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Simon Young, Solicitor
Head of Legal and Democratic Services



LICENSING HEARING PANEL

Tuesday 25 April 2017 at 1.00 pm

Council Chamber - Epsom Town Hall

The members listed below are summoned to attend the Licensing Hearing Panel meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Councillor Clive Smitheram
(Chairman)
Councillor Steve Bridger

Councillor Humphrey Reynolds

Yours sincerely

A handwritten signature in black ink, appearing to read "S Young".

Head of Legal and Democratic Services

For further information, please contact Tim Richardson, 01372 732122 or trichardson@epsom-ewell.gov.uk

AGENDA

1. DECLARATIONS OF INTEREST

Members are asked to disclose the existence and nature of any Disclosable Pecuniary Interests in respect of any item to be considered at the meeting.

2. REVIEW OF PREMISES LICENCE FEVER & BOUTIQUE, 5-9 SPREAD EAGLE SHOPPING MALL, HIGH STREET, EPSOM, SURREY (Pages 3 - 400)

The Panel is asked to consider the review of the Premises Licence of Fever & Boutique, 5-9 Spread Eagle Shopping Mall, High Street, Epsom, Surrey under the Licensing Act 2003.

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**REVIEW OF PREMISES LICENCE FEVER & BOUTIQUE, 5-9 SPREAD EAGLE
SHOPPING MALL, HIGH STREET, EPSOM, SURREY**

<u>Report of the:</u>	Head of Housing & Environmental Services
<u>Contact:</u>	Angela Slaughter
<u>Annexes/ Appendices (attached):</u>	<u>Restricted Annexe 1</u> – Application for the Review of Premises Licence by Surrey Police (This Annexe is not for publication by virtue of pgh. 7 of part 1 and pgh. 10 of part 2 of the Local Government Act 1972 (as amended)) <u>Annexe 2</u> – Representation supporting the review of the Premises Licence from Surrey Children’s Service <u>Annexe 3</u> – Representation supporting the review of the Premises Licence from Trading Standards <u>Annexe 4</u> – Representation from Environmental Health <u>Annexe 5</u> - Location map <u>Annexe 6</u> – Current Premises Licence <u>Annexe 7</u> – Table of closing hours for the Town Centre <u>Annexe 8</u> – Representation from Councillor Tony Axelrod <u>Annexe 9</u> – Representation from Councillor Tella Wormington <u>Restricted Annexe 10</u> – Representation from Local Resident (This Annexe is not for publication by virtue of pgh. 2 of part 1 and pgh. 10 of part 2 of the Local Government Act 1972 (as amended)) <u>Annexe 11</u> – Representation from John Gaunt Solicitors on behalf of Whitbread plc, Premier Inn <u>Annexes 12 to 15</u> Submission from the Premises Licence Holder (Appendix A - D)
<u>Other available papers (not attached):</u>	DVD Submission by Surrey Police in support of Annexe 1 to this Report. DVD Submission by Councillor Tony Axelrod in support of Annexe 8 to this Report. CD Submission by Environmental Health in support of Annexe 4 to this Report. Code of Conduct and Practice in Licensing Procedures and Hearings Statement of Licensing Policy Licensing Act 2003 Revised Guidance issued under Section 182 of the Licensing Act 2003 – April 2017

REPORT SUMMARY

The Panel is asked to consider the review of the Premises Licence of Fever & Boutique, 5-9 Spread Eagle Shopping Mall, High Street, Epsom, Surrey under the Licensing Act 2003.

1 Current Position

- 1.1 The current licensing hours for the premises (Fever & Boutique, 5-9 Spread Eagle Shopping Mall, High Street, Epsom, Surrey) are as follows:

1.1.1 Supply of Alcohol and Provision of Regulated Entertainment:

Thursday to Saturday 08.00 hours until 03.00 hours including Bank Holidays and Public Holidays.

Sunday to Wednesday 08.00 hours until 02.00 hours.

An additional hour to the standard and non-standard times on the day when British Summertime Commences.

New Years Eve, from the end of permitted hours on New Years Eve to the start of permitted hours on New Years Day. No restriction on recorded music.

1.1.2 Late Night Refreshment;

Thursday to Saturday 23.00 hours until 03.00 hours including Bank Holidays and Public Holidays.

Sunday to Wednesday 23.00 hours until 02.00 hours.

1.1.3 Supply of Alcohol, Films, and Late Night Refreshment;

In the event of a screening of any international sporting event involving any of the Countries from the UK and Eire which falls outside the current permitted hours, from one hour before the start of the event until one hour after the end of the event. Details to be notified to the Police 7 days beforehand and provided the Police have not objected within 72 hours of being notified.

- 1.2 The opening hours of the premises are as follows:

Thursday to Saturday 08.00 hours until 03.30 hours including Bank Holidays and Public Holidays.

Sunday to Wednesday 08.00 hours until 02.30 hours

An additional hour to the standard and non-standard times on the day when British Summertime Commences.

New Years Eve, from the end of permitted hours on New Years Eve to the start of permitted hours on New Years Day. No restriction on recorded music)

In the event of a screening of any international sporting event involving any of the Countries from the UK and Eire which falls outside the current permitted hours, from one hour before the start of the event until one hour after the end of the event. Details to be notified to the Police 7 days beforehand and provided the Police have not objected within 72 hours of being notified.

2 Introduction

- 2.1 On 1 March 2017, an application for the Review of a Premises Licence for Fever & Boutique, 5-9 Spread Eagle Shopping Mall, High Street, Epsom, Surrey, KT19 8DN was submitted by Surrey Police on the grounds of three Licensing Objectives, Crime and Disorder, Public Nuisance and Public Safety. This is attached as Annexe 1. Surrey Police also submitted a DVD of a video clip.
- 2.2 A familiarisation site visit to the premises by Members of the Licensing Panel, the Licensing Officer, Local Authority Solicitor, and representatives of the license holder took place on Monday 3 April 2017.
- 2.3 The DVD submissions by Surrey Police, Councillor Axelrod and Environmental Health have been provided to the licence holder and will be viewed by Members of the Licensing Panel, the Licensing Officer and Local Authority Solicitor on Monday 24 April 2017 prior to the Hearing.

3 Representations from Other Persons

- 3.1 Representations from a Local Resident, Town Ward Councillors Tony Axelrod and Tella Wormington on the grounds of three Licensing Objectives, Crime and Disorder, Public Nuisance and Public Safety have been received. A representation has also been received from John Gaunt Solicitors on behalf of Whitbread plc, Premier Inn on the grounds of the Licensing Objective of Public Nuisance. These are attached as Annexes 8, 9, 10 and 11 to this report. A supporting DVD was also submitted by Councillor Axelrod.

4 Representations from Responsible Authorities

- 4.1 The application for a review from Surrey Police is attached to this report as Annexe 1. A supporting DVD was also submitted by Surrey Police.
- 4.2 Surrey Fire and Rescue Service has not submitted any representations to this application.
- 4.3 The Planning Authority has not submitted any representations to this application.
- 4.4 Surrey Children's Service has submitted support to Surrey Police Review Application. This is attached as Annexe 2 to the report.
- 4.5 Trading Standards has submitted support to Surrey Police Review Application. This is attached as Annexe 3 to the report.
- 4.6 Environmental Health has submitted representations on the grounds of the Licensing Objective of Public Nuisance. This is attached as Annexe 4 to the report. A supporting DVD was also submitted by Environmental Health.

5 Submission and Evidence

- 5.1 Submissions have been provided by the Premises licence holder. These are attached as Annexes 12 - 15 to the report.

6 Policy Considerations

- 6.1 A copy of the Statement of Licensing Policy adopted in December 2013 has been distributed to all parties.

7 Equalities and Other Legal Implications

- 7.1 Decisions on licensing matters engage issues of human rights, in particular, Article 6, the right to a fair hearing, and Article 8, respect for private and family life. However, interference with Convention rights is permitted where lawful and necessary in the interests of public safety, the prevention of disorder and crime, the protection of health and morals or for the protection of the rights and freedoms of others.
- 7.2 Due regard must also be had to the public sector equality duty enshrined in Section 149 of the Equality Act 2010, which aims to eliminate unlawful discrimination, having regard to the nine protected characteristics.

8 Conclusions

- 8.1 The Panel is asked to consider the Review of the Premises Licence under the Licensing Act 2003. Under the Act the following options are available;
- Attach conditions to the Licence.
 - Modify the conditions of the Licence.
 - Exclude a licensable activity from the scope of the Licence.
 - Remove the Designated Premises Supervisor.
 - Suspend the licence for a period not exceeding 3 months.
 - Revoke the Licence.
 - Take no action.

WARD(S) AFFECTED: Town Ward

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From: Joanne Booth <joanne.booth@surreycc.gov.uk> on behalf of Child Employment <childemployment@surreycc.gov.uk>
Sent: 15 March 2017 17:12
To: Angela Slaughter
Cc: 'Ian.sandwell@surrey.pnn.police.uk'; Joanne Booth
Subject: Re: FW: Fever and Boutique- Review application under section 51 of the Licensing Act 2003.

Dear Angela

Thank you for sending this review application and statements regarding the Fever and Boutique premises in Epsom. As the responsible authority under the licensing act 2003, regarding the licensing objective, the protection of children from harm, I wish to add my support for this review application made by Surrey Police.

It is clear from the information provided by the police that children have been harmed and placed at risk of harm, due to the violence and availability of alcohol at these premises. This premises licence holder has failed to promote the licensing objective of the protection of children from harm. The police have provided evidence that children have gained entry to these premises, which has resulted in underage persons committing violence, being witness to violence and being a victim of crime.

There is also evidence that children have been sold alcohol, a clear breach of the laws to prevent the sale of alcohol to underage persons. In addition the sale of alcohol has not been refused to persons who are already intoxicated including persons under age.

Through the premise licence holder's failure to promote the licensing objective of the protection of children from harm, children have suffered actual harm and placed at risk of harm. Failure to follow a robust ID checking process (Challenge 25) is also contrary to the agreed measures which are supposed to protect children from harm.

I would recommend withdrawal of this premise licence due to the failure to protect children from harm as evidenced by the police reports. If the licensing committee is not minded to do this, then I would support the conditions recommended by Surrey Police in their review application.

Please let me know if you require further clarification regarding my support of this review.

Kind regards
Joanne Booth
County Child Employment Enforcement and Strategy Manager

Child Employment Team
Quadrant Court
35 Guildford Road
Woking
GU22 7QQ
01483 517838

All applications for performance licences must be received on the new standard performance licence application form V3 available from www.surreycc.gov.uk/childemployment This form when fully completed should be sent to childemployment@surreycc.gov.uk together with a copy of the child's photo, birth certificate, copy of contract if issued, and authorisation from school for any school absence. Applications should be received more than 5 full working days before the first performance. Sending everything together in one email will enable us to issue licences promptly

From: Angela Slaughter <ASlaughter@epsom-ewell.gov.uk>
To: EH Public Health <EHPublicHealth@epsom-ewell.gov.uk>, Adele Castle <ACastle@epsom-ewell.gov.uk>, "Child Employment

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Tel: 01372371682
Email: trading.standards@bucksandsurreytradingstandards.gov.uk
General Enquiries: 0300 123 2329
www.bucksandsurreytradingstandards.gov.uk

Epsom & Ewell Borough Council
Town Hall,
The Parade,
Epsom,
Surrey
KT18 5BY

TRADING STANDARDS

County Hall, Aylesbury,
Buckinghamshire HP20 1UP

Consort House, 5-7
Queensway,
Redhill, Surrey RH1 1YB

Your Ref:

Our Ref: 051695

**Licensing Act 2003
Fever and Boutique**

I refer to your recent application for a review of premises licence at the above mentioned property. Buckinghamshire and Surrey Trading Standards Service wish to support an application by Surrey Police a Delegated Authority, in respect of an application for the review of the premises licence for Fever and Boutique of Unit 5-9 Spread Eagle Walk, High Street, Epsom, Surrey KT19 8DN in accordance with Section 51 of the Licensing Act 2003.

I refer you to the Home Office Guidance under Section 182 of the Licensing Act 2003 paragraph 2.21 to 2.31 (attached) inclusive in relation to the protection of children from harm.

We have concerns in relation to the licensing objective of the protection of children from harm and crime and disorder as the evidence provided by Surrey Police in support of the application indicates that the management of Bar Fever (Epsom) Ltd trading as Fever and Boutique does not operate the establishment in accordance with licensing objectives nor in accordance with the Licensing Act 2003.

The information provided indicates that persons under the age of eighteen (18) have been involved in violent altercations at the premises and evidence provided by Surrey Police states that these person were intoxicated at the time.



It is apparent in the evidence bundle provided along side the application for revocation, that the premises licence holders have either wilfully ignored the conditions of their licence or have been neglectful in their operation of the premises.

If the Licensing Committee decides that revocation of the licence is not the suitable outcome, I would suggest that serious consideration is made to the inclusion of the following conditions on the premises licence.

1. The removal of "Off Sales of Alcohol" from the premises licence, the premises is clearly a night club and the off sales of Alcohol is inconsistent with business operating model.
2. No sale of bottles of spirits, the sale of spirits in this manner promote irresponsible drinking, and removes the premises ability to monitor the alcohol consumption of individuals on the premises.
3. It would appear that from the incidents reported by the police that a number of incidents were not recorded on the premises CCTV system, a review of the systems suitability should be undertaken.
4. A reduction of the trading hours of the premises
5. Reduction in customer numbers until such time the premises can show a reduction in crime and disorder.

If you have any queries in connection with this matter please do not hesitate to contact me.

Yours faithfully

Gareth Morris
Trading Standards Officer

Licence review representations - Epsom & Ewell Borough Council – Environmental Health

Fever & Boutique, 5-8 Spread Eagle Walk, High Street, Epsom, KT19 8DN

Overview

In September 2016 a night club called Fever & Boutique began trading. The premises has previously traded as Elements under the control of different operators. When the premises was trading as Elements the smoking area was at the front of the premises and for operational reasons it was moved to the rear of the premises. When the current operators took over the premises there was a change in layout within the premises. There used to be a kitchen in the premises which has been converted to the Fever room. A plan has been provided in the evidence section of this report.

Epsom & Ewell Borough Council - Environmental Health is of the view, and support the Police's opinion, that the licensing objective of Prevention of Public Nuisance has been undermined.

Below is an overview of the involvement and staged intervention the Environmental Health team have had with the premises operators.

On 20th September 2016 the Environmental Health team received a complaint regarding noise from music and people associated with the premises. The complainant was contacted and their concerns were discussed. The complainant was advised that they had the option of using the Noise App to record any disturbances that they were experiencing.

On 30th September 2016 Charlotte Scott, Environmental Health Officer, had a meeting with Duncan Squires, Director and Andy Thornton, Manager/DPS at the premises to discuss the complaint. During this meeting the operating procedures for the premises were discussed. Charlotte Scott was advised that on Thursday nights they normally open just one room (Boutique room) and then on Friday and Saturday both rooms are open. It is mainly DJs playing the music and they are based in one location in each room. The music levels are said to be fairly constant but the DJs drop the music levels about 3am. The smoking area at the rear of the premises is created using fencing. They try to keep the smoking area to the right hand side, as people exit the premises, away from the houses. 40 to 50 people are normally in the smoking area and it is used for most of the time the premises is trading. The peak times of use of the smoking area is from midnight to 01:30hrs. The smoking area is said to be closed 45 minutes before the premises closes and the music is turned off at 3:15am. Andy Thornton, DPS, advised that managers do noise checks throughout the night, approximately every 45 minutes but they were not recording these checks. A decibel reader was also going to be purchased for the staff at the premises to use. Andy Thornton and Duncan Squires were reminded during this meeting that it was a condition of the licence (Condition 17) to record these monitoring checks.

Between the 9th October 2016 and 23 October 2016 a number of Noise App recordings were submitted by the complainant. It was decided that based on these recordings noise monitoring equipment would be installed in the complainant's property to record the

disturbances. The equipment was installed in the complainant's property on 2nd November 2016 and removed on 7th November 2016. The operators were advised that noise monitoring may be undertaken.

The recordings made by the complainant were reviewed. Based on the findings from the recordings Charlotte Scott, Environmental Health Officer had a meeting with Duncan Squires and Andy Thornton on 25th November 2016. They advised that a new acoustic door was being fitted at the rear of the premises by DB Attenuation Ltd on 12 December 2016. In addition to this the volume settings for the music had been adjusted for the Fever room. The maximum decibel level was said to be adjusted from 32dB to 24dB and from 32dB to 22dB in the bar area of this room. Whilst these figures were said to be in decibels this would be unusually low for a night club setting. Noise monitoring was being documented, however the accuracy of the sound level meter was questioned. The staff were not recording what action, if any was being taken, if they were identifying issues when completing the noise monitoring. CCTV footage was viewed by Charlotte Scott for 12 November 2016 at 23:00hrs and 00:30hrs during this meeting. The footage showed approximately 26 people in the smoking area at 23:00hrs and 40 people at 00:30hrs. At these times the premises was said to have had a capacity of between 400 and 500 people.

On 16th December 2016 Charlotte Scott, Environmental Health Officer and Oliver Nelson, Environmental Health Team Leader undertook a noise monitoring visit to the complainant's property and also the area outside of the premises. Monitoring was completed between 23:25hrs and 23:40hrs with the complainant's window open and closed. There were approximately 21 people in the smoking area and two door staff present at the time. With the window closed people noise was still audible. Monitoring was then completed outside of the property by the perimeter fence of a residential property and in the Town Hall car park between 23:40hrs and 23:45hrs. The bass of the music was more audible and people noise was still noticeable.

The complainant submitted Noise App recordings on 24th December 2016, 25 December 2016 and 31 December 2016.

Charlotte Scott, Environmental Health Officer attended the multi agency meeting held with representatives from Fever & Boutique on 5 January 2017. During this meeting the attendees were able to hear a selection of noise monitoring recordings provided by the complainant via the Noise App and also recordings completed by officers during their noise monitoring visits. During this meeting Andy Thornton, DPS said that they normally allow 60 people in the smoking area at any one time.

Correspondence was received from Fever & Boutique stating the changes that had been made to try and resolve the noise issues, including adjusting the rear door and blocking vents. In an email on 14 February 2017 from Nigel Blair stated that "limiting numbers is not viable as this leads to frustration from our customers having to wait to smoke".

On 10 March 2017 between 23:10hrs and 23:40hrs Charlotte Scott, Environmental Health Officer and Oliver Nelson, Environmental Health Team Leader visited the complainant's property to undertake noise monitoring to establish whether there had been any improvements with the noise from the premises. The operators had been informed noise monitoring may be undertaken. Noise monitoring was completed with both the window open

and closed. When the window was open the people noise had improved, however there were a fewer number of people compared to previous visits, and the music was barely audible.

Noise monitoring equipment was installed in the complainant's property on 16 March 2017 and removed on the 21 March 2017. Recordings were completed by the complainant on 18 March 2017 and recordings were made between 01:00hrs and 02:00hrs. These recordings are indicating that people noise is still at a level which is deemed to be unacceptable.

Summary

Whilst representatives from the premises have worked with Environmental Health Officers to try and resolve the issues with noise associated from the premises there still continues to be valid complaints. A staged approach of enforcement has been utilised but it appears that more formal intervention in the form of contribution to this review is necessary to resolve the problem. There has been some improvement in the level of music audible from outside of the premises and in the complaints property, however people noise still continues to be an issue at peak times into the early hours of the morning.

Epsom & Ewell Borough Council – Environmental Health would request that the following conditions be removed from or amended in the premises licence.

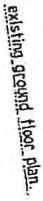
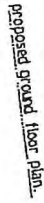
- Remove Condition 5 in Annex 2
- Amend Condition 12 in Annex 3
- Amend Condition 17 in Annex 3

Proposed conditions have been included with this report and have also been provided to the legal representative acting on behalf Fever & Boutique prior to the hearing for comments.

Evidence provided in Appendix

- Previous and existing floor plans for the premises when operating as Elements and Fever & Boutique.
- Noise App Summary completed by complainant.
- Audio noise monitoring recordings (CD provided) completed by Environmental Health.
- Notes from noise monitoring review exercise.
- Calculation to determine the basis for number of people submitted in the smoking area (Including extract from JSNA report)
- Proposed conditions for the premises licence.

