.
- **Psychological/Emotional Abuse:** Mental abuse such as threats, abandonment, intimidation, humiliation, deprivation of physical or emotional contact and cultural needs. Can also include verbal abuse. Psychological abuse can be harder to spot as it is often done in private and has no physical signs.
- **Financial or Material Abuse:** Can encompass internet scams, fraud or theft of property but also alludes to control over financial ownership such as wills, inheritance or property.
- **Discriminatory Abuse:** Unequal treatment of a person due to their race, gender, age, disability, sexual orientation or religion.
- **Organizational Abuse:** The mistreatment, abuse or neglect of a person in a setting where the person lives or a service that they use.
- **Modern Slavery:** Modern slavery is a hidden crime and targets people living in poverty or with a lack of education or unstable social conditions. Modern Slavery encompasses slavery, domestic servitude, human trafficking and forced labour. It is an international crime and can include victims that have been brought over from overseas and vulnerable people within the UK who are forced to work illegally against their will, often in illegal establishments.
- **Neglect and Acts of Omission:** Includes all aspects of neglect such as deprivation of food, shelter, clothing or heating. Abusers can also harm victims by ignoring their medical or physical needs, which is mostly applicable in a care situation where abuse can occur through failing to provide medication to a person, banning visitors or ignoring/isolating the person.
- **Self-Neglect:** Self-Neglect is a little different to the other types of abuse as this is inflicted from an individual to themselves and focuses on a lack of self-care so much that it affects personal health and safety. Self-Neglect also encompasses self-harm, failing to care for one's personal hygiene, surroundings or health.

When to step in and what to do

All staff performing a public facing service should receive appropriate basic training to understand vulnerability and how to support vulnerable customers.

Ask for Angela

The venue operates the “Ask for Angela” campaign. Posters can be found in staff areas and in female toilets encouraging vulnerable people to “Ask for Angela” to ask for help from the venue staff to extricate them from a situation.

A direct line of communicating with the local authority CCTV operators via the Townwatch radio is in place at all times.

Use of a “Safe Area” inside the venue where vulnerable people can remain and be cared for until their safety has been ensured.

The “Safe Area” here is likely to be back of house in Aruba in its identified safe area away from other customers, however the manager’s office in Aruba may also be used if the situation is too serious.

A nominated member of staff who will be responsible for dealing with any vulnerable people associated with the venue.

As a venue the Duty managers will be your point of contact and will be the responsible person for ensuring the continued welfare of vulnerable people, he/she may delegate such responsibility as appropriate to other duty managers working at the premises.

A register for documenting the incidents where vulnerable people have been identified and the actions taken by the venue to ensure their safety will be kept.

Any incidents where vulnerable people have been identified will be fully reported in the incident book. This will include the issues that caused the vulnerability in the first place, staff members involved in the care of the vulnerable person, the final result/disposal. Any such reports must be signed off by the DPS

A list of local taxi company details will be available to and be provided to customers upon request and when required arrange a taxi on behalf of a customer.

Reporting vulnerable adults

- Assess the situation i.e. are the emergency services required? If the person is in immediate danger, or fear for their safety, wellbeing or life then yes call the emergency services either on 999 or the Police on 101, dependent upon the circumstances
- Ensure the safety and wellbeing of the individual this may mean separating them from their abuser or taking them to the “Safe Area” (see above).

- Establish what the individual's views and wishes are about the safeguarding issue and procedure – remember any investigations will always be 'victim led' so they cannot be forced into a certain course of action, but should be encouraged to report it to either the Police or other support groups to assist them in breaking the cycle of abuse.
- Maintain any evidence, for example CCTV footage
- Remain calm and try not to show any shock or disbelief
- Remember do not ask leading questions stick to :
 1. What happened?
 2. When did it happen?
 3. Where did it happen?
- Listen carefully and demonstrate understanding by acknowledging regret and concern that this has happened, repeating what has been told to you serves two purposes, it demonstrates to the victim that you are listening and also ensures that accuracy is maintained.
- Inform the person that you are required to share the information, explaining what information will be shared and why
- The information you need to collect is
 - Name
 - Date of Birth
 - Address
 - Contact details
- Make a written record of what the person has told you, using their words, what you have seen and your actions.

Reporting vulnerable children

Take the steps as detailed above however some further steps can be taken:

- **If the child is not in immediate danger**
 - Work with the child to establish if a responsible adult can come and pick them up
 - Report it to your local authority's children's social care
- **In the child is in immediate danger**
 - Report it to your local police.
 - If you aren't sure, contact the NSPCC's helpline, which you can reach at 0808 800 5000 or via their website

REMEMBER – Doing nothing is not an option. You wouldn't want any of the above forms of abuse happening to a member of your family. You could be the person that helps the victim break the cycle of abuse that they may have been subject to for months or even years.

I understand that it is my responsibility to report any abuse or neglect I witness to my line manager immediately, discreetly and away from other customers.

Please sign this document to acknowledge that you have understood your responsibilities in regards to safeguarding.