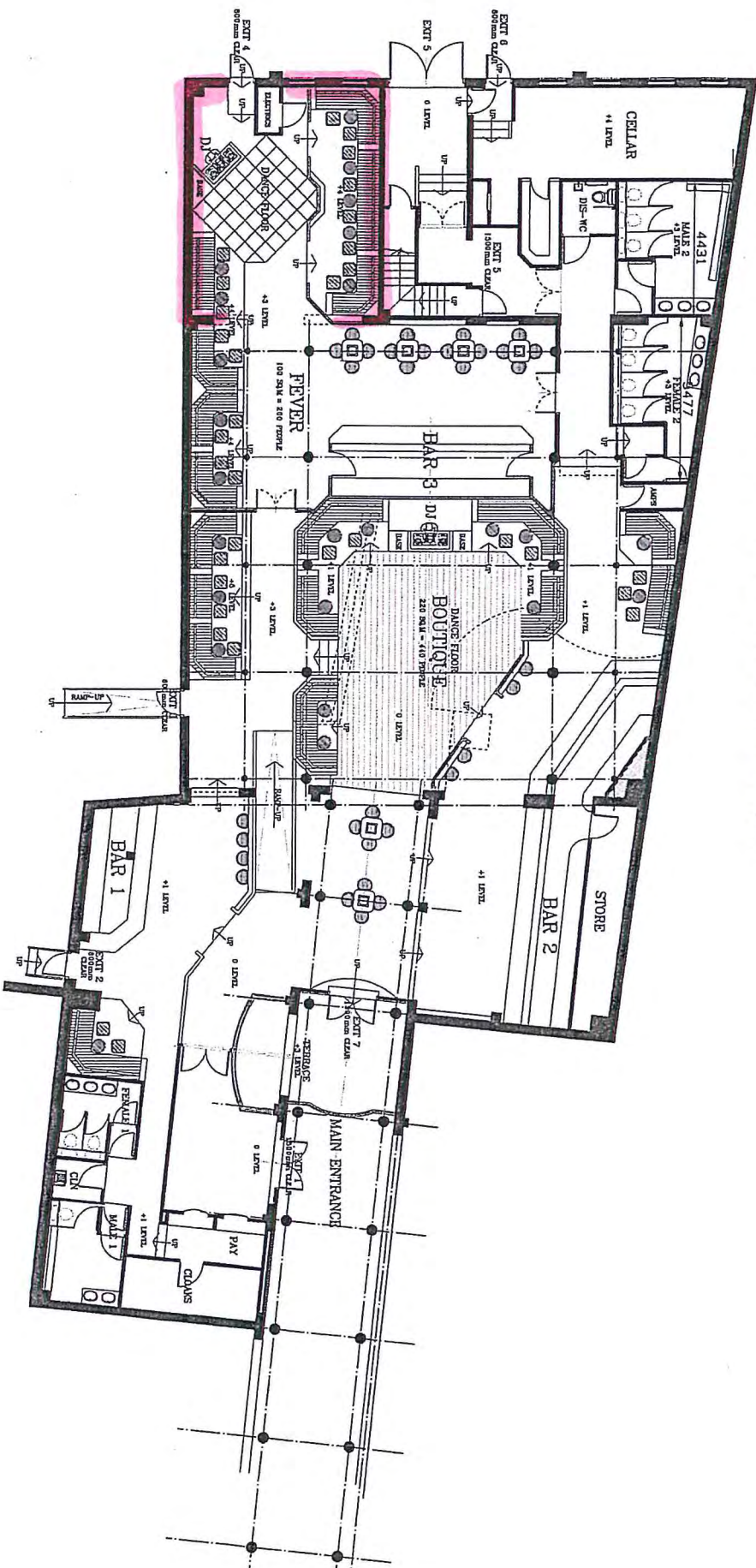
Appendix



DIMENSIONS ARE IN MILLIMETERS EXCEPT WHERE INDICATED

SECRET
1000

FEVER & BOUTIQUE FLOOR PLAN



Revisions:		Date
REV 1	1000mm CLASH = 300 PEOPLE	
REV 2	800mm CLASH = 40 PEOPLE	
REV 3	800mm CLASH = 40 PEOPLE	
REV 4	800mm CLASH = 40 PEOPLE	
REV 5	1000mm CLASH = 300 PEOPLE	
REV 6	800mm CLASH = 40 PEOPLE	
REV 7	1000mm CLASH	
TOTAL EXIT CAPACITY 340 PEOPLE		

Easy Design Solutions		Client	EVERETT HINES
Studio 48 Bachelder Road Hamogates HG1 3EQ		Project	ESSDM
mob: 07803730044 graham@easy-designs.co.uk www.easy-designs.co.uk		Title	DEPTON
		Date	JUNE 2016
		Scale	1:100 @ A2
		Drawn by	ERI
		Drawing no.	EF-16-002
		Director	XXXXXXXXXX
		Proj Mgr	XXXXXXXXXX
		Layer	XXXXXXXXXX

Complainant Details

AGENDA ITEM 2
ANNEXE 4

Last updated 05 Mar 2017 00:29am

Source Address

5-8 Spread Eagle Walk, High Street , Epsom, KT19 8DN

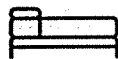
Reports

Date	Source	Location	Intensity Rating
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05 Mar 2017
00:28am



Loud Voices



Bedroom

9/10

Comments

”

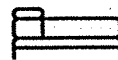
Music+Loud voices

Date	Source	Location	Intensity Rating
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04 Mar 2017
01:24am



Loud Voices



Bedroom

8/10

Comments

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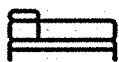
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Date	Source	Location	Intensity Rating
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03 Mar 2017
23:08pm



Loud Voices



Bedroom

7/10

Comments

” Fence is here but is not helping much.. still I fell I got house party next door ☺

Date	Source	Location	Intensity Rating
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19 Feb 2017
01:48am



Loud Voices



Bathroom

9/10

Comments

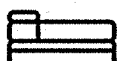
” I got masive house party at neighbours...

Date	Source	Location	Intensity Rating
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04 Feb 2017
01:37am



Loud Voices



Bedroom

8/10

Comments

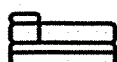
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Date	Source	Location	Intensity Rating
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29 Jan 2017
02:26am



Loud Voices





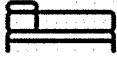
Bedroom


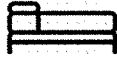
9/10


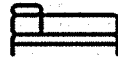
Comments

” -

Date	Source	Location	Intensity Rating
29 Jan 2017 02:23am	 Loud Voices	 Bedroom	8/10
Comments	-		
”	-		

Date	Source	Location	Intensity Rating
22 Jan 2017 02:16am	 Loud Voices	 Bedroom	10/10
Comments	-		
”	-		


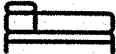
Date	Source	Location	Intensity Rating
21 Jan 2017 01:52am	 Loud Voices	 Bedroom	10/10
Comments	-		
”	-		

Date	Source	Location	Intensity Rating
21 Jan 2017 01:44am	 Loud Voices	 Bedroom	10/10

Comments


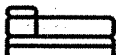
AGENDA ITEM 2
ANNEXE 4

” Nightmare. Also just to let you know all my little trees from front garden gone, some drunk people throw them away when passing by...

Date	Source	Location	Intensity Rating
21 Jan 2017 00:12am	 Loud Voices	 Bedroom	7/10


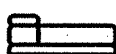
Comments

” -

Date	Source	Location	Intensity Rating
31 Dec 2016 01:02am	 Loud Voices	 Bedroom	8/10

Comments

” -

Date	Source	Location	Intensity Rating
25 Dec 2016 02:21am	 Music	 Bedroom	10/10

Comments

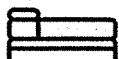
” Christmas.

Date	Source	Location	Intensity Rating
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25 Dec 2016
00:41am



Music



Bedroom

9/10

AGENDA ITEM 2
ANNEXE 4

Comments

”

-

Date

Source

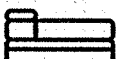
Location

Intensity
Rating

24 Dec 2016
01:13am



Loud Voices



Bedroom

9/10

Comments

”

-

Date

Source

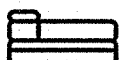
Location

Intensity
Rating

24 Dec 2016
00:28am



Music



Bedroom

10/10

Comments

”

-

Date

Source

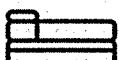
Location

Intensity
Rating

09 Oct 2016
00:42am



Music



Bedroom

10/10

Comments

”

Thursday, Friday and Saturday is the worst because of the parties and people standing outside in the smoking area right next to my house, literally 20 meters away from my bedroom and also after when party is finished people who left that party "Fever & boutique" standing drunk in front of my house and

shouting and it's impossible to sleep especially when i got a little
baby in the house. Regards'

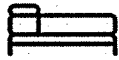
AGENDA ITEM 2
ANNEXE 4

Date	Source	Location	Intensity Rating
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14 Oct 2016
01:10am



Loud Voices



Bedroom

7/10

Comments

”

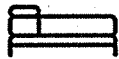
-

Date	Source	Location	Intensity Rating
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15 Oct 2016
01:26am



Music



Bedroom

9/10

Comments

”

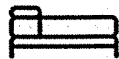
-

Date	Source	Location	Intensity Rating
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16 Oct 2016
01:18am



Music



Bedroom

9/10

Comments

”

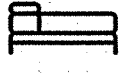
-

Date	Source	Location	Intensity Rating
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22 Oct 2016
01:02am



Loud Voices



Bedroom

10/10

AGENDA ITEM 2
ANNEXE 4

Comments

”

-

Date

Source

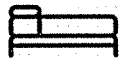
Location

Intensity
Rating

23 Oct 2016
01:46am



Music



Bedroom

10/10

Comments

”

-

AGENDA ITEM 2
ANNEXE 4

Date	Time	Duration	Comments	Notes
4/11/16	00:19:40 - 00:21:36	0:01:59	- BASS OF MUSIC - PEOPLE NOISE * TALKING * SINGING * SOME LOUDER VOICES	
5/11/16	00:23:29 - 00:28:39	0:05:11	- BASS OF MUSIC - PEOPLE NOISE * TALKING * SCREAMING * LAUGHING - BOTTLE / GLASS BEING DROPPED - MUSIC BECOMES LOUDER - SOME LYRICS AUDIBLE	→ SCREAMING SCREAM (FEMALES) SONG → JACKSON 5 - WANT YOU BACK
5/11/16	01:36:38 - 01:41:47	0:05:11	- BASS OF MUSIC - PEOPLE NOISE IN BACKGROUND * TALKING * SCREAMING * SHOUTING - MUSIC + SOME LYRICS AUDIBLE	PEOPLE SCREAMING JOHN (FEMALES) SONG → JOURNEN - DON'T STOP BELIEVING
5/11/16	02:13:32 - 02:18:39	0:05:11	- BASS OF MUSIC - PEOPLE NOISE * SWEARING * TALKING * LAUGHING * SHOUTING - GENERAL BACKGROUND NOISE - SONG TOWARDS END OF RECORDING	"F***KING TELL" - POSSIBLY - BEAT IT BY MICHAEL JACKSON.
6/11/16	00:31:27 - 00:36:34 WORDS BECOME MORE AUDIBLE POSSIBLY GREASE SUMMER LOVING	0:05:11	- BASS OF MUSIC NOT AS LOUD AT BEGINNING - PEOPLE NOISE * TALKING * SWEARING * LAUGHING * SHOUTING * CHEERING AT END.	→ INCREASES DURING RECORDING E.G. "I'M NOT BEING FUNNY" "SCOTCH" "F***K" → A LOUD CLICK - POSSIBLY COMPLAINT

AGENDA ITEM 2
ANNEXE 4

Date	Time	Duration	Comments	Notes
6/11/16	00:54:20 - 00:55:23	0:01:23	- LOUD BASS. - PEOPLE NOISE + TALKING * RAISED VOICES + LAUGHING	- GETS LOUDER THROUGHOUT.
6/11/16	01:54:31 - 01:56:12		- LOUD BASS. - PEOPLE NOISE + TALKING * RAISED VOICES * CHEERING → * SHOUTING	EG "THAT'S MY MATE" SOUNDS LIKE SOMETHING FALLS OVER → METAL NOISE. - POSSIBLY STEPPING.
- POSSIBLY COMPLAINT TALKING NOT BEGINNING				

AGENDA ITEM 2
ANNEXE 4

Date	Time	Duration	Comments	Notes
18/3/2017	01:08:00 - 01:09:15		PEOPLE NOISE. - MAINLY FEMALE VOICES CAN BE HEARD - TALKING/SHOUTING AT POINTS "I'M LIKE TEN MINUTES AWAY" - SOME BASS FROM MUSIC.	"AT END OF RECORDING - SOME NOISE FROM INDIVIDUAL IN COMPLAINTING PROPERTY.
18/3/2017	01:42:04. 01:47:15.		PEOPLE NOISE - TALKING AND SOME RAISED VOICES/SHOUTING /SCREAMING/ LAUGHING GIRL SAYING "FUCKING" SOMETHING - SOME BASS FROM MUSIC	
18/3/2017	01:52:32 01:57:43.		PEOPLE NOISE - TALKING/RAISED VOICES /SHOUTING - MALE MAKING A NOISE - METAL GATE → - GIRL CAN BE HEARD THEN POSSIBLY "CHILL OUT" BEING REPEATED BY A MALE. GIRL/F - "WHERE IS THAT PRICK" FEMALE → REPEATED "WHERE IS THAT..." GIRL/F - "HE JUST KICKED ME" FEMALE → REPEATED GIRL/F "RIGHT NOW" FEMALE ALSO SOME BASS FROM THE MUSIC.	"BEGINNING OF RECORD - NOISE FROM COMPLAINTING PROPERTY POSSIBLY BEING OPENED/CLOSED (X) - MICROPHONE BEING TOUCHED SO SOME RUSTLING NOISE

Calculation to determine the basis for number of people permitted in the smoking area.

500 (Capacity of premises) / 14.7% (Percentage of smokers over 18 in Surrey) = 73

73 people / 3 (Number of peak hours of operation for premises) = 24 people

Number rounded down to 20 people.

Across Surrey 14.7% of people aged 18 and over are smokers (Joint Strategic Needs Assessment (26/09/2014)). A copy of the relevant section of the Joint Strategic Needs Assessment has been provided in the hearing report.

Section: Health Related Behaviour

Date Published: 26/09/2014 Next Review Date: 31/03/2017

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1. Executive Summary
2. Introduction
3. Who's at risk and why?
4. The level of need in the population
5. Services in relation to need
6. Unmet needs and service gaps
7. What works
8. Recommendations for Commissioning
9. Key contacts
10. Chapter References
11. Signed off by

Executive Summary

Information in this executive summary was correct as at 8th August 2014. The Public Health England Tobacco Control Profiles were updated on the 4th November 2014 providing more recent information. Additional indicators have been added to the profiles although only at national level apart from low birth weight babies which is available at county level. Therefore little has been added to the local context.

Key findings overall

Smoking is the main cause of preventable illness and premature death with an estimated 459,900 hospital admissions attributed to smoking in 2010/11 and an estimated 80,000 smoking related deaths in adults aged over 35 years in 2012. 85% of COPD deaths are attributed to smoking along with one in four cancer deaths and 14% of deaths from heart and circulatory disease.

Across Surrey, 14.7% of people aged 18 and over are smokers with high rates of smoking in priority groups such as routine and manual workers (29%) and a smoking rate of 3.5-7% in pregnant women. Amongst young people 6.3% of those aged 11 to 15 are smokers and by year 13 80% of young people have tried smoking with 30% classed as regular smokers. Smoking prevalence in Surrey is lower than the England average (19.5%) but has significant ward level variation with ward smoking prevalence ranging from 6.9% in Nonsuch to 28.6% in Preston. This data highlights the need for a targeted and comprehensive tobacco control approach both geographically and demographically.

Despite numbers accessing stop smoking services falling, which is in line with national trends, quit rates in Surrey remain high at 62% (2013/14). Services see a success rate of 85% for telephone support, 56% in 1-1 GP support, 71% in group support and 49% in pharmacy services (2013/14). Action needs to be taken to ensure these services are fit for purpose in line with current public needs, that current gaps are addressed and services are readily accessible to all. Protocols need to be developed to take account of emerging trends such as nicotine vapourisers and harm reduction methods with services able to react to emerging evidence surrounding these novel methods/items.

The SmokeFree Surrey Alliance should continue to work across partner agencies to implement action to comprehensively implement the 6 strands of tobacco control including the promotion of smokefree environments to address the harms of secondhand smoke, communications surrounding the risks of illegal tobacco and the enforcement of current and emerging tobacco legislation.

The needs assessment identified the following gaps in current provision

Stop Smoking Service Provision

- **Limited specialist targeted stop smoking support** e.g. specialist services to support pregnant women, mental health service users, patients in secondary care; routine and manual workers, young people and smokeless tobacco users to quit
- **Gaps in access and uptake to services** specifically in; geographically remote areas and areas of high socioeconomic deprivation

Proposed amendments to licence conditions

Condition 12 of Annex 3

Current condition

A dedicated smoking area shall be provided at the rear of the premises which will be covered by in house CCTV, copies of recordings shall be made available to an officer of the licensing authority or police upon demand. This area to be supervised by door staff and for the sole use of patrons from the premise.

Proposed new condition

A dedicated smoking area, to be used only by individuals smoking, shall be provided at the rear of the premises. The number of people shall be restricted to a maximum of 20 people at any one time. This area will be covered by in house CCTV and copies of recordings shall be made available to an officer of the licensing authority or any responsible authority upon demand. This area shall be supervised by two door staff and for the sole use of patrons from the premises. The smoking area shall be closed at 1am.

Condition 17 of Annex 3

Current condition

Throughout the normal opening hours of the premises, hourly patrols of the perimeter of the premises shall be carried out by staff equipped with appropriate noise measuring devices during which observations/measurements of noise and disturbance shall be made and documented and shall be kept in a written log together with any resultive action taken. Documents shall be made available for inspection by an authorised officer of any responsible authority.

Proposed new condition

Throughout the normal opening hours of the premises, half an hour patrols of the perimeter of the premises shall be carried out by staff. During these patrols observations/measurements of noise and disturbance shall be made and documented and shall be kept in a written log together with any resultive action taken. Documents shall be made available for inspection by an authorised officer of any responsible authority.

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SCHEDULE 12 PART A (Regulation 33,34)

PREMISES LICENCE NO EEBC/10/00109/LAPRE

Part 1 - Premises details

Postal address of premise, or if none, ordnance survey map reference or description FEVER & BOUTIQUE, 5-9 SPREAD EAGLE SHOPPING MALL,	
Post town EPSOM	Post code KT19 8DN
Telephone number NOT STATED	

Where the licence is time limited the dates NONE

Licensable activities authorised by the licence SALE OF ALCOHOL BY RETAIL PROVISION OF LATE NIGHT REFRESHMENT PROVISION OF REGULATED ENTERTAINMENT;- FILMS; LIVE MUSIC; RECORDED MUSIC; PERFORMANCE OF DANCE PROVISION OF ENTERTAINMENT FACILITIES FOR DANCING

The times the licence authorises the carrying out of licensable activities <u>SUPPLY OF ALCOHOL AND PROVISION OF REGULATED ENTERTAINMENT:-</u> THURSDAY TO SATURDAY 08.00HOURS UNTIL 03.00HOURS INCLUDING BANK HOLIDAYS AND PUBLIC HOLIDAYS SUNDAY TO WEDNESDAY 08.00 HOURS UNTIL 02.00 HOURS AN ADDITIONAL HOUR TO THE STANDARD AND NON-STANDARD TIMES ON THE DAY WHEN BRITISH SUMMERTIME COMMENCES. NEW YEARS EVE, FROM THE END OF PERMITTED HOURS ON NEW YEARS EVE TO THE START OF PERMITTED HOURS ON NEW YEARS DAY. (NO RESTRICTION ON RECORDED MUSIC) <u>LATE NIGHT REFRESHMENT:-</u> THURSDAY TO SATURDAY 23.00HOURS UNTIL 03.00HOURS INCLUDING BANK HOLIDAYS AND PUBLIC HOLIDAYS SUNDAY TO WEDNESDAY 23 .00 HOURS UNTIL 02.00 HOURS SUPPLY OF ALCOHOL, FILMS, AND LATE NIGHT REFRESHMENT:- IN THE EVENT OF A SCREENING OF ANY INTERNATIONAL SPORTING EVENT INVOLVING ANY OF THE COUNTRIES FROM THE UK AND EIRE WHICH FALLS OUTSIDE THE CURRENT PERMITTED HOURS, FROM ONE HOUR BEFORE THE START OF THE EVENT UNTIL ONE HOUR AFTER THE END OF THE EVENT. DETAILS TO BE NOTIFIED TO THE POLICE 7 DAYS BEFOREHAND AND PROVIDED THE POLICE HAVE NOT OBJECTED WITHIN 72 HRS OF BEING NOTIFIED.

The opening hours of the premises

THURSDAY TO SATURDAY 08.00 HOURS UNTIL 03.30 HOURS INCLUDING BANK HOLIDAYS AND PUBLIC HOLIDAYS

SUNDAY TO WEDNESDAY 08.00HRS UNTIL 02.30HOURS

AN ADDITIONAL HOUR TO THE STANDARD AND NON-STANDARD TIMES ON THE DAY WHEN BRITISH SUMMERTIME COMMENCES.

NEW YEARS EVE, FROM THE END OF PERMITTED HOURS ON NEW YEARS EVE TO THE START OF PERMITTED HOURS ON NEW YEARS DAY.

IN THE EVENT OF A SCREENING OF ANY INTERNATIONAL SPORTING EVENT INVOLVING ANY OF THE COUNTRIES FROM THE UK AND EIRE WHICH FALLS OUTSIDE THE CURRENT PERMITTED HOURS, FROM ONE HOUR BEFORE THE START OF THE EVENT UNTIL ONE HOUR AFTER THE END OF THE EVENT. DETAILS TO BE NOTIFIED TO THE POLICE 7 DAYS BEFOREHAND AND PROVIDED THE POLICE HAVE NOT OBJECTED WITHIN 72 HRS OF BEING NOTIFIED.

Where the licence authorises supplies of alcohol whether these are on and/or off supplies FOR CONSUMPTION ON AND OFF THE PREMISES

Part 2

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

**Bar Fever (Epsom) Limited
3 Bath Mews
Bath Parade
Cheltenham
Gloucestershire
GL53 7HL**

**Registered number of holder, for example company number, charity number (where applicable)
10247037**

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

**ANDREW THORNTON
23 OLD DAIRY CLOSE
FLEET
HAMPSHIRE
GU51 3SJ**

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

CHELTENHAM BOROUGH COUNCIL 15/00822/PERA

Dated this 1ST day of September 2016

For the Licensing Authority

Annex 1 – Mandatory conditions

Mandatory Condition: where licence authorities supply of alcohol

Where a premise licence authorises the supply of alcohol, the licence must include the following conditions

1. No supply of alcohol may be made under the premises licence
 - (a) at a time when there is not designated premises supervisor in respect of the premises licence, or
 - (b) at a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.
2. Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.

Mandatory Condition: exhibition of films

1. Where a premises licence authorises the exhibition of films, the licence must include a condition requiring the admission of children to the exhibition of any film to be restricted in accordance with this section.
2. Where the film classification body is specified in the licence, unless subsection 3(b) applies, admission of children must be restricted in accordance with any recommendation made by that body.
3. Where:
 - (a) The film classification body is not specified in the licence, or
 - (b) The relevant licensing authority has notified the holder of the licence that this subsection applies to the film in question,
 Admission of children must be restricted in accordance with any recommendation made by that licensing authority.

Children means persons aged under 18; and

Film classification body means the person or persons designated as the authority under section 4 of the Video Recordings Act 1984 (c.39) (authority to determine suitability of video works for classification)

Mandatory Condition: door supervision

1. Where a premises licence includes a condition that at specified times one or more individuals must be at the premises to carry out a security activity, the licence must include a condition that each such individual must be licensed by the Security Industry Authority.
2. But nothing requires a condition to be imposed in respect of:
 - (a) paragraph 8(3)(a) of Schedule 2 to the Private Security Industry Act 2001 (c.12) (premises with premises licences authorising plays or films), or
 - (b) any occasion mentioned in paragraph 8(b) or (c) of that Schedule (premises being used exclusively by club with club premises certificate, under a temporary event notice authorising plays or films or under a gaming licence), any occasion within paragraph 8(3)(d) of that Schedule (occasions prescribed by regulations under that Act).

Security activity means an activity to which paragraph 2(1)(a) of that Schedule applies, and Paragraph 8(5) of that Schedule (interpretation of references to an occasion) applies as it applies in relation to paragraph 8 of that Schedule.

Conditions 1, 2 and 3 below came into force on 6th April 2010, and 4 and 5 came into force on 1st October 2010 (as amended 1 October 2014).

1. (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.

(2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises—

(a) games or other activities which require or encourage, or are designed to require or encourage, individuals to—

(i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or

(ii) drink as much alcohol as possible (whether within a time limit or otherwise);

(b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;

(c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;

(d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;

(e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).

2. The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.

3. (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either—

(a) a holographic mark, or

(b) an ultraviolet feature.

4. The responsible person must ensure that—

(a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—

(i) beer or cider: ½ pint;

(ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and

(iii) still wine in a glass: 125 ml;

(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available.”

The Licensing Act 2003 (Mandatory Conditions) Order 2014 came into force on May 2014.

1. A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.
2. For the purposes of the condition set out in paragraph 1—
 - (a) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979(6);
 - (b) “permitted price” is the price found by applying the formula—

$$P = D + (D \times V)$$

where—

- (i) P is the permitted price,
- (ii) D is the rate of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
- (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
- (c) “relevant person” means, in relation to premises in respect of which there is in force a premises licence—
 - (i) the holder of the premises licence,
 - (ii) the designated premises supervisor (if any) in respect of such a licence, or
 - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;
- (d) “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
- (e) “valued added tax” means value added tax charged in accordance with the Value Added Tax Act 1994(7).

3. Where the permitted price given by Paragraph (b) of paragraph 2 would (apart from this paragraph)

not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the

price actually given by that sub-paragraph rounded up to the nearest penny.

4. (1) Sub-paragraph (2) applies where the permitted price given by Paragraph (b) of paragraph 2 on a day (“the first day”) would be different from the permitted price on the next day (“the second day”) as a result of a change to the rate of duty or value added tax.

(2) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.

Annex 2 – Conditions consistent with the operating schedule

1. (a) The Licensee shall take all reasonable precautions for the safety of the public, the performances and the employees including the prevention of any undue concentration of persons, and except with the consent of the Licensing Authority, shall retain control over all portions of the premises.
(c) No entertainment involving special risks shall be given.
2. (a) All lavatories, cloakrooms and WCs shall be kept in a clean and sanitary condition to the satisfaction of the Licensing Authority, and maintained in good working order.
(c) No charge shall be made for the use of the sanitary conveniences.
3. (a) The Fire Brigade must be summoned to any outbreak of fire, however slight. Prior to the next performance or within 48 hours, whichever is the lesser. Notification giving details of the outbreak shall be sent to the Licensing Authority by the Licensee or his nominated representative at the time of the occurrence. Where a log book is kept, details of the outbreak shall be recorded therein.
4. The number of persons admitted shall not exceed 500.
5. Noise levels measured outside the building at one metre from the nearest noise sensitive façade shall not exceed 5db below background levels in compliance with BS4142.
6. Surfaces or, surfaces covering all floors, including steps and landings, shall be so maintained as to be free of cracks, holes or other surface irregularities.
7. The licence holder shall maintain a comprehensive digital CCTV system of evidential quality at the premises. The system and recordings from the system must comply with the Data Protection Act 1998 and be registered with the Information Commissioner's Office (tel 01625 545745). All 'entry' and 'exit' points must be monitored (recorded CCTV pictures) by a camera that records every person entering in any light conditions. Dance floors, fire exits and areas where security searches are carried out must be monitored in all light conditions. The system shall continually record whilst the premises are open to the public. Recordings shall be maintained for a period of 31 days and shall be made available to local authority officers or police officers on reasonable notice together with facilities for viewing. Where necessary the background lighting shall be increased in order to achieve sufficient picture quality. The recordings for the preceding two days shall be made available immediately upon any reasonable request by the police (subject to the minimum requirements of the Data Protection Act 1998). A notice shall be displayed at the entrance to the premises and at each bar advising that CCTV is in operation.
8. Any person who appears to be intoxicated or who is behaving disorderly will not be allowed entry to the venue.
9. Any person within the venue who appears to be intoxicated or who is behaving in disorderly will be given care and consideration in leaving the venue.
10. A person trained in first aid will be at the venue who will have received training in any problems associated with alcohol and drug misuse.
11. The premises shall install an electronic identification scanning system for customers entering the premises. The system shall be operated at all times door staff are on duty, and all persons entering the premises shall be scanned. The system should have the ability to share alerts with other venues using similar ID scanning equipment, identify the hologram as an ID and read both passports and ID cards, including PASS cards. The system should be able to conduct tests to determine if a document is genuine or counterfeit. The system must be compliant with the Information Commissioner's Good Practice Guidance for ID Scanning in Clubs and Bars.
 - As an exception to the above condition, any customers who appear to be over the age of 25 can be admitted to the premises without being scanned, provided that the name and date of birth of customers

are recorded, and a photographic image of them is obtained. This information will be made available to a Police Licensing Officer or Local Authority Officer upon request.

- The requirement to scan customers coming into the premises in accordance with the above can be dispensed with, with the prior agreement of the Police, provided that the Premises Licence Holder requests that the appropriate dispensation at least 7 days prior to the day in question.

12. In the event that the ID Scan system should become inoperable, then the Police will be notified and, where the repair is under the control of the Premises Licence Holder, the system will be repaired as soon as practicable.

13. If the system used for identification scanning should not be working, then the premises will operate a "Challenge 25" Policy whereby any person attempting to buy alcohol appears to be under 25 will be asked for photographic ID to prove their age. The recommended forms of ID that will be accepted will be passports, driving licences with a photograph, photographic Military ID or proof of age cards bearing the PASS mark hologram. The list of approved forms of ID may be amended or revised with the prior written agreement of the Police and the Licensing Authority, without the need to amend the licence or conditions attaching to it.

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

1. No admittance or re-admittance to the premises after 01:30 hrs, except for persons having worked in other licensed premises within the Borough of Epsom and Ewell in possession of an entry pass. The pass shall be issued by Fever & Boutique to the managers of the other venues and be titled Fever & Boutique Licensed Premises Staff Pass, with blank sections for member of staff's name, venue name, manager's name, manager's signature, and date of issue. The venue manager issuing the pass will complete the blank sections. The pass shall be valid for that night only and surrendered on entry to door staff.

An audit trail of the staff passes issued to be kept at the premises and available to Surrey Police officers on demand. The records to detail time and date of entry, name of person using the pass and the licensed premises they work for. The premises are able to evidence, after last admission times as per Premises licence, who all entrants to the premises are and from which licensed premises within Epsom and Ewell they are employed at the time of using the pass.

2. For the avoidance of any doubt and drug seizures made at the door of the premises or any crimes/incidents which happen at the door of the Premises and directly linked to refusal of entry or ejection by door staff will not be attributed to the Premises.
3. All draught beers, spirits wine and champagne will be served in polycarbonate vessels.
4. A Challenge 21 policy shall be implemented and only photographic identification such as passport, driving licence or citizen cards bearing the PASS hologram shall be accepted. If an individual is unable to provide such identification then they shall not be served with any alcoholic beverage. Posters shall be displayed confirming this policy.
5. A minimum of 4 SIA door staff shall be employed at all times the premises is open to the public. An additional member of SIA door staff shall be employed at the premises for each 150 customers (or part thereof) over and above the initial 200 customers. All door staff shall wear high visibility orange or yellow reflective jackets or waistcoats inside and outside the premises.
6. Regular collections will be undertaken to collect glasses and bottles.
7. A zero tolerance policy to drugs shall be operated inside the premises. Customers shall be routinely searched for drugs. Drugs warning posters shall be displayed throughout the public areas, and specifically the toilets, at each bar and at the front door. The use of the police drugs Ion Tracker and swabs shall be allowed from surfaces throughout the premises. Door staff shall make checks of the toilets every ½ hour and a log kept, the log shall be made available to Police and Local Authority Officers on demand.

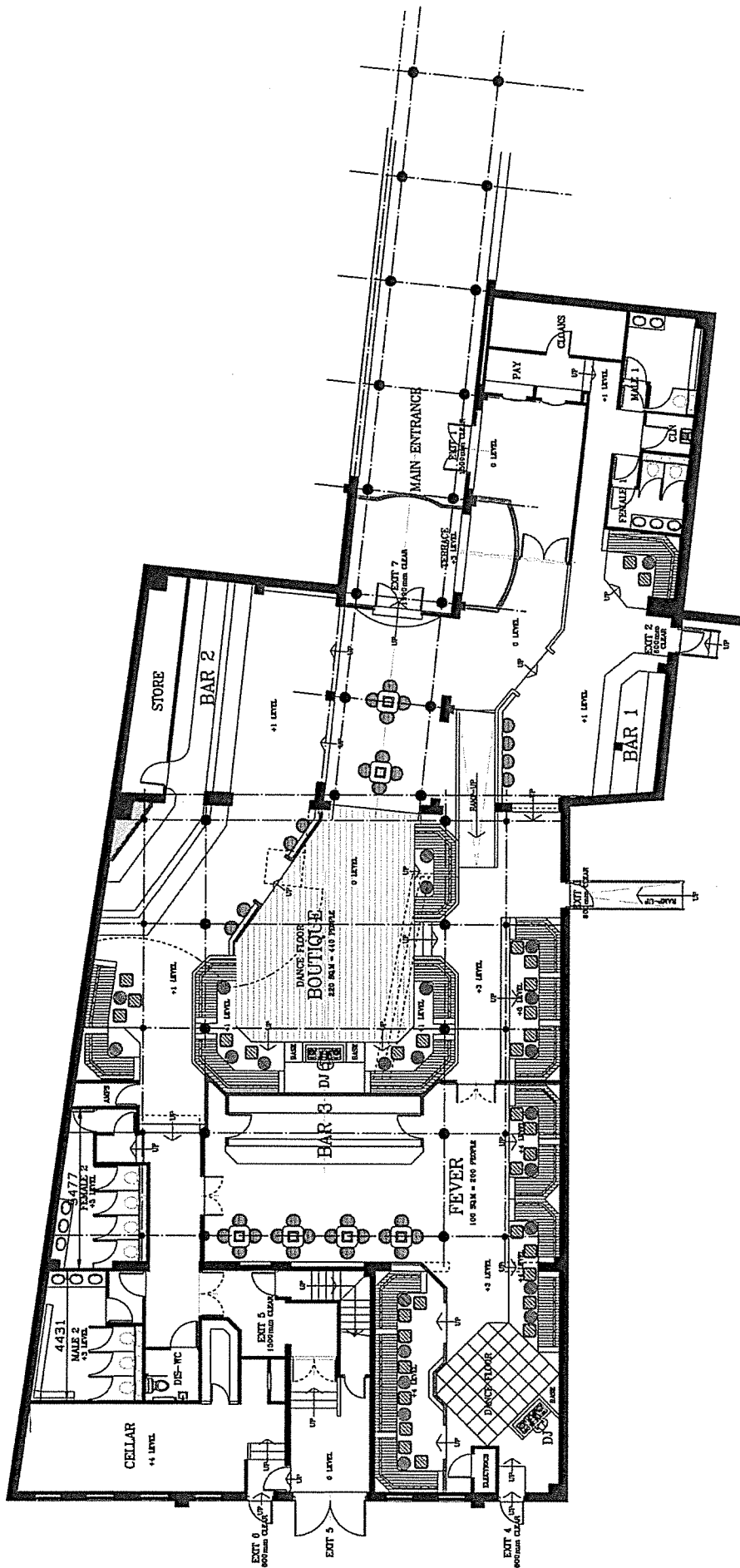
8. Customers shall be counted into and out of the premises and a record kept of the total number of customers in the premises at any one time. The record shall be made available to police and local authority officers on demand.
9. The premises Licence Holder shall provide customers with the opportunity to call taxis or mini-cabs free of charge via the receptionist who shall use a dedicated line to a taxi or private hire company. Customers shall be provided with a ticket with a unique reference number on it and requested to wait in Spread Eagle Walk outside the venue. The queue shall be supervised by an SIA registered member of door staff. No customers shall be allowed to congregate in the area outside of Spread Eagle Walk.

During the last 20 minutes of trading the DJ shall be instructed to play slower music and reduce the volume of the music played and the lighting levels shall be raised to encourage dispersal.

During the last 30 minutes prior to the terminal hour the service points in each bar shall be reduced and staff reallocated to collect rubbish or work in the cloakroom.

A door supervisor shall be in the area of the main exit to oversee the end of the night departure period. DJ announcements shall be used to remind customers to leave the premises quietly. High visibility notices shall be displayed by the main exit requesting exiting customers to leave quietly and to respect neighbours and their properties.

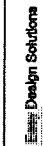
10. All criminal offences taking place within the premises shall be reported to the police at the time of the offence.
11. Training shall be given to all persons involved in the sale of alcohol regarding offences under the Licensing Act 2003 and acceptable forms of ID (photo driving licence, passport or pass scheme card) and the challenge 21 policy. Written records shall be kept of all training that is carried out, such records shall include details of the names of staff trained including their signature, and a summary of the training matters covered in the training. Training records shall be kept on site for a minimum of 2 years and shall be available for inspection on demand by Police and Local Authority Officers.
12. A dedicated smoking area shall be provided at the rear of the premises which will be covered by in house CCTV, copies of recordings shall be made available to an officer of the licensing authority or police officer upon demand. This area to be supervised by door staff and for the sole use of patrons from the premise.
13. The premises shall obtain and operate a Pub Watch radio when such a system is in existence.
14. The Fire Safety Risk Assessment shall be made available on demand to Fire, Police, and Local Authority Officers.
15. The premises shall provide adequate illumination at all times between the bar area and route to the ladies toilet.
16. A dispersal policy shall be implemented, written down and available to a responsible authority upon reasonable request, such policy to include in particular the manner in which customers leaving the premises are supervised and how the front of the premises is cleared.
17. Throughout the normal opening hours of the premises, hourly patrols of the perimeter of the premises shall be carried out by staff equipped with appropriate noise measuring devices during which observations/measurements of noise and disturbance shall be made and documented and shall be kept in a written log together with any resultive action taken. Documents shall be made available for inspection by an authorised officer of any responsible authority.



Revisions:

Date

EXIT 1	1500mm CLEAR = 500 PEOPLE
EXIT 2	800mm CLEAR = 40 PEOPLE
EXIT 3	800mm CLEAR = 40 PEOPLE
EXIT 4	800mm CLEAR = 40 PEOPLE
EXIT 5	1500mm CLEAR = 500 PEOPLE
EXIT 6	800mm CLEAR = 40 PEOPLE
EXIT 7	1500mm CLEAR
TOTAL EXIT CAPACITY 640 PEOPLE	



Client
Project
Title

FEVER HALLS
FESIM
OPTION 1

Architect
Design
Proj. L.S.
Layer

Drawn by GRI
JULY 2018
Drawing no. EP-16-002

Easy Design Solutions
Studio 48
Bachelor Road
Harrington
HG1 3EQ
mob: 07803730044
graham@easy-designs.co.uk
www.easy-designs.co.uk

Date
Scale

Drawn by GRI
JULY 2018
Drawing no. EP-16-002

Current Closing times of Licensed Premises in the Town Centre, Epsom, as at February 2017

Premises	Address	Closing Times
Fever & Boutique	Unit 5-9 Spread Eagle Walk	Sunday to Wednesday until 02.30 Thursday to Saturday until 03.30
Boogie Lounge	1A Waterloo Road	Monday to Saturday until 02.30 Sunday until 01.30
Assembly Rooms	147-153 High Street	Sunday to Thursday until 01.30 Friday to Saturday until 02.00
Slug and Lettuce	10 The Derby Square	Sunday to Thursday until 00.30 Friday to Saturday until 01.30
Marquis of Granby	4 West Street	Sunday to Wednesday until 00.30 Thursday to Saturday until 01.30
The Faraday	2 Church Street	Monday to Wednesday until 00.30 Thursday to Saturday until 01.30 Sunday until 00.30
Stir	4 East Street	Sunday to Wednesday until 23.00 Thursday until 01.00 Friday and Saturday until 03.00
The Rifleman	5 East Street	Monday to Thursday until midnight Friday to Saturday until 00.30 Sunday until 23.00
Acorn 30	30 South Street	Monday to Thursday until 00.30 Friday and Saturday until 01.30 Sunday until midnight

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Review of Premises Licence Fever and Boutique

5 – 9 Spread Eagle Walk High Street Epsom KT19 8DN (the premises)

I am an Epsom and Ewell Borough Councillor representing Town Ward and would wish to make representations in the review of the Premises Licence relating to the premises, on the grounds of Prevention of Crime and Disorder, Promotion of Public Safety and Prevention of Public Nuisance.

Since Fever and Boutique commenced trading, myself and my fellow Town Ward Councillors have been concerned as to the increased level of crime on the streets and noise nuisance outside and in the immediate vicinity of the premises, particularly at times of dispersal. This is in large part due to those dispersing being the worse for wear through consumption of alcohol, combined with the substantial increase in the number of people that are attending the premises and dispersing, when compared to those that previously used the premises when it traded as Elements.

I personally reside overlooking Waterloo Road and have seen first-hand many incidents of crime and disorder and being woken by noise and disturbance between the hours of 3am and 4.30am on Saturday and Sunday mornings is a regular occurrence. I in common with my fellow Town Ward Councillors have received complaints on similar grounds from residents in the vicinity.