Trainer's Name Trainer's Signature:

Trainee's Name: Trainee's Signature:

Date:

DRUG, DRINK AND WEAPONS POLICY

GENERAL

Staff and contractors

Gambling, betting, drugs and the consumption of alcohol will not be tolerated and is not permitted on any part of our premises at any time. Any breach of this policy will result in disciplinary action being taken.

These rules are applied in the interest and wellbeing of everybody, the quality of your work and the company's image.

You must not be under the influence of alcohol, solvent abuse or similar substances, or illegal drugs whilst at work. You must not be involved in any transactions in connection with the handling, sales or purchases of illegal drugs. Illegal drugs must not be brought onto company premises. Any breach of these rules is regarded as gross misconduct and will result in immediate dismissal.

If you suspect or know that you have an alcohol or drugs problem, we encouraged to seek help and treatment voluntarily. And likewise, if you suspect that a colleague is under the influence or you are concerned for their wellbeing, you are asked to raise it with your manager immediately.

In carrying out your duties, you are also obliged to operate the company's zero tolerance policy in respect of customers and visitors coming onto and/or on site.

DRUGS

Drug Awareness

It is important to know that the company operates a 'Zero Tolerance Policy' towards all illegal substances. Zero tolerance applies to all parts of the licensed premises. Anyone found in possession of an illegal substance in or around the premises will receive an indefinite barring from the venue and the police will be contacted immediately. It is also important to know that the company relies on its staff to be vigilant against drug use. If a member of staff suspects a customer of possessing, dealing or consumption of an illegal substance(s) they should inform the duty manager immediately and discretely. Recognizing the signs of drug misuse and dealing – Paraphernalia Drugs cannot necessarily be identified from the appearance alone. The table below shows signs of drug taking activities that are most likely to occur on licensed premises.

Materials or Paraphernalia	Purpose	Associated Drugs
Hand rolled cigarettes (Long)	Smoking	Cannabis
Small Packets (Foil/Paper)	Wraps to carry drugs	Heroin*, cocaine
Cling Film, tin foil	Wrap quantities of solid drugs	Powdered Drugs or resins
Traces of powder on banks notes	Used for snorting drugs	Cocaine, Ketamine, MDMA
Syringes	Injecting Drugs	Heroin*
Capsules, small bottles	Packaging for liquid drugs	GBD or "Date Rape" drugs

Recognising the signs of misuse – Customer Appearance

Physical Signs

- Dilated Pupils
- Watery or bloodshot eyes
- Excessive sniffing, dripping nose (sometimes following trip to toilet)
- White marks/powder residue around nostrils
- Nausea/Vomiting
- Appearing drunk without smelling of alcohol

Behaviour

- Excessive laughing, non-stop talking
- Unnaturally doping, vacant staring, sleepy euphoria
- Erratic movements
- Excessive consumption of soft drinks
- Behaviour change following trip to toilet/outside areas
- Confusion, memory loss and mood swings

Seized drugs from Customers – Company Policy

The Misuse of Drugs Act 1971 permits certain individuals (Police) to lawfully possess controlled drugs whilst acting in the course of their duties. **Members of staff are NOT authorized to possess controlled drugs.**

However, this law provides a defence for those who can prove they were only in possession of a drug for the purpose of destroying it or handing it to the police.

The following guidelines have been suggested for situations where drugs are found on customers:

- The drugs should be counted and placed in clear 'drugs bags' found in managers office. Gloves should be worn at all times when handling these types of substances. The drugs should then be taken to the manager's office in Aruba, and stored securely until the police arrive.
- The incident should be recorded with relevant incident details and countersigned by the witnesses.
- Details to include any relevant conduct and conversation with the person searched.
- The Police should be called and the suspicious substances handed over against receipt.

Disposal of found drugs

Similar procedures should be applied where suspicious substances not in the possession of a customer are found on the premises:

- Any items found should be within sight of all parties at all time, sealed in a plastic bag and handed over the police officer for a receipt
- Seized drugs should handed over as soon as possible and NEVER kept by the person who found them
- A detailed record should be made as soon as possible after the event detailing how and where the substance was found.

Dealing with drug users or drug dealers

The following protocol should be followed when dealing with customers suspected of using or dealing drugs on the premises:

- Allow the person to continue their suspect activities but observe them discreetly
- Identify those suspected of illicit activities
- Inform the police immediately
- Observations, activities and characteristics of suspects noted down
- Any relevant CCTV footage should be identified and kept for police
- Do NOT use force under any circumstances.

DRINK

Drink Spiking

Drink spiking is obviously illegal and is becoming a growing problem in late night venues throughout the UK. Even though this site is not in that high risk category, the company expects its staff and its customers to be vigilant and report any suspicious behaviour to security or management immediately.

What is drink spiking?

Drink spiking is when alcohol or another drug is added to your drink without your knowledge. This results in the victim becoming drunk or drug affected unexpectedly.

The effects of drink spiking depend on a number of factors including:

- Size of victim
- Weight
- Amount or combination of drugs used in the spiking

How do I know if my drink has been spiked?