As an example of both crime and disorder and the public nuisance which occurs I produce 4 video clips all taken on the morning of Sunday the 29th January 2017. The first clip ending at 03.30, shows the outside of the premises. This is at a time when the premises is closed, dispersals having started in earnest from 03.00. It gives an example of how people congregate for prolonged periods in the vicinity of the premises. The second clip ends at 03.37. At a point approximately 1 minute 50 seconds in, an incident occurs which I can only describe as violent disorder and the police thereafter attend. 2 further clips follow ending at 03.38 and 03.41, which demonstrate the public nuisance and disturbance after the event. This incident is not at all unusual and the noise and disturbance is a regular feature.

I also believe that there have been many incidents of violent crime within the premises and in its immediate vicinity, which no doubt the police will evidence within this review. I believe that a common theme running through the incidence of violence is that very often they occur towards the closing time of the premises, or at times when people are waiting to enter. I believe the overall limit allowed in the premises is 500 and that this figure is reached on many occasions. I would say that this is a figure conservatively at least twice the number of people that used to frequent the premises when it was trading as Elements.

I have been informed that door staff at the premises have been increased and that a manager has been replaced. Nevertheless this has not substantially reduced the incidents. It should also be borne in mind that the premises has not traded during the warmer weather months, when residents will of necessity have their windows open and customers may be inclined to linger even longer in the Town Centre, rather than disperse, increasing the likelihood of additional noise and incidents in the streets

Epsom town centre has become residential in nature, indeed the premises is located in very close proximity to the blocks of flats Chelsea Court, The Old Court House and with The Oaks Square and the east flank of Hudson House both adjoining Waterloo Road nearby. The combined occupancy of these blocks alone number some 200 residential flats.

While Epsom town has excellent public transport facilities, these end very soon after midnight and at post 3am in the morning there are no public transport facilities at all. Those dispersing from the premises therefore have to either walk home, or more usually take a private hire vehicle or taxi. As is common today more often than not private hire vehicles are used. People disperse from the premises all at the same time in and in an unmanaged fashion. Condition 9 of Annex 3 of the Licence is simply not being adhered to. This creates substantial dangers with people in the High Street, Ashley Road and Waterloo Road, creating both public safety issues and flashpoints. Over recent months disputes between taxi drivers and private vehicle hire drivers have added to the problems in Waterloo Road.

I and my fellow Town Ward Councillor Tella Wormington have attended 2 meetings at the premises which the licence holder has organised and with local residents being invited. We have not been provided with the list of those invited, but at the first meeting some 5 residents attended and at the second meeting only ourselves were present, although there was a mix up re the start time for the meeting. It is however the case that the licence holder has shown a willingness to engage with local residents and ourselves, although they have very much downplayed the level of crime and disorder that has taken place.

At both these meetings we expressed concerns as to the level of crime, public safety issues and the manner in which dispersals take place and are managed. We all agreed that the better way to disperse customers would be for them to be picked up on the south side of the High Street, as near to the premises as possible. In this way customers would not have to cross any roads and the area could be far better managed and policed in safety and with less flash points and public nuisance being caused in the vicinity of the premises. We as Councillors have fed this back to the Council's licensing team. It is of course not possible to prohibit customers arranging their own points of pick up, however we would have thought that if the High Street became the norm for pickups, most customers would follow. Also the Club itself should make this known to their customers.

With regard to improvements that could be made, I would ask that careful consideration be given to the number of customers using the premises at any one time. I am concerned whether 500 is too many under the circumstances. I would also suggest consideration be given to staggering the number of people dispersing from the club post say 2pm either by limitation of numbers, perhaps staggered each 15 minutes or requiring that customers remain on the premises until their taxi or cab arrives. Indeed this was required under condition 9 of Annex 3 of the Licence.

I am also concerned that "off sales" are permitted under the licence. I find it unacceptable that a night club in these circumstances should have the ability to sell alcohol for consumption off the premises.

I am also aware that complaints have been made by a resident living at the rear of the premises, re the use of the smoking area. At the last last meeting I suggested that consideration should be given to closing this area, at an earlier time. Alternatively a limitation on the number of customers using this area could be imposed, or indeed the club could be non-smoking.

There has to be a fair and reasonable balance between the commercial interests of those running the premises as a business and the interests of the many residents whose home is in close proximity to it. Residents are entitled to a reasonable quality of life and they together with the public on the streets going about their lawful business, should not have to endure the effect of crime and public nuisance on a regular basis at completely unsocial hours. At present I take the view that the position is completely out of balance.

TONY AXELROD

Flat 111 Hudson House, Station Approach, Epsom Surrey KT19 8DL

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Dear Mr Tapping,

Review of Bar Fever (Epsom) Ltd.

I am writing as I wish to make representations in respect of the above review.

I am an Epsom and Ewell Borough Councillor representing Epsom Town Ward and live in Town Ward at the address above.

I wish to make representations on the following grounds:

- **Public Safety**
- **Prevention of crime and disorder**
- **Prevention of public nuisance.**

I agree and endorse the representations submitted by my fellow Town Ward Councillor Tony Axelrod, and would like to make the following additional points:

- Clocktower cabs report to us (in a meeting with Rachel Jackson and Simon Young) that clientele of the premises require cabs at dispersal time to far afield, and across London. These clientele are therefore less likely to be known to pubwatch, which makes the filtering of admissions less effective against occurrences of anti-social behaviour and disorder. This very wide catchment area also means that fewer clientele can be dispersed quickly by the remaining private hire vehicles because the cabs cannot return from the original booking in time for a second booking, thus increasing the time that other clientele remain in the town centre at dispersal time due to lack of transport options.
- Annexe 3 point 9 states that no customers will be allowed to congregate outside Spredale walk. The disturbances in the surrounding streets reported by the Police indicate that this condition is not being complied with. It could be considered that it is not compatible with the very high concentration of clientele reported in operations to date, and that numbers of clientele need to be limited below the current limit of 500, and the dispersal staggered to achieve this condition.

Should the Panel decide to consider additional conditions on the license, I would like to propose the following to be included in their considerations:

1. The *EEBC Statement of Licensing Policy Effective from 11 December 2013 P. 8 states*: “10. Put in place measures to promote ‘sensible drinking’ including measures to encourage the purchase of soft drinks including the pricing of soft drinks to below that of alcoholic drinks. 11. Regard paid to good practice guides and industry codes; e.g. on advertising, packaging, labelling and drink promotions.”

The page which was previously on the Fever & Boutique Epsom website (<http://www.feverepsom.com>) offering drinks promotions has been removed (I have included examples of similar pages from the another Fever & Boutique website on P7-8) but as the FaceBook page for the premises (@feverepsom) shows (below and P.3 onwards) the premises has been and continues to offer multi-buys and run promotions of alcohol.

A condition should be added to bar such special deals, offers, multi-buy, or promotions of alcohol.

Examples:

From 23rd Feb 17:

Tonight...Clique Thursday...THE BEST DRINKS DEALS ALL NIGHT...!

Double House Spirit & Mixer - £3

2x Bud / Sol / Smirnoff Ice / VK - £5

2x Bombs - £5

Vodka & Mixer - £2

AGENDA ITEM 2

ANNEXE 9

From 9th Feb 17:

Fever & Boutique Epsom 9 February ·

Kleiner shots are still available!

grab yourself one for £2.50 or 5 for £10!

#ShotsShotsShots

(please also refer screen shots included P.3 onwards).

2. There is no need for Off-sales within the Licensing Objectives, and this should be removed.

3. The smoking area should be closed at 1.30 am (*Ref STATEMENT OF LICENSING POLICY Effective from 11 December 2013 P. 8 states: 25. Management of the use of outdoor areas, (includin*26. Steps taken to ensure customers leave quietly. *)

4. Additionally, the “Fever” (back club area) is closed to customers at 1.30 am. Customers can then be moved through to the “Boutique” area, and the music level and ambiance started to be wound down, to encourage a staggered dispersal. This would make the booking of private hire via the Butler booking button more manageable. Customers should be held in Spreading walk until their transport arrives (ref license ref Annexe 3 point 9).

Lastly, I would like to direct the Panel to the EEBC **STATEMENT OF LICENSING POLICY (Effective from 11 December 2013)**:

- **P. 8 of this Policy states:**“Night Clubs: Applications for licensable activities up to 01.00hrs only will generally be granted if the applicant satisfies the criteria listed below AND the applicant can clearly demonstrate that the premises will not add to the cumulative impact for the area.

Applications beyond the 01.00 terminal hours **will be refused** unless it satisfies the criteria listed below AND the applicant can clearly demonstrate that the premises will not add to the cumulative impact for the area.”

Many more residential units have been built within the red zone since this Policy was implemented, so if this document has any legal merit and is therefore relevant to this hearing, the case for these measures is even weightier than when it was first implemented. I ask the panel to consider whether these aspects of the Licensing Policy are being complied with in this case.

Yours,

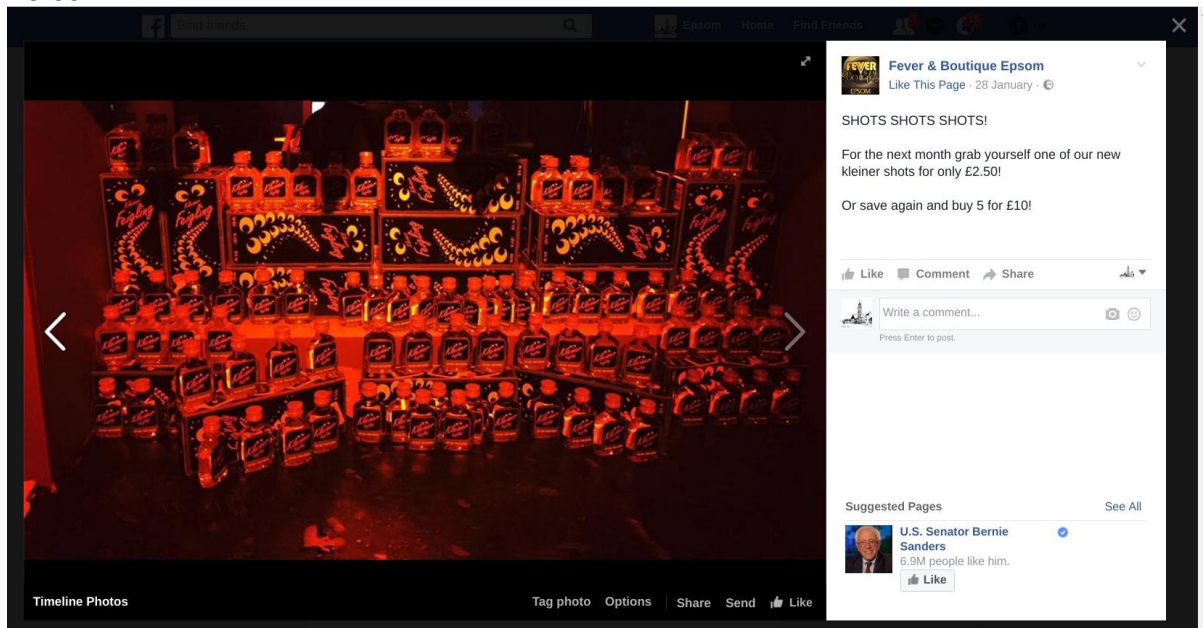
Tella Wormington

Epsom and Ewell Borough Councillor

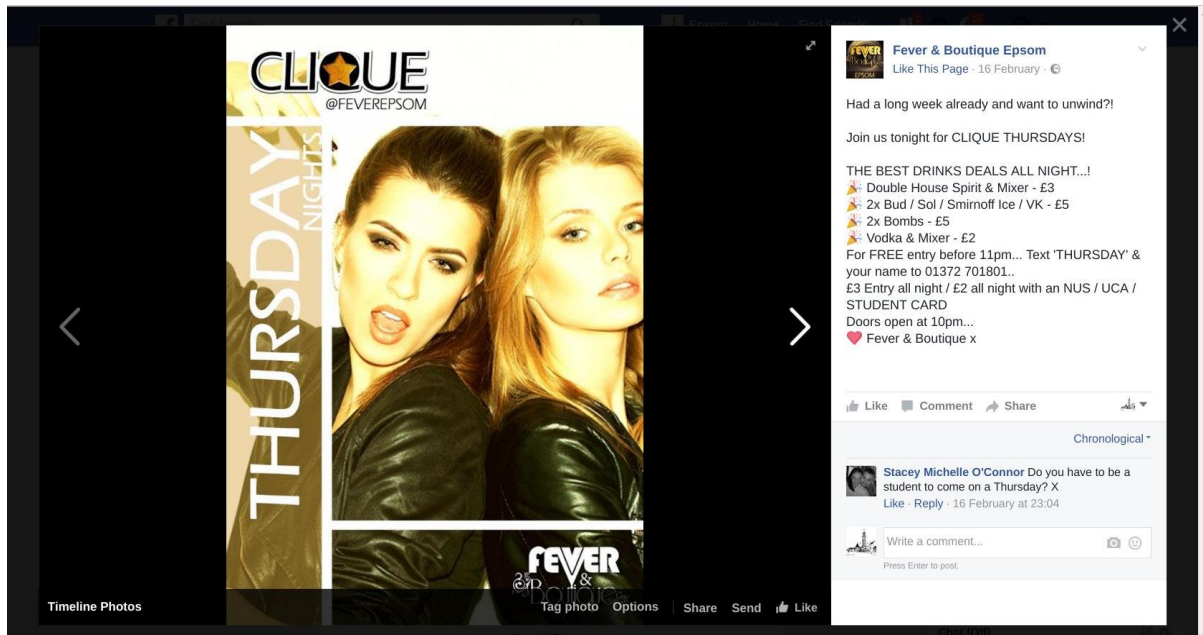
Residents Association - Town Ward

Examples of Drinks offers at Fever & Boutique Epsom taken from their FaceBook pages (@fevereepsom):

28 Jan 17

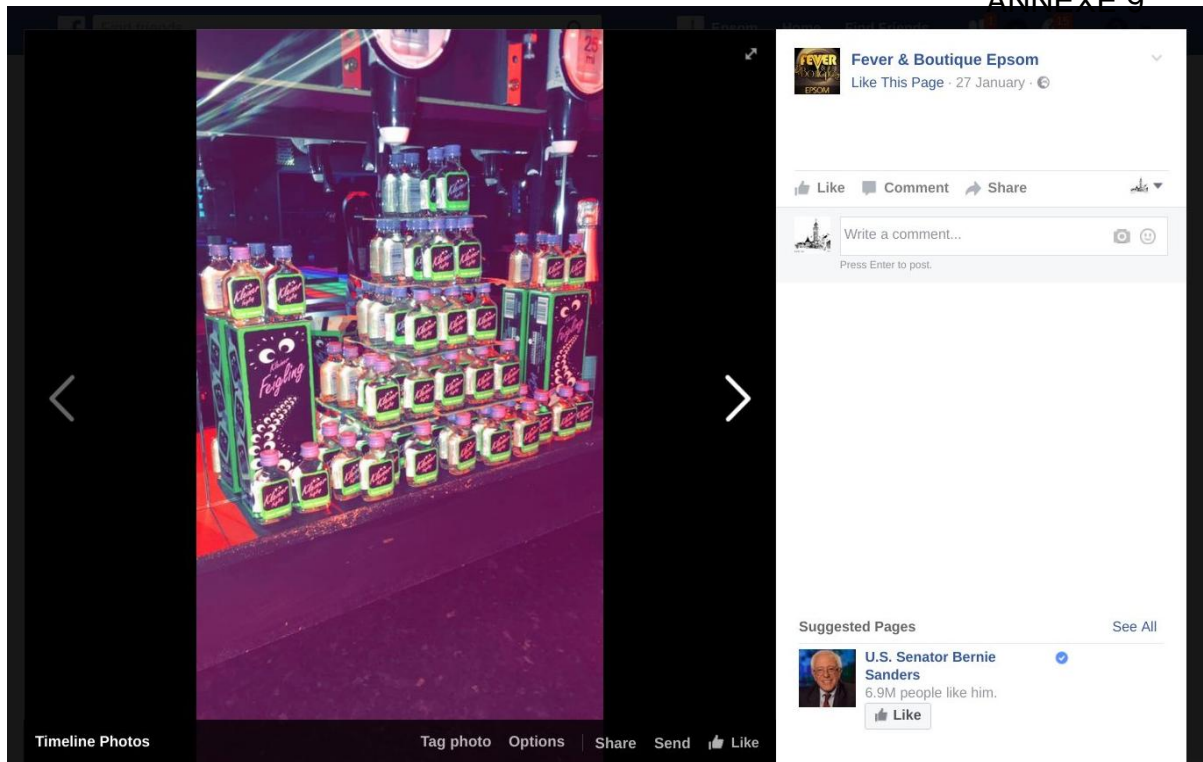


16 Feb 17



27 Jan 17

AGENDA ITEM 2
ANNEXE 9



23 Feb 17

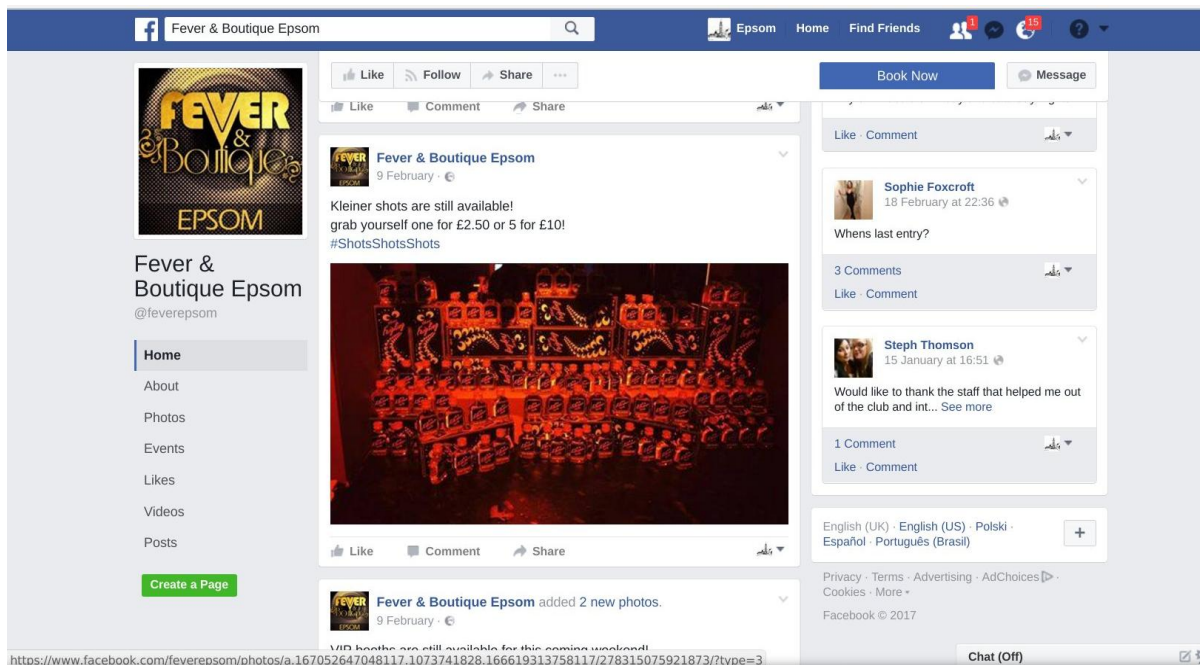


Drinks Offers at Fever & Boutique Epsom taken from their FaceBook pages
(@fevereepsom):

2 Feb 17

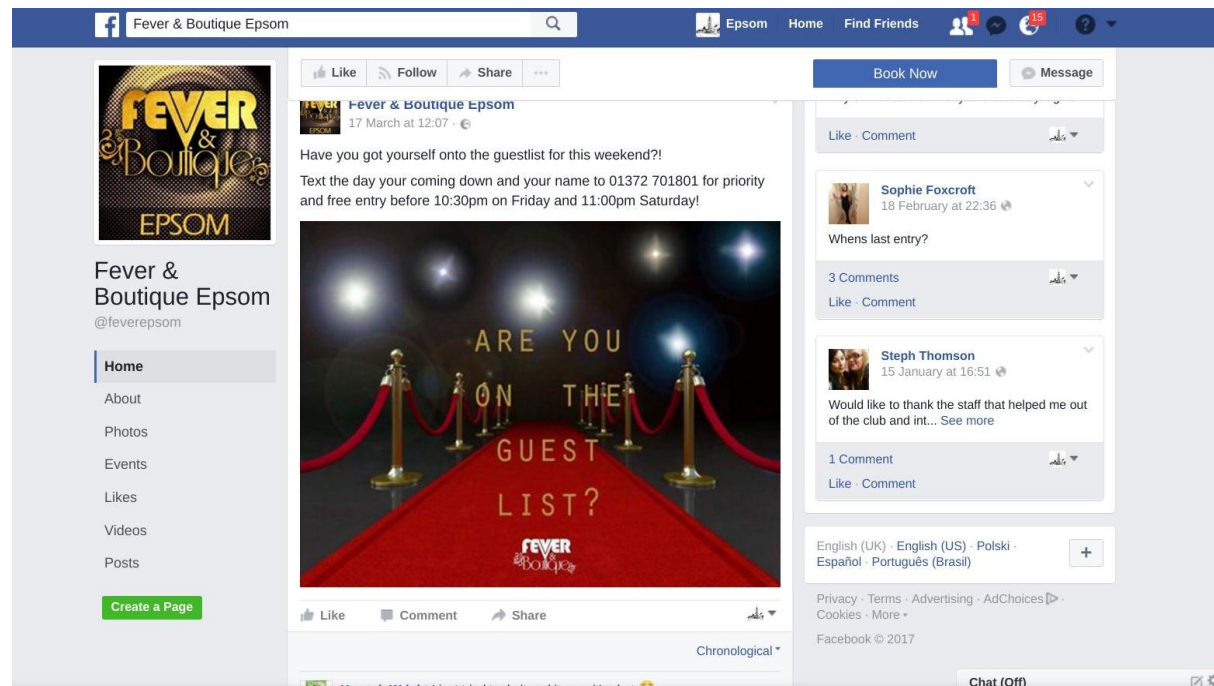


9 Feb 17 Epsom

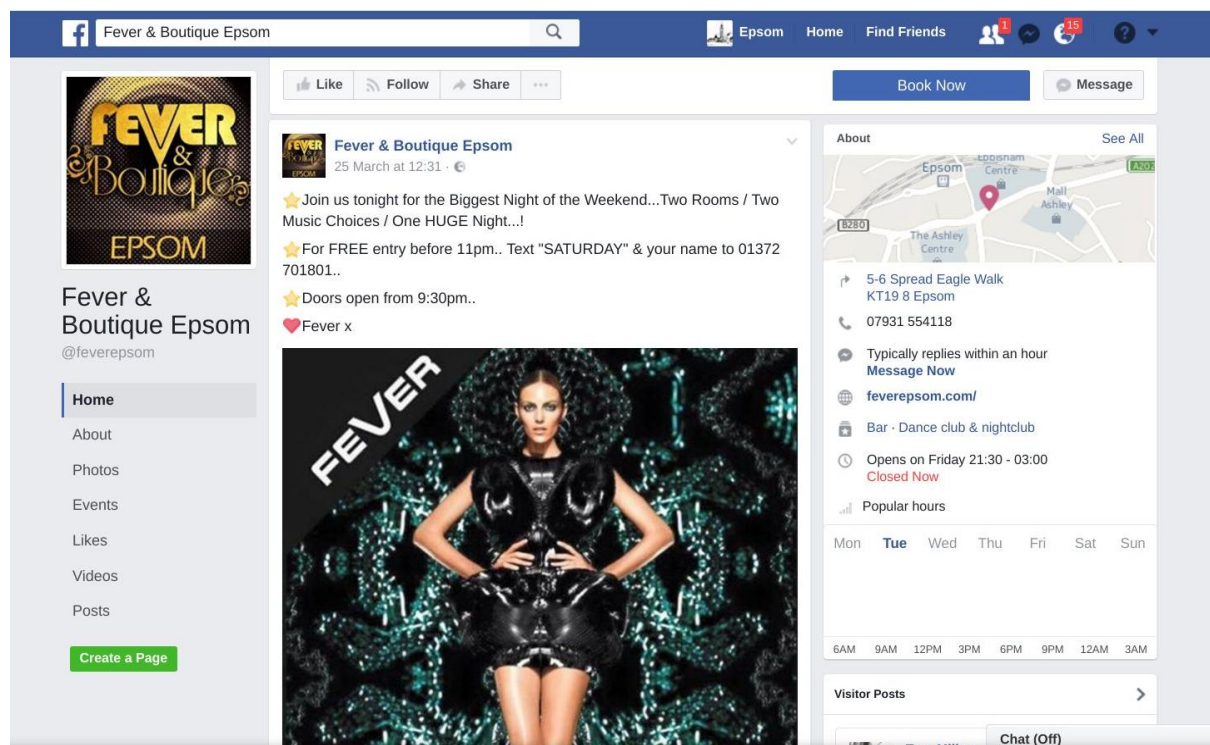


Free Entry offers at Fever & Boutique Epsom taken from their FaceBook pages
 AGENDA ITEM 2
 ANNEXE 9

17 Mar 17



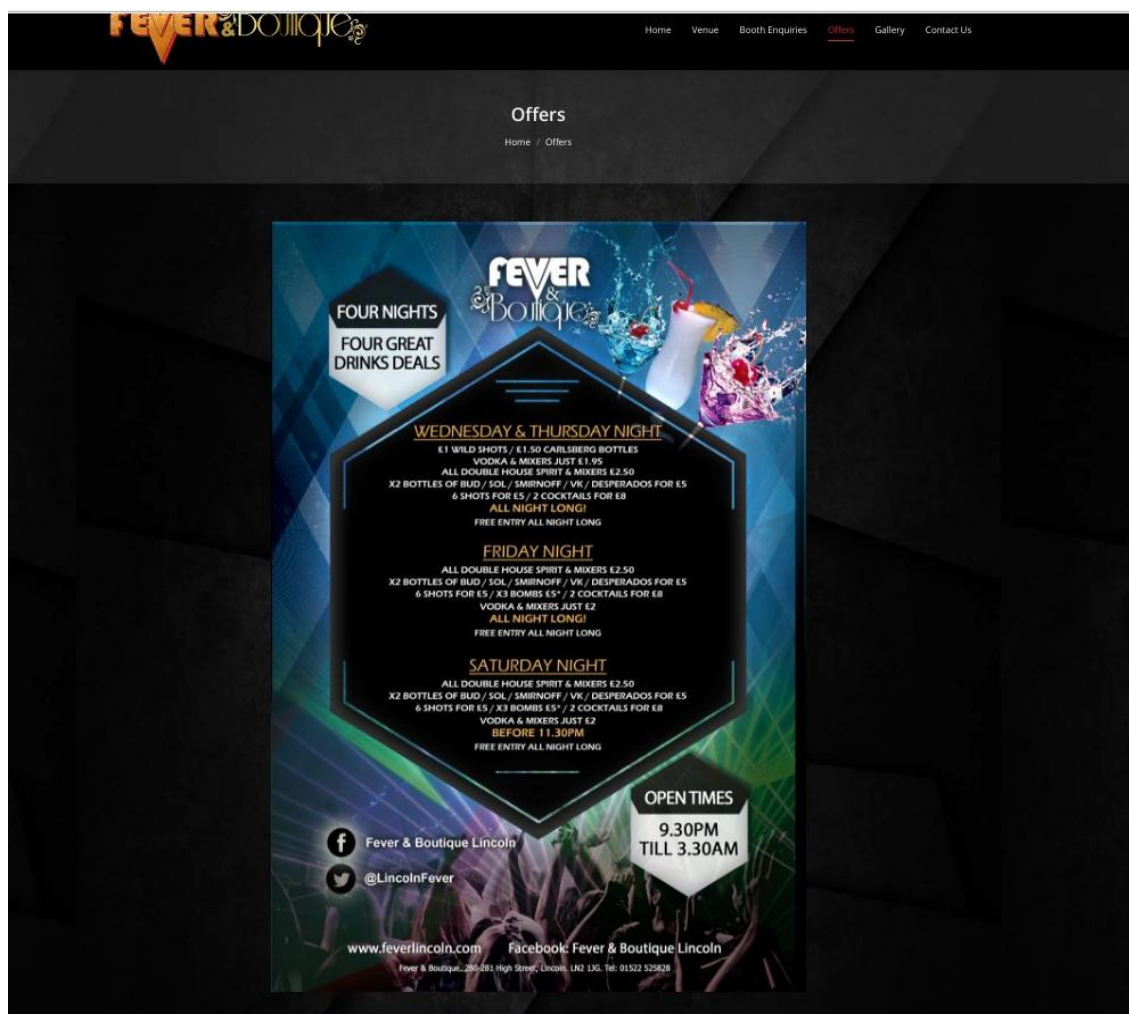
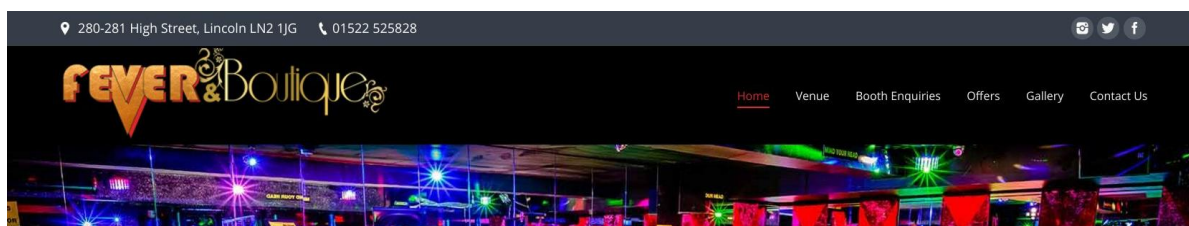
25 Mar 17



Drinks Offers on the Fever & boutique Website Lincoln (<http://www.feverlincoln.com>)

AGENDA ITEM 2

The websites of all branches I checked (28/3/17) have an Offers menu with 9 ANNEX 9
number of offers listed. This has been removed from the fevepsom.com site.



Lincoln Offers
continued.

AGENDA ITEM 2
ANNEXE 9

Home Venue Booth Enquiries **Offers** Gallery Contact Us

FEVER & Boutique LINCOLN

Fresh Friday's

Your essential start to the weekend!

Drinks deals..

- ALL DOUBLE HOUSE SPIRIT & MIXERS £2.50
- X2 BOTTLES OF BUD / SOL / SMIRNOFF / VK / DESPERADOS FOR £5
- 6 SHOTS FOR £5 / X3 BOMBS £5*
- 2 COCKTAILS FOR £8
- VODKA & MIXERS JUST £2
- ALL NIGHT LONG!**
- FREE ENTRY ALL NIGHT LONG

OPEN EVERY FRIDAY NIGHT
FROM 9.30PM - 3.30AM

www.feverlincoln.com
Facebook: Fever & Boutique Lincoln
info@feverlincoln.com
Booths: vip@feverlincoln.com / 01522 525828

Fever & Boutique, 280-281 High St, Lincoln LN2 1JG

2 ROOMS
Fever
Chart / Pop / Party
Boutique
RnB / House / Dance

FEVER & Boutique

2 DJs | 2 ROOMS
FEVER - CHART, POP & PARTY
BOUTIQUE - RnB, HOUSE & DANCE

DRINKS DEALS

- ALL DOUBLE HOUSE SPIRIT & MIXERS £2.50
- X2 BOTTLES OF BUD / SOL / SMIRNOFF / VK / DESPERADOS FOR £5
- 6 SHOTS FOR £5 / X3 BOMBS £5*
- 2 COCKTAILS FOR £8
- VODKA & MIXERS JUST £2
- BEFORE 11.30PM

SATURDAYS

FREE ENTRY ALL NIGHT LONG
RESERVE YOUR VIP BOOTH: VIP@FEVERLINCOLN.COM

WWW.FEVERLINCOLN.COM FACEBOOK: FEVER & BOUTIQUE LINCOLN TWITTER: @LINCOLNFEVER
FEVER & BOUTIQUE, 280-281 HIGH ST, LINCOLN, LN2 1JG. TEL: 01522 525828

Document is Restricted

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AGENDA ITEM 2
ANNEX 11
John Gaunt
& Partners

Licensing Solicitors

Our Ref: KIR/PREM/PRE283
Contact: Katharine Redford

Epsom & Ewell Borough Council
Grants and Licensing Team
Town Hall
The Parade
Epsom
Surrey
KT18 5BY

29 March 2017

Dear Sirs

**Fever & Boutique Unit 5-9 Spread Eagle Shopping Mall, Epsom, Surrey
KT19 8DN
Review Application**

We act for Whitbread Group Plc (Whitbread's) on whose behalf we are instructed to submit a representation in support of the application for Review of the Licence for Fever & Boutique submitted by Surrey Police. Please take this letter as that representation.

The ground for this representation is the prevention of public nuisance.

By way of background our clients have acquired the site at 1 The Parade, Epsom, KT18 5BT and are proposing to construct a Premier Inn with some 57 rooms on first, second and third floors and associated food and beverage provision on the ground floor. As part of the development, Whitbread's are to rebuild the Comrades Club to provide the Club with modern facilities.

The Licensing Authority has approved the proposed development and granted a Licence for the Premier Inn being Licence Number EEBC/16/00139/LAPRE. The Licensing Authority has further approved the redevelopment to the Comrades Club and granted a Club Premises Certificate number EEBC/16/00200/LAPREC.

The development works are due to commence on site in May 2017. The hotel is currently due to open April 2018.

Whitbread's are an interested party. It has been identified that public nuisance is currently taking place as a result of the activities of the night club and Whitbread wishes to seek a resolution that that public nuisance ceases prior to the opening of the hotel.

Whitbread's provide a "good night" guarantee and refund customers in so far as noise issues arise. It is therefore essential to the operation of the hotel that there is no noise nuisance.

Partners:

John Gaunt (569711)
Katharine Redford (569712)
Tim Shield (569713)
Michelle Hazlewood (569714)
Christopher Grunert
Jonathan Pupius

Practice Manager:

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John Gaunt & Partners
Omega Court
372 - 374 Cemetery Road
Sheffield
S11 8FT

Tel: 0114 266 8664
Helpline: 0114 266 3400
Fax: 0114 267 9613
Email: info@john-gaunt.co.uk
www.john-gaunt.co.uk

Whitbread's are anxious that the Committee, on reviewing the Licence at this stage, are aware of the noise nuisance and decisions are made such that problems do not arise in the future on the opening of the hotel.

Whitbread's are aware of the "agents of change" principle and as such have incorporated additional noise attenuation measures into the development of the proposed hotel to include triple glazing.

It is Whitbread's intention always to work with other local business operators including night clubs. A resolution to the issue would usually be sought. If a solution cannot be found Whitbread's would seek to involve the Authorities. It may be seen as premature for our client to support a Review at this stage.

However it is acknowledged that to avoid criticism from the Authorities in the future, it is important to bring to the Committees attention the current noise nuisance ongoing at the Club at this point in time.

We have had sight of the redacted Review application only (copy attached for ease of reference). The Licensing Authority have provided us with a copy of the representation by Environmental Health and extracts of the supporting statements from Trading Standards and Child Protection together with a copy of the Ward Councillor's representation.

Whitbread's are not in a position to provide any evidence as to the current operation of the night club (save as below) and make no comment in that respect save for problems in relation to the operation of the external area to the rear of the premises.

In December 2016 it became apparent that the operation of the "smoking" area to the rear may present an issue to guests staying in the prospective hotel as a result of noise nuisance.

Accordingly, in January 2017 Whitbread's engaged Scotch Partners as Noise Consultants to undertake surveillance and prepare an in depth noise report which is attached to this representation and upon which we will rely for its full effect.

In summary, the noise report identifies that condition 5 on the Licence is in line with appropriate British Standards and that the operation of the night club particularly in relation to persons in the "smoking" area to the rear presents a noise nuisance with unacceptable noise levels for residents.

Whitbread's strongly request that the Committee leave in place condition 5 on the Licence which provides that "5. Noise levels measured outside the building at one metre from the nearest noise sensitive façade shall not exceed 5db below background levels in compliance with BS4142."

The test is in accordance with the British Standards and provides an absolute criteria to which the night club must operate.

Whitbread's seek the assurance that that test and criteria remains in place on this Licence.

We have met with the night club representatives on our clients behalf on 23 March. We are aware that this is very little time for the night club to seek or find a solution to the noise nuisance arising from its rear "smoking" area. We would encourage the night club to consider an alternative location for that smoking area such to present no noise nuisance to existing residents or those proposed guests

at the hotel. We will look to continue to work with the operator of the night club going forward.

The Committee are requested to leave in place a clear standard to which the applicant must operate in relation to the external area such that all parties can be sure of compliance and that no noise nuisance will arise.

Our clients wish to be represented at any Review hearing and we should be grateful if we could be notified accordingly.

Kindly acknowledge safe receipt of this representation.

Yours faithfully



Katharine Redford
John Gaunt & Partners
Email: kredford@john-gaunt.co.uk

Epsom and Ewell Borough Council

Application for the review of a premises licence or club premises certificate under the Licensing Act 2003

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

Before completing this form please read the guidance notes at the end of the form.
If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary. You may wish to keep a copy of the completed form for your records.

I **INSPECTOR 1939 JACKIE ELKINS**

(Insert name of applicant)

apply for the review of a premises licence under section 51 / apply for the review of a club premises certificate under section 87 of the Licensing Act 2003 for the premises described in Part 1 below (delete as applicable)

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description FEVER AND BOUTIQUE 5-9, Spread Eagle Walk High Street,	
Epsom	Post code (if known) KT19 8DN

Name of premises licence holder or club holding club premises certificate (if known) BAR FEVER (EPSOM) LTD

Number of premises licence or club premises certificate (if known) EEBC/10/109/LAPRE

Part 2 - Applicant details

I am

Please tick ✓ yes

1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below)

☐

2) a responsible authority (please complete (C) below)

☒

3) a member of the club to which this application relates (please complete (A) below)

☐

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick ✓ yes

Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other title
(for example, Rev)

Surname

First names

Please tick ✓ yes

☐

I am 18 years old or over

**Current postal
address if
different from
premises
address**

Post town

Post Code

Daytime contact telephone number

**E-mail address
(optional)**

(B) DETAILS OF OTHER APPLICANT

Name and address

Telephone number (if any)

E-mail address (optional)

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address Inspector 1939 JACKIE ELKINS Delegated authority on behalf of the Chief Constable Surrey Police (Contact to be directed to Licensing Enforcement Officer – as below)
Telephone number (if any) 01483 631465
E-mail address (optional) LicensingEastern@surrey.pnn.police.uk

This application to review relates to the following licensing objective(s)

- 1) the prevention of crime and disorder
- 2) public safety
- 3) the prevention of public nuisance
- 4) the protection of children from harm

Please tick one or more boxes ✓

- ☒ X
☒ X
☒ X
☒ X

Please state the ground(s) for review (please read guidance note 2)

In September 2016, a night club located in the centre of Epsom Town called 'BAR FEVER (EPSOM) LIMITED', commenced trading under the management of new operators.

The venue, called FEVER AND BOUTIQUE (formally ELEMENTS) has an 'on' and 'off' license. The opening hours from Thursday to Saturday are until 0330hrs and on Sunday to Wednesday the opening hours are until 0230hrs. The premises has a capacity on the premises licence of 500.

Surrey Police contend that three of the Government's licensing objectives:

- Prevention of crime and disorder
- Promotion of public safety
- Prevention of public nuisance

have been seriously undermined by the level of alcohol fuelled violent crime and disorder in the venue and in the vicinity of the venue, since its opening.

Surrey Police are further concerned that young persons, under 18 years old, have gained entry into the venue.

SCOTCH
Partners

PREMIER INN & COMRADES CLUB, EPSOM

NIGHTCLUB NOISE REPORT

WHITBREAD PLC

JANUARY 2017

REVISION 00

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Appendix B - Terminology19

Revision History		Date	Prepared by	Checked by
R00	Initial issue	Jan 2017	Jacob Perry BMus AMIOA	Jason Clouston BEng MSc MIOA

1 INTRODUCTION

- 1.1 An investigation into noise emission from the Fever & Boutique nightclub has been undertaken on behalf of Whitbread PLC. This report presents the findings of an assessment of the noise emission of the recently relocated smoking area, against one of the conditions imposed by the license agreement of the nightclub.
- 1.2 In order to assess the noise impact associated with the smoking area, an external noise survey has been undertaken. The measurement data have been used to assess the level of noise emission from the smoking area. Chapter 2 of this report discusses the criteria and guidance relating to this assessment, Chapter 3 describes the external noise survey, and the assessment is presented in Chapter 4.
- 1.3 Measurement data from the noise survey are presented in Appendix A and a glossary of terminology used in this report is included in Appendix B.

2 CRITERIA & GUIDANCE

2.1 LOCAL AUTHORITY AND LICENSING

2.1.1 The planning requirements for Fever & Boutique is understood to limit operation to the following times:

- Thursday to Saturday – 08:00 until 03:00 including bank and public holidays
- Sunday to Wednesday - 08:00 until 02:00 including bank and public holidays
- An additional hour to the standard and non-standard times on the day when British summertime commences
- No restriction on recorded music
- In the event of a screening of any international sporting event involving any of the countries from the UK and EIRE which falls outside the current permitted hours – from one hour before the start of the event until one hour after the end of the event

2.1.2 The operating license is also understood to be subject to a number of conditions. Condition 5 from *Annex 2 – Conditions consistent with the operating schedule* relates to noise emission and is as follows:

5. Noise levels measured outside the building at one metre from the nearest noise-sensitive façade shall not exceed 5 dB below background levels in compliance with BS 4142.