Warning signs include:

- Feeling dizzy or faint
- Feeling sick or sleepy
- Feeling intoxicated or confused when you have had only a small amount to drink
- Passing out
- Waking up feeling uncomfortable, or disoriented with memory blanks about the night before

Prevention

- Do not accept drinks from strangers
- Do not leave your drink unattended
- Ask the bar staff for anti-drink spiking devices /offer them to customer
- Report suspicious behaviour
- Plan your journey to and from home, and avoid getting to the venue by yourself
- Remember these drugs can dissolve in non-alcoholic drinks as well.
- If you begin to feel drunk after a few drinks, seek help from a trusted friend/venue manager
- Consider carefully whether to leave the venue with someone you have just met.

We ask all staff to be vigilant against such activities, and to report any suspicious activities to your line manager. Never be scared to raise your concerns with the duty manager, no matter how irrelevant you feel they may be.

Drunkenness Awareness

Alcohol can cause both health as well as social problems. Some of the social problems associated with alcohol are caused by acute intoxication some by regular excessive consumption over a long period and some are associated with alcohol dependence.

The Licensing Act 2003 states that the Licensing objectives are:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

As an employee of the company it is your responsibility to uphold and promote these objectives

Signs of a drunken customer

- Slurred speech
- Uneasy balance
- Watch facial expressions for furrowed brows and glaring eyes as both are indications that the person is becoming angry
- Pay attention to language be aware of harsh or foul language

Dealing with a drunk customer

- Intervene early, use un-obstructive low key monitoring techniques such as glass collecting
- Establish with the customer that we have stopped serving them and notify all on duty staff
- Offer the customer some water or coffee as an alternative to a drink
- Make your requirements clear and always allow offenders the opportunity to comply

Conflict Management

A person who is drunk or disorderly who fails to leave the premises when asked to do so by a police constable, the licensee, the DPS or Duty Manager commits an offence. Conflict management is the term widely used to deal with situations in a professional manner.

The key points to remember when dealing with any situation are:

- Positive communication
- Good communication skills are vital in diffusing conflict, both body language and being open is very important in emotional or threatening situations
- Be assertive not aggressive use talking and non physical methods as the basic approach
- Above all remain calm and do not get angry

Crime Scene Preservation

Should a crime be committed unless you need to step in to assist with first aid please leave the scene. Block access to the area so that nothing can be moved or tampered with. Make the duty manager is aware of the situation and s/he will deal with it in the appropriate manner.

WEAPONS

Definition of an offensive weapon

The term 'offensive weapon' is defined as: any article made or adapted for use for causing injury to the person, or intended by the person having it with him for such use by him, or by some other person. (N.B. this definition includes an implement that could cause injury i.e razor blade).

It is an offence to have in your possession an offensive weapon in a public place.

Procedure for finding an offensive weapon.

What to do if you find an offensive weapon unattended –

- Pick the weapon up very carefully either using a cloth or garment making sure you touch the weapon as little as possible, enabling the police to regain as much evidence as possible.
- If the weapon is a Knife or blade, you will need to pick it up by the tip ensuring your safety is at the forefront of your mind.
- Take the weapon straight to the manager's office in Aruba and deposit into a clear plastic bag.
- Inform Manager on duty of the situation and the location where you found the weapon. This information will be recorded on a form for the office records and the police records and will require your signature.
- The manager will call the police on 01202 222222 advising them of the situation and secure the weapon in the office safe

- On police arrival the manager will hand over the weapon.

What to do if you find an offensive weapon on a customer –

- Alert security staff and a member of the management team on duty immediately.
- Members of the Security team will try to detain the customer ensuring their own and the general public's safety is not at risk.
- The manager will call the police on 999 advising them of the full situation.

No member of staff should put themselves in any danger whatever the circumstances are.

julia.palmer [REDACTED]

From: julia.palmer [REDACTED]
Sent: 05 December 2022 15:10
To: 'gareth.gosling [REDACTED]'
Subject: Sunset Beach at Aruba, off Pier Approach. New premises licence application ref M2002586
Attachments: PRL appn.docx; Appendix 4 - Site Plan and Images for Lot 1 - Bournemouth Pier v1.00.pdf; Proposed conditions v4.docx
Importance: High

Hi Gareth.

I know that Matt has been liaising with you in connection with the above, and that he has taken on board your comments in the application made and conditions offered. As you know, the application was formally submitted on Thursday, and I have pleasure in attaching a copy of the application, proposed conditions and plans to ensure that you have early sight of them, for your information and comment.

As you know, Matt is very keen to work with you, and if you are of the opinion that there is any aspect of the application that may cause the Force concern, could you please contact me with details at your earliest convenience so that we may discuss.

With thanks in advance and kind regards

Julia Palmer

[REDACTED]

registered as a sole practitioner with, and authorised and regulated by, the Solicitors Regulation Authority: Registration no 449520: www.sra.org.uk/solicitors/code-of-conduct.page

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