2.1.3 Condition 5 from Annex 2 of the license agreement does not specify which source of noise the limit applies to. It is therefore assumed that this applies to all noise associated with the nightclubs operation, including patron noise.

2.2 BS 4142

2.2.1 British Standard 4142 presents a methodology for assessing noise emission. BS 4142: 2014 *Methods for rating and assessing industrial and commercial sound* replaces the former BS 4142: 1997 *Method for rating industrial noise affecting mixed residential and industrial areas*. The latest document provides guidance on the assessment of the impact of a noise source whilst the earlier document provided guidance on the assessment of the likelihood of complaints relating to noise.

2.2.2 The scope on page 1 of BS 4142: 2014, states the following:

The standard is not intended to be applied to the rating and assessment of sound from:

- a) recreational activities, including all forms of motosport;*
- b) music and other entertainment;*
- f) people;*

2.2.3 BS 4142: 1997 does not explicitly exclude noise from recreational activities, music, or people. However it is made clear that the standard is intended to be used on noise sources of an industrial nature.

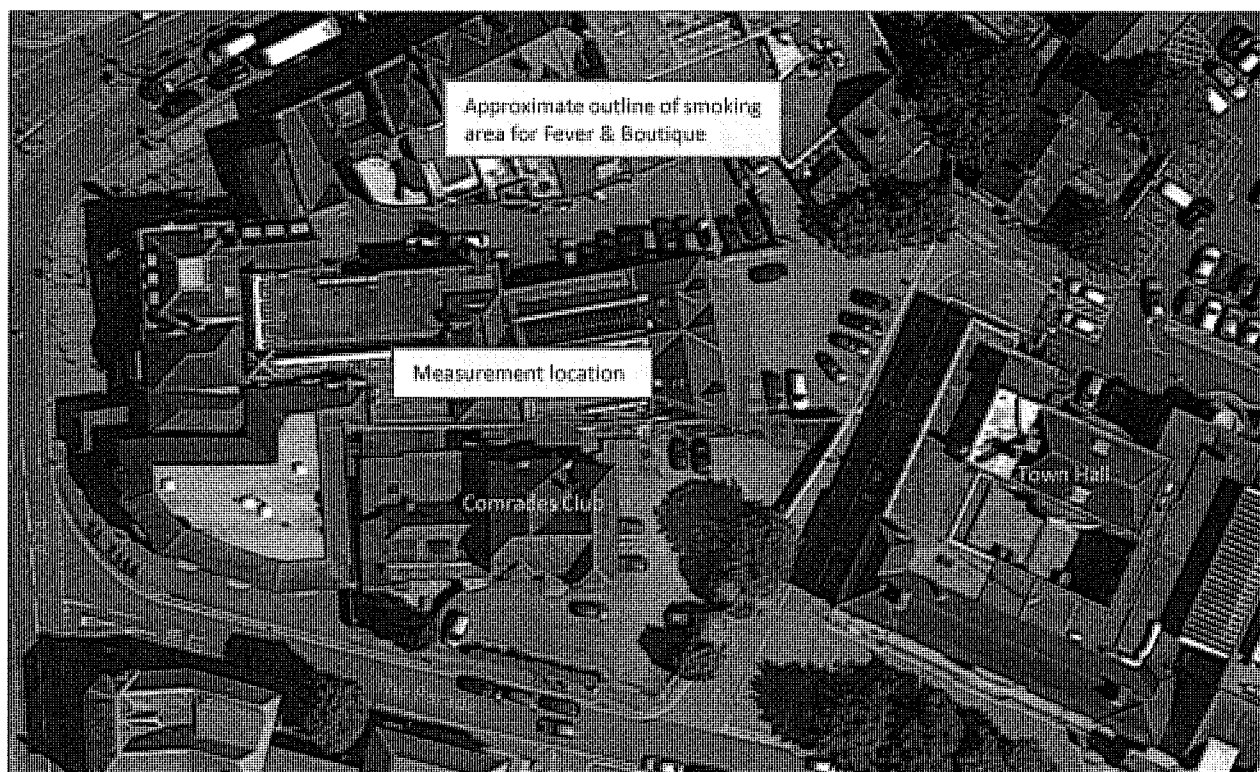
2.2.4 Both versions of BS 4142 present a methodology for comparing the noise level of the new source with that of the existing background noise level in the area in the absence of the new source. The greater the positive difference between the source level and the background noise level, the greater the magnitude of the impact.

2.2.5 The criteria of *5 dB below background level* as specified in Condition 5 of Annex 2 of the license would correspond to the risk of a complaint being of *marginal significance* when assessed according to BS 4142:1997, and the noise impact would be considered a *low impact* when assessed according to BS 4142:2014.

2.2.6 This report will assess noise from the smoking area of Fever & Boutique in general accordance with the methodology presented within BS 4142: 1997. Since the noise source being assessed is not explicitly excluded from the methodology, it is believed that this version of the standard was the basis for the condition.

3.1 SITE DESCRIPTION

- 3.1.1 The smoking area of Fever & Boutique is located within the eastern car park as shown in Figure 3.1, and is believed to be the greatest source of noise emission to neighbouring properties. Measurements of noise arising from Fever & Boutique were taken within the site boundary of the existing Comrades Club, in the north-east corner, approximately 6m from the centre of the smoking area.



Satellite image provided by Google

Figure 3.1 Satellite image of area with measurement location and smoking area highlighted

- 3.1.2 In addition to noise associated with Fever & Boutique, the noise climate at the measurement location consisted of the following noise sources, in order of magnitude:
- Traffic noise from the A24 and other major roads within Epsom. Noise levels from this source reduce overnight.
 - Infrequent traffic within the Town Hall car park and side road, which is not expected to have occurred overnight
 - Occasional deliveries to Fever & Boutique, which were not observed to occur outside of daytime hours
 - Building services noise from rooftop plant items of surrounding buildings (Town Hall and Spread Eagle Walk) which was consistent through the daytime but reduced at night

3.2 MEASUREMENT METHODOLOGY

- 3.2.1 Continuous unattended noise level measurements were conducted at a single location around 4m from ground level under free-field conditions. This location was selected to provide representative data for noise levels associated with the smoking area of Fever & Boutique, as well as the background noise levels of the nearest noise-sensitive receivers.
- 3.2.2 The measurements were undertaken between 12:50 on 05/01/2017 (Thursday) and 14:15 on 09/01/2017 (Monday). Statistical and spectral data were recorded continuously throughout the measurement period in 5 minute samples.
- 3.2.3 The following equipment was used for the noise survey:

Equipment	Type	Serial No.
Norsonic 139	Precision sound analyser	1392774
Norsonic 1218	Microphone protection kit	12182517
Brüel & Kjær 4231	Calibrator	2291098

Table 3.1 Noise measurement equipment

- 3.2.4 The calibration of the sound level meter and associated microphone were checked prior to and on completion of the measurement period in accordance with recommended practice. No significant drift in calibration occurred during the measurement period. The accuracy of the calibrator can be traced to National Physical Laboratory Standards.
- 3.2.5 The weather conditions were generally dry with occasional showers and wind not in excess of 5 ms⁻¹, and are therefore not expected to have affected the findings of the assessment.
- 3.2.6 Level-triggered audio recordings were made during the survey, which have been used to assist in identifying the sources of measured maxima.

3.3 MEASUREMENT RESULTS

3.3.1 A selection of the measurement results is presented in Appendix A, and the full data is available in electronic form on request. A graph showing the level-history for the measurements is given in Figure 3.2.

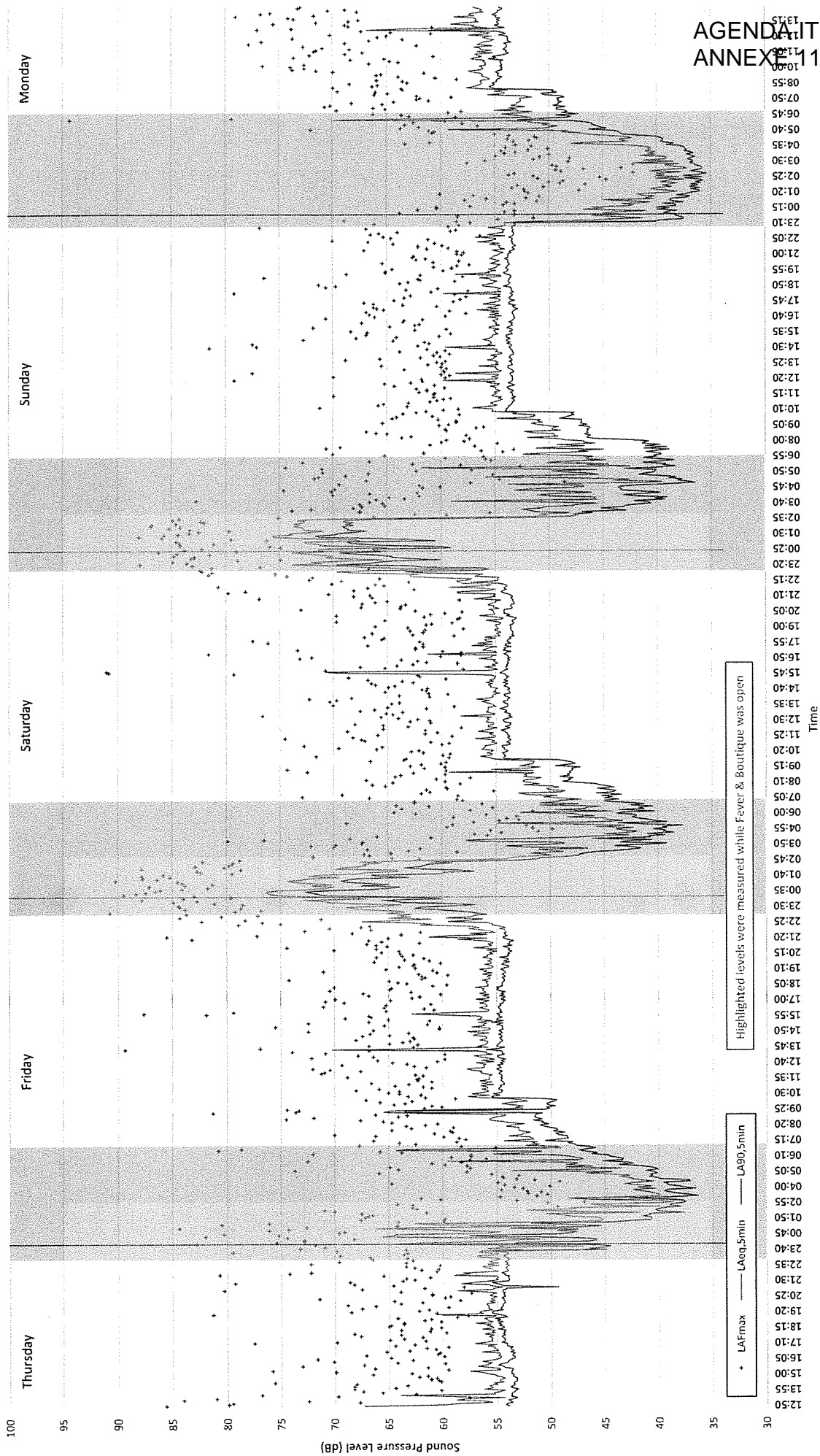


Figure 3.2 Level history graph for measurements 05/01/2017 - 09/01/2017

3.4 ANALYSIS OF RESULTS

- 3.4.1 Noise levels during the day can be seen to be relatively consistent, due to the continuous presence of nearby building services noise and traffic from the A24.
- 3.4.2 Noise levels typically were at their lowest between 03:00 and 07:00, which is common for sites with noise sources of this type.
- 3.4.3 Fever & Boutique is understood to have been open on Thursday, Friday, and Saturday nights. A significant increase in noise levels was measured from around 22:00 until 02:00 on the Friday and Saturday nights, and a slight increase in noise level between 23:30 and 01:00 was measured on the Thursday night. This coincides with the expected opening times of the nightclub, and analysis of the triggered audio recordings has revealed that this was the result of patron noise within the outdoor smoking area.

4.1 NEAREST NOISE-SENSITIVE RECEIVERS

- 4.1.1 In addition to the proposed Premier Inn at the site of the Comrades Club, 2 other noise-sensitive receivers have been identified in proximity to the smoking area of Fever & Boutique. These are shown in Figure 4.1.



Satellite image provided by Google

Figure 4.1 Locations of nearest noise-sensitive receivers

- 4.1.2 Approximate distances to the nearest window of these receivers are as follows:

- Proposed Premier Inn Hotel: 6m from centre of smoking area
- North East residence: 34m from centre of smoking area
- Residences on The Parade: 58m from centre of smoking area

4.2 BACKGROUND NOISE LEVELS

- 4.2.1 The L_{A90} measurements made during the survey are assumed to be representative of background noise levels experienced by the three noise-sensitive receivers.
- 4.2.2 Background noise levels during times when nightclub patrons were loudest could not be directly measured due to the presence of the patron noise being assessed. The background noise level has instead been approximated using the measured values during periods when the nightclub was not in operation.

- 4.2.3 Background noise levels reduced to as low as 36 dB L_{A90} on Sunday night, however it is not believed that this level would be representative of the time period while the nightclub noise was at its greatest, as noise levels would be expected to gradually reduce during the night, and Sunday night would be expected to be quieter than other nights
- 4.2.4 Background noise levels during the day time and evening periods generally stayed at around 54 dB L_{A90} owing to the local building services plant and consistent traffic noise. Since the nightclub was most active during the periods that this building services plant is switched off and traffic noise reduced, this level is considered too high to be representative of the time period when nightclub noise was at its greatest.
- 4.2.5 A representative noise level would be expected to be when traffic and building services noise would be at a minimum, but the nightclub was not in operation. The only time period during the measurement period that would fit this criteria would be the early morning period (around 05:00 to 07:00) during which L_{A90} measurements were typically around 45 dB. It is therefore believed that these values are the most representative of background noise levels at the nearest noise-sensitive receivers on Friday and Saturday nights if the nightclub was not in operation.

4.3 DETERMINATION OF SOURCE NOISE LEVELS

- 4.3.1 In order to assess the noise impact from the smoking area against the criteria in Section 2.4, the $L_{Aeq,5min}$ values must be identified in order to assess nightclub noise in general accordance with BS 4142:1997. The highest measurement from the survey is considered to be representative of the worst-case, which would usually be considered when conducting a BS 4142: 1997 assessment.
- 4.3.2 The reference values are presented for Thursday, Friday, and Saturday night in Table 4.1 below.

	Thursday night	Friday night	Saturday night
BS 4142:1997 <i>specific noise level</i>	66 dB $L_{Aeq,5min}$	76 dB $L_{Aeq,5min}$	76 dB $L_{Aeq,5min}$

Table 4.1 Reference noise levels for a location 6 metres from the smoking area

4.4 CALCULATION OF NOISE LEVELS AT RECEIVERS

- 4.4.1 The noise level at each noise-sensitive receiver has been predicted by calculating the following:
- **Attenuation due to geometrical dispersion as defined in ISO 9613-2.** The distance from the measurement location to the source has been assumed to be 6m, and the distances used for each calculation are those presented in Section 4.1.2. Spherical free-field propagation has been assumed, which could only be expected to underestimate the actual noise levels experienced by each receiver
 - **Attenuation due to screening as defined in ISO 9613-2.** Line-of-sight between the residences on The Parade and the smoking area is believed to be occluded by the wall around the Comrade Clubs site. The associated attenuation has therefore been calculated and is presented as follows:

	Frequency (Hz)							
	63	125	250	500	100	2000	4000	8000
Screening loss for residences on The Parade (dB)	6	6	7	9	11	13	16	19

Table 4.2 Calculated screening losses for residences on The Parade

- 4.4.2 Using the reference values presented in Table 4.1, the noise levels for each receiver have been predicted as follows:

		Thursday night	Friday night	Saturday night
Proposed Premier Inn Hotel	BS 4142:1997 <i>specific noise level</i>	66 dB $L_{Aeq,5min}$	76 dB $L_{Aeq,5min}$	76 dB $L_{Aeq,5min}$
North-East residence	BS 4142:1997 <i>specific noise level</i>	51 dB $L_{Aeq,5min}$	61 dB $L_{Aeq,5min}$	61 dB $L_{Aeq,5min}$
Residences on The Parade	BS 4142:1997 <i>specific noise level</i>	36 dB $L_{Aeq,5min}$	46 dB $L_{Aeq,5min}$	45 dB $L_{Aeq,5min}$

Table 4.3 Predicted noise levels from the smoking area at each noise-sensitive receiver

4.5 ASSESSMENT AND DISCUSSION OF RESULTS

- 4.5.1 Compliance with Condition 5 of Annex 2 of the license agreement has been assessed for each night using the background noise level determined in 4.2.5 and the predicted noise levels for each receiver. The findings are as follows:

	Thursday night	Friday night	Saturday night
Proposed Premier Inn	21 dB above background	31 dB above background	31 dB above background
North-East residence	6 dB above background	16 dB above background	16 dB above background
Residences on The Parade	9 dB below background	4 dB above background	3 dB above background

Table 4.4 Results of the BS 4142: 1997 assessment

- 4.5.2 The assessment has concluded that the nightclub was therefore not compliant with the license agreement on the Thursday, Friday, or Saturday night measured, as noise levels would have been greater than 5 dB below the background noise level for the North-East residence, the proposed Premier Inn once constructed, and the residences on The Parade on Friday and Saturday. The noise levels were between 8 and 21 dB above the limit set in the condition on both Friday and Saturday nights for the nearby residences.

APPENDIX A – NOISE LEVEL DATA

A selection of the measured noise level data are presented in the tables in this appendix. The full set of data are available in electronic form on request.

All values are sound pressure levels in dB re: 2×10^{-5} Pa.

Date	Time	L _{Afmax}	L _{A10}	L _{Aeq}	L _{A90}	L _{Afmin}	Date	Time	L _{Afmax}	L _{A10}	L _{Aeq}	L _{A90}	L _{Afmin}
07/01/2017	12:00	58.2	56.0	54.9	53.7	52.7	07/01/2017	18:25	58.8	55.9	54.6	53.3	52.6
07/01/2017	12:05	63.1	57.3	55.7	54.1	53.0	07/01/2017	18:30	62.6	55.6	54.7	53.5	52.3
07/01/2017	12:10	65.4	57.3	55.7	53.7	52.4	07/01/2017	18:35	66.4	56.1	54.9	53.4	52.5
07/01/2017	12:15	68.0	56.5	55.2	53.7	52.6	07/01/2017	18:40	61.7	55.5	54.5	53.4	52.5
07/01/2017	12:20	61.0	56.6	55.2	53.6	52.5	07/01/2017	18:45	62.9	55.9	54.8	53.5	52.5
07/01/2017	12:25	62.9	57.2	55.9	54.2	52.7	07/01/2017	18:50	61.5	56.5	55.1	53.6	52.5
07/01/2017	12:30	61.1	57.2	55.8	54.3	53.1	07/01/2017	18:55	58.0	55.8	54.7	53.6	52.8
07/01/2017	12:35	62.2	56.6	55.6	54.3	53.0	07/01/2017	19:00	63.1	56.2	54.8	53.6	52.8
07/01/2017	12:40	64.0	57.5	55.8	53.8	52.3	07/01/2017	19:05	66.1	55.8	54.9	53.6	52.6
07/01/2017	12:45	65.6	56.7	55.4	53.5	52.5	07/01/2017	19:10	61.4	56.1	55.0	53.7	52.7
07/01/2017	12:50	76.6	57.2	58.2	53.8	52.4	07/01/2017	19:15	60.9	55.9	54.6	53.4	52.6
07/01/2017	12:55	64.5	56.3	55.1	53.6	52.7	07/01/2017	19:20	59.0	55.7	54.5	53.3	52.5
07/01/2017	13:00	65.1	56.0	55.1	53.8	52.6	07/01/2017	19:25	69.7	55.6	54.9	53.4	52.5
07/01/2017	13:05	63.6	57.2	55.9	54.2	53.1	07/01/2017	19:30	65.2	57.7	55.9	53.5	52.4
07/01/2017	13:10	67.5	56.8	55.7	54.0	52.9	07/01/2017	19:35	58.5	55.6	54.4	53.2	52.4
07/01/2017	13:15	66.2	56.8	55.7	54.1	53.1	07/01/2017	19:40	58.3	55.4	54.3	53.1	52.3
07/01/2017	13:20	61.4	56.6	55.7	54.6	53.4	07/01/2017	19:45	61.6	56.7	55.2	53.5	52.5
07/01/2017	13:25	65.0	57.1	55.7	54.2	53.2	07/01/2017	19:50	69.7	58.6	56.5	54.0	52.9
07/01/2017	13:30	58.8	56.0	55.0	53.9	52.8	07/01/2017	19:55	61.0	56.4	55.1	53.7	52.8
07/01/2017	13:35	70.0	56.1	55.2	53.9	52.9	07/01/2017	20:00	59.7	56.2	55.1	54.2	53.4
07/01/2017	13:40	64.6	56.7	55.4	53.9	52.8	07/01/2017	20:05	58.1	56.2	55.2	54.2	53.3
07/01/2017	13:45	63.9	57.0	55.8	54.2	53.0	07/01/2017	20:10	62.4	56.2	55.2	54.2	53.2
07/01/2017	13:50	70.3	57.7	56.3	54.3	52.9	07/01/2017	20:15	73.0	56.7	55.6	54.2	52.8
07/01/2017	13:55	69.7	56.3	55.6	53.9	52.7	07/01/2017	20:20	63.8	55.8	54.7	53.5	52.7
07/01/2017	14:00	72.2	57.7	56.8	53.9	53.0	07/01/2017	20:25	67.4	56.8	55.2	53.5	52.5
07/01/2017	14:05	68.3	56.3	55.5	53.7	52.2	07/01/2017	20:30	63.7	56.2	55.1	53.6	52.0
07/01/2017	14:10	61.1	56.1	55.2	53.9	52.8	07/01/2017	20:35	63.3	57.6	55.7	53.6	52.7
07/01/2017	14:15	63.9	56.3	55.3	54.2	52.9	07/01/2017	20:40	67.3	56.9	55.5	53.3	52.4
07/01/2017	14:20	59.4	56.3	55.2	54.2	53.0	07/01/2017	20:45	66.1	56.5	55.1	53.3	52.3
07/01/2017	14:25	61.2	55.4	54.6	53.7	52.6	07/01/2017	20:50	65.0	56.1	54.9	53.4	52.7
07/01/2017	14:30	65.2	56.6	55.2	53.7	52.7	07/01/2017	20:55	58.3	55.7	54.5	53.4	52.2
07/01/2017	14:35	61.4	56.1	55.0	53.8	52.7	07/01/2017	21:00	76.9	58.6	57.0	53.5	52.6
07/01/2017	14:40	61.8	56.5	55.0	53.9	53.0	07/01/2017	21:05	66.4	58.1	55.9	53.6	52.6
07/01/2017	14:45	61.3	55.8	54.8	53.7	52.6	07/01/2017	21:10	68.1	56.0	55.0	53.4	52.5
07/01/2017	14:50	64.9	57.1	55.5	53.9	52.8	07/01/2017	21:15	66.6	56.3	55.2	53.6	52.4
07/01/2017	14:55	64.3	56.3	55.4	54.2	53.3	07/01/2017	21:20	70.4	55.7	55.0	53.8	52.9
07/01/2017	15:00	66.1	56.6	55.7	54.1	53.1	07/01/2017	21:25	79.8	59.5	58.4	54.2	53.1
07/01/2017	15:05	66.5	56.6	55.3	53.9	52.8	07/01/2017	21:30	78.2	59.4	58.5	54.5	53.2
07/01/2017	15:10	62.6	57.5	55.9	54.3	53.2	07/01/2017	21:35	68.1	56.7	55.6	54.3	53.1
07/01/2017	15:15	63.6	56.4	55.2	53.9	53.0	07/01/2017	21:40	62.5	55.9	55.0	54.0	53.0
07/01/2017	15:20	66.8	56.8	55.6	54.2	53.1	07/01/2017	21:45	66.8	58.6	56.3	54.2	53.1
07/01/2017	15:25	59.6	55.9	55.1	54.0	53.0	07/01/2017	21:50	80.7	57.2	59.3	54.1	53.0
07/01/2017	15:30	68.6	56.0	55.1	54.0	52.9	07/01/2017	21:55	65.3	57.3	55.7	53.9	52.8
07/01/2017	15:35	62.0	56.0	55.0	53.8	53.0	07/01/2017	22:00	66.1	56.6	55.4	54.1	53.0
07/01/2017	15:40	62.2	56.3	55.3	54.1	53.1	07/01/2017	22:05	70.1	59.8	58.0	54.7	53.3
07/01/2017	15:45	79.3	59.1	58.1	54.1	53.2	07/01/2017	22:10	63.0	59.3	58.3	57.3	56.6
07/01/2017	15:50	90.8	64.3	69.6	54.6	53.4	07/01/2017	22:15	69.2	60.9	58.6	55.0	53.4
07/01/2017	15:55	91.0	68.6	70.6	54.4	53.1	07/01/2017	22:20	72.2	60.0	57.5	54.7	53.8
07/01/2017	16:00	70.7	56.9	55.8	54.2	52.9	07/01/2017	22:25	65.7	59.7	57.2	54.8	53.7
07/01/2017	16:05	58.0	55.7	54.8	53.9	52.7	07/01/2017	22:30	71.9	64.0	60.7	54.7	53.2
07/01/2017	16:10	65.2	56.5	55.3	54.0	53.0	07/01/2017	22:35	74.3	65.7	62.8	56.9	54.6
07/01/2017	16:15	67.5	57.5	56.0	54.1	52.9	07/01/2017	22:40	81.6	64.4	62.9	56.5	54.3
07/01/2017	16:20	64.1	55.8	55.0	53.9	52.9	07/01/2017	22:45	75.4	65.4	62.0	56.2	54.2
07/01/2017	16:25	62.6	56.5	55.3	54.0	53.0	07/01/2017	22:50	81.3	71.0	68.0	61.8	55.8
07/01/2017	16:30	58.5	55.7	54.8	53.8	52.9	07/01/2017	22:55	82.2	72.6	69.6	63.3	56.5
07/01/2017	16:35	61.4	56.1	55.0	53.9	53.0	07/01/2017	23:00	82.4	69.4	65.8	56.5	54.6
07/01/2017	16:40	62.2	56.4	55.2	53.9	53.0	07/01/2017	23:05	66.7	58.6	57.2	55.6	54.3
07/01/2017	16:45	63.7	56.1	55.0	53.7	52.8	07/01/2017	23:10	81.3	67.7	64.6	56.3	53.9
07/01/2017	16:50	73.1	57.7	56.5	53.9	52.7	07/01/2017	23:15	76.8	70.8	67.5	61.8	56.5
07/01/2017	16:55	72.0	56.8	55.5	53.7	52.9	07/01/2017	23:20	83.1	71.7	68.8	62.7	58.1
07/01/2017	17:00	60.1	56.5	55.3	53.9	52.6	07/01/2017	23:25	87.9	76.2	73.8	69.6	65.1
07/01/2017	17:05	58.2	56.0	54.9	53.9	53.1	07/01/2017	23:30	83.6	73.3	71.0	66.6	61.1
07/01/2017	17:10	81.6	59.6	61.3	54.2	53.3	07/01/2017	23:35	84.9	75.1	72.0	65.8	58.5
07/01/2017	17:15	58.2	55.9	54.9	54.0	52.9	07/01/2017	23:40	78.9	71.8	69.1	64.5	58.5
07/01/2017	17:20	59.9	56.2	55.0	53.6	52.5	07/01/2017	23:45	74.9	68.3	65.4	60.1	54.9
07/01/2017	17:25	73.3	57.5	56.2	54.3	53.2	07/01/2017	23:50	83.2	71.3	68.8	62.7	55.7
07/01/2017	17:30	62.4	57.2	55.9	54.1	52.9	07/01/2017	23:55	82.9	73.5	70.6	64.4	58.5
07/01/2017	17:35	62.4	56.9	55.6	54.2	53.2							
07/01/2017	17:40	61.7	56.1	54.9	53.6	52.7							
07/01/2017	17:45	66.8	60.1	57.2	54.1	53.0							
07/01/2017	17:50	61.7	56.4	55.3	54.1	53.0							
07/01/2017	17:55	76.1	57.3	56.7	53.6	52.4							
07/01/2017	18:00	62.0	56.5	55.3	53.9	52.8							
07/01/2017	18:05	77.5	56.2	55.9	53.9	52.7							
07/01/2017	18:10	65.5	57.3	56.0	53.8	52.7							
07/01/2017	18:15	65.3	55.8	55.0	53.6	52.7							
07/01/2017	18:20	67.1	57.7	56.0	53.7	52.7							

Table A1: Statistical data from measurements taken on Saturday afternoon, evening, and night

Date	Time	L _A Fmax	L _A 10	L _A eq	L _A 90	L _A Fmin	Date	Time	L _A Fmax	L _A 10	L _A eq	L _A 90	L _A Fmin
08/01/2017	00:00	84.8	72.9	70.0	64.6	56.5	08/01/2017	06:25	62.6	47.9	44.5	39.2	38.1
08/01/2017	00:05	81.5	73.9	71.1	65.9	58.2	08/01/2017	06:30	72.8	53.8	50.2	41.3	36.9
08/01/2017	00:10	84.5	74.4	72.1	68.0	63.0	08/01/2017	06:35	66.6	53.1	49.0	40.0	38.6
08/01/2017	00:15	86.2	76.6	73.8	69.3	64.1	08/01/2017	06:40	55.4	48.6	44.8	38.4	36.3
08/01/2017	00:20	79.0	73.7	70.8	65.6	57.2	08/01/2017	06:45	55.9	50.6	46.5	39.8	37.1
08/01/2017	00:25	83.8	74.0	71.3	66.2	60.5	08/01/2017	06:50	59.6	49.7	46.6	41.3	39.3
08/01/2017	00:30	82.2	73.9	71.3	66.3	58.7	08/01/2017	06:55	56.1	49.8	46.0	40.1	38.3
08/01/2017	00:35	74.9	68.1	65.0	59.1	52.5	08/01/2017	07:00	65.2	49.6	47.6	40.3	38.5
08/01/2017	00:40	75.9	69.5	66.3	59.8	53.8	08/01/2017	07:05	70.0	54.5	52.4	39.6	37.8
08/01/2017	00:45	84.2	74.1	71.2	65.2	57.5	08/01/2017	07:10	61.6	55.9	50.6	39.8	38.1
08/01/2017	00:50	81.1	73.7	71.1	66.9	60.0	08/01/2017	07:15	54.3	50.1	46.4	41.0	38.5
08/01/2017	00:55	84.3	74.7	72.4	68.3	62.0	08/01/2017	07:20	56.3	51.3	47.3	40.0	38.2
08/01/2017	01:00	84.6	74.9	72.6	68.7	65.0	08/01/2017	07:25	53.3	48.7	45.0	38.9	36.7
08/01/2017	01:05	76.2	70.9	67.5	60.6	54.8	08/01/2017	07:30	70.6	54.9	51.2	41.2	38.5
08/01/2017	01:10	79.5	70.8	68.2	62.9	56.8	08/01/2017	07:35	69.3	50.8	49.2	39.1	37.5
08/01/2017	01:15	85.9	76.2	73.0	66.1	59.4	08/01/2017	07:40	56.9	50.0	46.7	41.1	39.2
08/01/2017	01:20	88.0	78.0	75.5	71.2	66.9	08/01/2017	07:45	61.0	52.4	49.3	39.7	37.3
08/01/2017	01:25	85.7	77.9	75.6	71.6	66.6	08/01/2017	07:50	54.8	49.0	45.8	41.4	39.0
08/01/2017	01:30	84.4	76.2	73.8	69.8	63.5	08/01/2017	07:55	60.0	50.0	46.8	41.2	40.1
08/01/2017	01:35	83.4	76.6	74.0	69.5	63.7	08/01/2017	08:00	57.9	50.4	46.8	40.8	38.3
08/01/2017	01:40	82.5	74.6	72.2	68.3	63.9	08/01/2017	08:05	59.5	52.2	48.7	42.6	40.6
08/01/2017	01:45	79.7	73.3	70.9	66.9	61.1	08/01/2017	08:10	57.4	51.7	49.1	45.7	40.5
08/01/2017	01:50	83.3	75.3	72.7	68.6	61.8	08/01/2017	08:15	63.6	56.4	52.0	46.5	45.7
08/01/2017	01:55	85.2	75.3	72.8	68.6	63.2	08/01/2017	08:20	62.8	51.5	49.2	46.4	45.5
08/01/2017	02:00	84.2	75.4	72.8	68.9	63.3	08/01/2017	08:25	57.7	52.6	49.6	46.2	45.2
08/01/2017	02:05	86.9	76.0	73.6	69.1	62.5	08/01/2017	08:30	65.0	51.5	49.5	46.7	45.7
08/01/2017	02:10	86.8	75.5	73.0	68.1	62.1	08/01/2017	08:35	66.0	54.6	51.4	46.4	45.5
08/01/2017	02:15	84.6	76.3	73.6	68.8	63.4	08/01/2017	08:40	66.9	53.8	52.3	46.5	45.5
08/01/2017	02:20	82.0	75.6	72.7	68.1	61.1	08/01/2017	08:45	59.5	51.3	49.0	46.4	45.2
08/01/2017	02:25	82.3	74.8	72.6	69.0	64.9	08/01/2017	08:50	59.6	52.3	49.8	46.5	45.5
08/01/2017	02:30	84.9	76.0	73.3	68.8	63.1	08/01/2017	08:55	56.8	52.7	49.7	46.2	45.4
08/01/2017	02:35	84.3	74.4	71.7	66.2	56.7	08/01/2017	09:00	56.1	52.0	49.2	46.3	45.2
08/01/2017	02:40	75.1	67.5	63.2	52.1	46.7	08/01/2017	09:05	60.2	52.3	50.2	47.3	45.5
08/01/2017	02:45	66.2	52.8	51.4	48.2	43.6	08/01/2017	09:10	59.3	54.1	51.1	46.5	45.5
08/01/2017	02:50	59.5	52.1	50.1	47.3	43.8	08/01/2017	09:15	65.4	54.0	51.6	47.1	45.6
08/01/2017	02:55	62.4	52.1	50.9	47.8	42.6	08/01/2017	09:20	58.6	53.6	50.6	47.0	45.5
08/01/2017	03:00	55.5	49.8	48.2	46.0	42.6	08/01/2017	09:25	58.6	54.2	51.1	47.0	45.8
08/01/2017	03:05	67.5	53.6	51.2	47.0	43.9	08/01/2017	09:30	60.3	53.2	50.8	47.0	45.9
08/01/2017	03:10	73.8	52.0	51.8	42.9	41.0	08/01/2017	09:35	64.5	58.9	54.8	49.1	47.1
08/01/2017	03:15	72.0	55.4	52.6	44.1	40.5	08/01/2017	09:40	64.1	53.7	51.9	48.5	47.0
08/01/2017	03:20	68.1	53.3	50.7	45.2	42.2	08/01/2017	09:45	60.8	53.6	51.3	48.2	46.9
08/01/2017	03:25	67.3	53.6	50.5	43.1	40.7	08/01/2017	09:50	58.3	53.9	51.3	47.7	46.0
08/01/2017	03:30	65.2	49.7	48.0	43.0	40.2	08/01/2017	09:55	63.5	56.9	53.4	48.0	46.4
08/01/2017	03:35	67.5	49.3	47.3	41.9	40.2	08/01/2017	10:00	62.3	55.9	53.0	47.7	46.3
08/01/2017	03:40	65.4	47.9	45.5	40.6	38.5	08/01/2017	10:05	61.4	56.3	55.3	54.1	53.1
08/01/2017	03:45	66.6	54.2	50.8	40.9	37.1	08/01/2017	10:10	59.8	56.3	55.2	53.9	52.6
08/01/2017	03:50	82.7	55.5	59.0	42.1	39.1	08/01/2017	10:15	58.4	56.2	55.2	54.0	52.7
08/01/2017	03:55	66.0	47.1	45.6	39.3	36.3	08/01/2017	10:20	71.2	58.5	57.1	53.8	52.7
08/01/2017	04:00	63.4	47.9	45.9	40.2	38.6	08/01/2017	10:25	63.1	57.3	55.7	53.8	52.7
08/01/2017	04:05	64.8	48.7	45.7	39.1	37.3	08/01/2017	10:30	65.8	55.6	54.8	53.6	52.7
08/01/2017	04:10	62.0	53.6	49.8	42.1	39.3	08/01/2017	10:35	65.3	55.9	55.2	53.5	52.6
08/01/2017	04:15	70.0	54.1	51.1	43.1	39.0	08/01/2017	10:40	63.0	57.5	55.4	53.4	52.6
08/01/2017	04:20	66.6	52.9	49.2	41.0	38.4	08/01/2017	10:45	61.0	57.0	55.0	53.4	52.6
08/01/2017	04:25	62.2	49.6	46.1	39.7	38.6	08/01/2017	10:50	60.4	55.8	54.6	53.2	52.3
08/01/2017	04:30	70.1	50.3	48.8	41.7	40.7	08/01/2017	10:55	59.8	55.4	54.3	53.3	52.5
08/01/2017	04:35	74.6	54.2	53.2	43.4	42.2	08/01/2017	11:00	59.1	55.8	54.7	53.5	52.5
08/01/2017	04:40	69.8	52.6	51.7	43.3	42.1	08/01/2017	11:05	60.7	55.6	54.4	53.1	52.3
08/01/2017	04:45	61.7	52.1	48.6	43.6	42.4	08/01/2017	11:10	69.9	56.0	55.3	53.4	52.1
08/01/2017	04:50	60.1	48.9	46.8	43.5	41.6	08/01/2017	11:15	60.7	56.8	55.1	53.4	52.2
08/01/2017	04:55	62.0	49.9	46.8	42.2	37.4	08/01/2017	11:20	60.6	55.9	54.8	53.4	52.4
08/01/2017	05:00	69.4	55.4	53.8	39.1	37.4	08/01/2017	11:25	62.0	56.1	55.1	53.6	52.5
08/01/2017	05:05	57.3	44.5	41.1	36.5	35.6	08/01/2017	11:30	61.3	55.6	54.5	53.3	52.6
08/01/2017	05:10	48.6	41.3	39.6	37.1	35.5	08/01/2017	11:35	61.3	56.2	54.8	53.5	52.4
08/01/2017	05:15	66.9	44.5	44.1	38.1	37.1	08/01/2017	11:40	62.3	55.8	54.9	53.8	52.8
08/01/2017	05:20	54.6	45.1	42.6	37.7	36.0	08/01/2017	11:45	59.7	55.8	54.9	53.9	52.8
08/01/2017	05:25	71.7	52.4	47.5	38.9	36.4	08/01/2017	11:50	64.3	56.9	55.4	53.7	52.7
08/01/2017	05:30	71.3	57.8	55.9	38.2	36.0	08/01/2017	11:55	60.6	56.3	54.7	53.2	52.3
08/01/2017	05:35	68.8	54.7	52.4	39.9	38.5							
08/01/2017	05:40	55.2	47.9	45.5	41.7	39.4							
08/01/2017	05:45	66.7	48.3	46.3	41.1	38.8							
08/01/2017	05:50	70.9	51.5	48.3	40.3	39.0							
08/01/2017	05:55	62.3	54.2	49.8	40.2	38.7							
08/01/2017	06:00	57.2	49.7	45.6	40.1	37.5							
08/01/2017	06:05	71.0	59.2	55.3	43.0	40.3							
08/01/2017	06:10	74.4	66.5	61.8	39.7	37.7							
08/01/2017	06:15	52.7	45.6	42.5	38.3	37.1							
08/01/2017	06:20	58.2	50.2	46.5	39.5	37.7							

Table A2: Statistical data from the measurements made on Sunday morning

Date	Time	Leq								Lmax							
		Frequency (Hz)								Frequency (Hz)							
		63	125	250	500	1k	2k	4k	8k	63	125	250	500	1k	2k	4k	8k
07/01/2017	12:00	57.8	54.5	56.1	52.1	50.6	44.9	38.9	31.2	67.2	62.0	59.9	57.0	54.7	51.0	44.3	44.2
07/01/2017	12:05	58.3	54.7	56.2	52.8	51.5	46.3	40.3	32.2	67.3	62.9	60.7	58.3	60.1	59.1	51.2	40.7
07/01/2017	12:10	60.3	56.8	56.7	53.2	51.2	45.7	39.7	32.2	70.7	66.3	63.0	64.6	61.4	58.8	55.9	52.6
07/01/2017	12:15	60.1	54.6	55.8	52.1	50.9	46.1	39.8	31.5	72.2	60.6	64.3	68.6	60.4	57.8	48.8	42.6
07/01/2017	12:20	59.6	54.8	56.0	52.5	51.0	45.4	39.1	31.2	69.8	62.8	59.0	61.8	57.8	53.2	51.3	41.6
07/01/2017	12:25	61.5	56.5	56.4	52.9	51.5	46.6	40.7	33.0	79.4	71.4	66.3	61.0	59.6	55.5	49.1	41.9
07/01/2017	12:30	59.4	55.6	56.7	53.3	51.3	46.2	40.4	32.5	69.9	66.1	64.1	61.2	58.4	53.5	48.3	42.5
07/01/2017	12:35	61.1	56.7	56.5	52.6	51.2	46.4	40.7	32.9	73.9	69.9	64.8	58.6	58.1	54.0	49.5	44.4
07/01/2017	12:40	61.8	57.1	56.8	52.5	51.3	46.6	40.4	32.5	77.3	73.5	66.3	61.3	58.8	57.2	48.8	40.8
07/01/2017	12:45	59.1	54.7	56.0	52.1	51.1	46.5	41.1	34.1	71.4	66.8	63.3	61.2	61.2	61.1	56.4	50.0
07/01/2017	12:50	57.6	54.2	56.0	52.5	52.9	53.3	43.6	33.5	68.9	62.8	65.7	66.0	71.7	75.4	65.1	47.3
07/01/2017	12:55	59.3	54.6	56.2	52.2	50.9	45.4	39.4	31.7	73.2	66.8	64.6	62.7	59.7	55.6	48.4	47.5
07/01/2017	13:00	59.2	56.4	56.3	51.8	50.7	45.6	39.5	31.7	70.8	70.6	63.9	59.7	64.8	56.6	46.9	44.1
07/01/2017	13:05	59.4	55.8	56.6	52.9	51.5	46.8	40.6	33.7	71.4	66.4	65.8	60.5	61.6	57.4	50.3	57.0
07/01/2017	13:10	60.6	55.6	56.6	53.0	51.2	46.2	40.0	32.0	80.5	70.0	69.0	67.1	64.2	56.9	49.5	43.3
07/01/2017	13:15	59.5	55.3	56.5	52.7	51.3	46.4	40.3	32.8	80.2	72.5	64.8	63.7	64.7	59.5	51.4	41.4
07/01/2017	13:20	59.3	55.4	56.8	53.0	51.1	46.0	40.2	33.9	69.1	60.5	62.1	61.0	59.0	53.0	46.5	55.2
07/01/2017	13:25	61.6	56.4	56.7	53.4	51.3	45.6	39.6	31.7	71.5	69.0	65.6	66.1	61.1	56.7	53.3	44.6
07/01/2017	13:30	58.5	55.0	56.2	52.5	50.5	45.0	39.1	31.4	68.2	61.4	60.1	58.1	55.6	52.8	47.3	42.6
07/01/2017	13:35	59.5	54.7	56.1	52.6	50.9	45.4	39.5	31.6	72.4	62.2	60.1	66.7	68.0	61.3	50.5	39.9
07/01/2017	13:40	59.4	55.3	56.4	52.4	51.2	45.8	39.6	31.8	72.9	64.0	63.1	63.4	60.4	56.5	48.3	42.4
07/01/2017	13:45	57.5	55.1	56.5	53.5	51.3	45.9	39.9	31.8	67.5	68.0	68.3	66.7	59.5	55.0	50.1	42.1
07/01/2017	13:50	60.2	55.1	56.5	53.5	51.9	47.3	41.4	34.5	77.7	70.1	69.3	69.8	65.8	64.4	59.5	54.8
07/01/2017	13:55	59.9	55.9	56.2	52.8	51.1	46.6	40.3	32.4	85.8	79.8	71.6	68.1	65.6	63.2	55.9	49.4
07/01/2017	14:00	61.4	55.6	56.7	52.7	51.5	50.6	42.7	34.8	73.5	66.7	64.7	61.7	61.5	70.8	59.6	55.7
07/01/2017	14:05	61.9	55.7	56.8	52.4	50.8	46.5	40.9	33.1	79.2	70.2	69.0	64.4	63.5	62.2	57.1	51.3
07/01/2017	14:10	60.8	54.7	56.1	52.5	50.5	45.9	40.0	32.0	76.3	63.7	60.5	60.0	54.5	57.0	49.2	40.9
07/01/2017	14:15	59.6	54.8	56.4	52.6	50.9	45.6	39.5	31.5	70.9	65.0	62.3	59.4	63.1	58.7	47.6	38.7
07/01/2017	14:20	59.0	54.7	56.3	52.6	50.8	45.6	39.4	31.6	68.8	60.9	60.4	58.5	56.4	52.5	48.8	40.0
07/01/2017	14:25	58.7	54.6	56.1	52.0	50.0	44.9	39.3	31.5	70.9	65.5	64.5	59.4	55.8	54.3	46.0	39.7
07/01/2017	14:30	58.2	54.4	56.1	53.0	50.5	45.3	39.5	31.6	73.2	63.0	64.8	65.8	62.2	59.7	57.4	43.6
07/01/2017	14:35	59.0	55.2	56.3	52.3	50.3	45.4	39.7	32.1	71.8	66.7	61.3	61.0	57.1	54.0	47.8	41.6
07/01/2017	14:40	57.7	55.1	56.5	52.8	50.2	44.9	39.1	31.5	67.0	62.6	62.2	61.2	59.4	55.5	44.9	38.4
07/01/2017	14:45	60.6	55.3	56.0	52.0	50.2	45.1	39.4	31.6	75.2	69.0	62.4	57.4	56.8	51.7	46.6	38.7
07/01/2017	14:50	59.0	56.6	56.3	52.9	51.0	46.0	40.3	32.7	70.7	66.6	63.1	60.3	60.3	62.8	51.0	42.1
07/01/2017	14:55	59.1	55.1	56.1	52.5	50.9	46.6	40.5	36.3	72.1	66.9	64.1	60.7	56.9	62.1	48.7	64.0
07/01/2017	15:00	60.0	55.2	56.1	52.5	51.1	47.4	40.4	34.7	73.7	63.4	60.2	57.0	57.5	64.2	50.1	57.5
07/01/2017	15:05	60.3	54.9	56.1	52.3	50.8	46.3	39.8	32.0	74.7	66.2	61.3	57.5	57.1	64.7	51.1	46.6
07/01/2017	15:10	59.8	54.5	56.4	53.6	51.5	46.5	40.5	32.6	75.1	62.5	61.0	62.5	61.4	55.6	51.0	48.8
07/01/2017	15:15	59.8	54.8	56.4	52.2	50.7	45.7	39.8	37.4	71.4	66.6	62.0	59.7	59.5	56.4	49.3	62.5
07/01/2017	15:20	61.8	54.8	56.5	52.3	51.3	46.5	40.0	31.8	74.7	63.3	60.3	58.6	62.9	62.5	52.1	44.9
07/01/2017	15:25	59.4	54.9	56.6	52.1	50.5	45.2	39.5	31.6	73.0	64.6	60.4	58.0	56.7	52.5	46.2	38.5
07/01/2017	15:30	57.8	55.2	56.4	52.4	50.4	45.4	39.4	31.6	68.8	67.3	59.9	67.6	58.4	63.3	56.2	43.4
07/01/2017	15:35	58.5	55.1	56.4	52.0	50.5	45.2	39.4	31.7	70.9	61.9	60.1	57.7	55.9	59.9	46.9	43.0
07/01/2017	15:40	58.3	54.8	56.7	52.3	50.8	45.5	39.7	32.1	76.8	70.6	64.4	60.8	58.6	54.9	50.9	43.5
07/01/2017	15:45	62.8	58.1	58.2	54.6	53.6	49.7	44.2	38.3	90.5	80.2	77.8	74.2	74.6	73.6	65.6	60.1
07/01/2017	15:50	60.5	59.3	60.1	58.9	58.1	64.8	64.6	57.5	75.6	75.0	76.3	77.5	77.7	88.0	84.6	78.8
07/01/2017	15:55	58.6	56.7	59.5	58.6	58.6	64.6	66.8	58.8	72.7	71.8	75.0	77.3	77.3	87.4	88.6	80.9
07/01/2017	16:00	60.4	55.4	56.7	52.8	51.2	46.8	41.2	34.6	82.4	74.1	69.1	68.3	65.7	62.9	58.2	52.7
07/01/2017	16:05	59.6	54.3	56.4	51.7	50.2	45.3	39.1	31.4	77.9	61.7	59.5	55.1	54.0	51.2	42.5	43.7
07/01/2017	16:10	60.6	55.0	56.4	52.6	51.0	45.4	40.0	32.0	77.2	67.7	65.3	63.2	58.8	58.2	56.5	44.7
07/01/2017	16:15	59.2	55.2	56.6	53.2	51.5	47.2	40.6	32.5	71.1	67.6	64.4	62.9	66.4	61.8	57.2	45.9
07/01/2017	16:20	58.5	54.6	56.3	52.5	50.4	45.0	39.1	31.9	70.7	64.4	63.4	59.9	63.9	57.2	45.8	44.1
07/01/2017	16:25	60.7	56.2	56.8	52.8	50.6	44.9	39.4	32.0	82.5	67.4	61.8	62.1	59.6	55.6	49.1	44.5
07/01/2017	16:30	59.6	54.2	56.2	51.8	50.5	44.8	38.9	31.3	75.7	62.8	59.3	56.2	56.2	51.7	43.5	35.5
07/01/2017	16:35	60.2	54.8	56.3	52.0	50.7	45.2	39.5	32.1	73.7	68.4	64.6	59.5	57.3	51.3	49.2	47.6
07/01/2017	16:40	60.1	54.5	56.2	52.6	50.7	45.5	40.1	32.9	73.3	66.3	61.2	59.9	58.1	58.4	52.8	45.5
07/01/2017	16:45	58.7	54.7	55.6	52.3	50.8	45.7	39.8	32.0	69.6	64.7	60.5	60.0	62.2	59.3	49	

Date	Time	L _{eq}								L _{Fmax}							
		Frequency (Hz)								Frequency (Hz)							
		63	125	250	500	1k	2k	4k	8k	63	125	250	500	1k	2k	4k	8k
07/01/2017	18:15	61.6	55.0	56.4	51.6	50.6	45.3	39.3	33.0	80.7	68.8	62.9	60.8	62.3	58.2	50.8	55.1
07/01/2017	18:20	57.9	54.4	56.6	54.0	51.5	45.4	39.2	31.4	67.5	62.4	62.7	68.9	62.0	55.9	46.3	41.2
07/01/2017	18:25	56.7	53.4	55.8	51.3	50.4	45.0	39.0	31.2	65.9	62.6	59.1	54.1	55.7	51.7	45.2	39.0
07/01/2017	18:30	59.2	54.3	56.0	51.4	50.4	45.3	39.2	31.6	71.8	65.8	60.7	58.4	57.5	59.4	52.6	45.5
07/01/2017	18:35	58.4	54.0	56.0	51.5	50.7	45.4	39.5	32.2	73.7	66.1	60.5	58.6	64.3	59.4	49.1	42.1
07/01/2017	18:40	57.0	53.6	55.9	51.3	50.2	44.9	39.1	31.2	67.0	58.6	59.1	63.1	53.9	50.9	44.5	36.2
07/01/2017	18:45	57.3	53.9	56.3	51.6	50.4	45.3	39.4	31.4	68.0	59.7	59.2	60.3	60.1	57.2	47.3	38.4
07/01/2017	18:50	56.7	54.5	56.8	52.7	50.3	44.7	39.5	31.6	71.3	61.1	62.6	62.3	59.4	53.0	53.9	50.8
07/01/2017	18:55	58.2	54.3	56.6	51.4	50.3	44.8	39.0	31.3	67.6	61.1	59.5	55.3	55.3	48.8	43.1	35.2
07/01/2017	19:00	58.8	54.6	56.9	51.7	50.3	44.9	39.2	31.8	73.2	65.1	63.5	59.7	58.3	54.8	47.7	38.0
07/01/2017	19:05	58.0	55.2	56.9	51.8	50.2	44.7	39.1	31.7	72.8	69.5	67.2	65.0	62.7	54.9	44.5	39.8
07/01/2017	19:10	58.2	55.1	56.7	51.8	50.6	45.4	39.3	31.6	66.2	65.2	63.8	57.9	59.2	58.2	43.5	36.7
07/01/2017	19:15	62.0	54.0	56.1	51.3	50.3	45.0	39.2	31.6	87.2	67.8	59.1	55.3	55.6	51.1	45.6	39.6
07/01/2017	19:20	57.8	53.8	56.1	51.2	50.2	44.8	39.0	31.3	69.7	66.0	58.6	54.0	55.7	51.9	46.9	42.0
07/01/2017	19:25	58.1	54.5	56.6	52.1	50.4	44.8	38.8	31.0	70.8	63.8	70.5	69.4	64.0	58.8	52.3	41.4
07/01/2017	19:30	59.8	57.5	58.5	53.5	51.0	44.7	38.9	31.0	70.9	70.4	70.4	64.8	59.3	60.4	51.6	37.5
07/01/2017	19:35	57.7	53.3	56.0	51.1	50.1	44.6	38.8	31.1	68.1	58.2	58.4	59.1	55.8	50.4	43.3	37.7
07/01/2017	19:40	55.2	53.1	55.9	51.1	49.9	44.4	38.7	31.1	65.2	60.4	59.1	54.6	55.2	49.8	43.1	37.8
07/01/2017	19:45	57.3	56.5	57.2	52.0	50.5	45.1	39.4	31.4	67.1	68.5	65.0	60.7	58.9	54.4	46.9	41.4
07/01/2017	19:50	59.2	55.3	57.0	53.1	51.9	48.4	41.7	32.2	68.8	65.5	63.6	64.0	63.2	68.3	62.0	41.0
07/01/2017	19:55	59.3	54.7	56.4	51.6	50.7	46.0	39.9	32.1	77.6	69.7	60.0	57.2	58.1	54.2	47.3	41.6
07/01/2017	20:00	58.8	54.7	56.2	52.0	50.7	45.9	40.6	32.6	72.0	66.6	60.0	57.2	57.7	50.5	46.2	36.5
07/01/2017	20:05	59.0	54.2	56.3	51.9	50.6	46.2	41.1	33.1	70.2	63.0	60.7	57.1	54.8	51.2	47.4	40.5
07/01/2017	20:10	57.3	54.6	56.5	52.0	50.6	45.9	40.6	32.6	68.2	62.1	65.3	61.0	59.7	57.5	46.4	41.0
07/01/2017	20:15	58.6	54.3	56.8	52.1	50.8	47.3	41.3	33.1	70.9	66.6	63.7	59.5	56.8	51.7	55.1	48.6
07/01/2017	20:20	57.7	54.7	56.9	51.6	50.0	44.5	39.0	31.5	71.6	64.0	65.0	59.9	62.2	57.0	48.4	43.4
07/01/2017	20:25	58.4	56.2	57.4	52.6	50.1	44.9	39.3	32.5	73.5	71.2	72.4	67.4	62.4	57.8	48.9	56.7
07/01/2017	20:30	61.0	55.8	56.9	52.0	50.4	45.3	39.6	31.9	73.2	71.0	64.1	59.3	59.8	59.0	52.2	46.3
07/01/2017	20:35	59.8	58.2	58.0	52.8	50.7	45.3	39.6	31.6	70.2	71.2	70.2	61.2	57.9	52.0	50.5	40.1
07/01/2017	20:40	58.9	55.1	56.7	53.3	50.7	45.6	40.2	33.1	75.0	66.8	69.0	66.8	61.6	59.1	55.7	51.3
07/01/2017	20:45	59.2	55.6	56.4	52.2	50.7	45.5	39.7	33.1	77.0	74.0	65.9	62.6	61.9	59.7	51.1	52.9
07/01/2017	20:50	58.1	54.8	56.1	51.9	50.4	45.3	39.7	32.0	73.9	71.6	66.0	63.6	61.1	58.4	51.0	42.0
07/01/2017	20:55	65.0	55.6	56.2	51.4	49.9	44.7	39.1	31.3	78.1	66.1	63.2	56.6	54.2	50.0	50.6	38.6
07/01/2017	21:00	59.7	57.4	57.7	55.2	52.5	46.2	40.5	31.5	72.2	68.8	67.3	77.2	74.1	67.3	61.7	45.9
07/01/2017	21:05	61.6	58.1	58.2	53.5	50.7	45.4	40.0	32.5	81.3	70.3	68.0	63.6	62.6	59.4	51.0	47.4
07/01/2017	21:10	56.7	53.9	56.3	52.1	50.6	45.2	39.6	32.5	75.9	66.8	64.1	65.1	66.9	57.7	53.5	51.5
07/01/2017	21:15	56.9	54.3	56.8	52.3	50.5	45.7	39.6	31.7	70.6	66.0	67.0	64.8	61.9	61.9	53.9	49.5
07/01/2017	21:20	57.4	54.3	56.9	51.8	50.0	45.8	40.6	34.4	68.7	63.1	65.0	66.5	62.7	67.0	58.4	57.3
07/01/2017	21:25	59.7	55.7	57.5	54.8	52.6	50.8	48.3	45.6	74.0	71.2	64.4	69.5	71.4	75.6	72.1	71.3
07/01/2017	21:30	60.8	57.5	58.9	54.6	52.4	50.7	47.9	46.2	75.7	70.3	66.5	67.5	68.7	73.3	71.6	70.7
07/01/2017	21:35	57.9	54.4	58.1	52.8	50.5	45.3	39.8	31.9	73.6	74.3	65.9	65.3	62.9	60.3	54.1	47.6
07/01/2017	21:40	57.7	54.2	57.7	51.4	50.0	45.0	39.5	32.1	68.1	63.6	63.9	58.4	57.0	57.4	56.7	49.2
07/01/2017	21:45	60.7	57.4	58.9	53.3	51.3	45.8	40.6	32.4	70.9	66.4	66.3	63.1	63.9	60.8	62.6	56.0
07/01/2017	21:50	62.2	58.8	59.5	54.2	52.0	52.1	51.9	41.2	75.3	78.0	75.1	74.0	72.3	74.5	76.5	65.4
07/01/2017	21:55	57.5	55.5	58.2	53.0	50.4	45.1	39.1	31.3	65.5	65.4	65.3	64.0	64.3	60.5	51.3	38.9
07/01/2017	22:00	56.8	53.9	57.7	52.7	50.2	45.2	39.1	31.4	72.9	59.8	62.5	65.6	58.9	64.6	48.6	43.2
07/01/2017	22:05	66.2	59.7	59.2	55.5	52.7	48.9	41.5	32.7	82.2	67.9	68.3	71.1	61.5	68.3	52.8	43.3
07/01/2017	22:10	62.2	59.1	58.7	55.3	53.5	49.7	43.3	33.7	70.0	66.3	68.4	61.7	61.4	54.9	48.7	47.6
07/01/2017	22:15	66.0	61.0	60.3	56.7	53.1	48.3	41.7	32.9	88.1	71.5	71.6	71.0	63.1	64.8	53.2	41.2
07/01/2017	22:20	64.4	61.2	60.0	55.3	51.4	47.3	41.2	32.8	79.4	75.2	70.4	74.4	60.9	61.5	55.0	44.6
07/01/2017	22:25	61.5	58.7	59.2	54.7	51.9	47.5	40.7	32.3	75.0	71.0	67.0	65.3	61.7	60.4	52.7	47.2
07/01/2017	22:30	63.6	61.0	61.6	59.1	56.0	49.8	42.8	34.9	73.2	72.7	73.2	72.3	68.3	66.0	63.6	60.1
07/01/2017	22:35	60.7	57.7	59.7	60.6	58.8	54.2	46.8	35.5	73.7	70.0	67.0	72.6	72.4	67.8	67.1	54.0
07/01/2017	22:40	62.8	59.5	60.1	59.8	57.6	55.5	52.8	41.3	74.0	76.5	73.3	73.2	72.1	77.3	76.8	64.4
07/01/2017	22:45	61.0	55.0	59.1	60.1	58.1	52.7	45.0	34.4	71.0	62.3	67.4	73.2	72.3	68.3	59.7	51.1
07/01/2017	22:50	62.3	56.5	61.6	65.6	64.8	59.3	50.1	38.4	70.9	63.6	69.8	79.5	80.4	71.8	62.5	53.3
07/01/2017	22:55	68.3	60.1	61.7	67.1	66.4	60.9	50.9	38.8	79.9	68.5	69.5	82.2	80.1	75.2	62.9	56.7
07/01/2017	23:00	68.7	62.2	60.5	63.4	62.5	57.0	47.5	35.7	77.4	70.7	71.5	74.5	82.2	72.0	62.4	51.7
07/01/2017	23:05	70.4	62.7	58.4	53.9	52.2	46.6	40.5	32.5	81.0	71.5	72.3	64.6	63.7	58.7	56.7	51.5
07/01/2017																	

Date	Time	Leq								L _{Fmax}							
		Frequency (Hz)								Frequency (Hz)							
		63	125	250	500	1k	2k	4k	8k	63	125	250	500	1k	2k	4k	8k
08/01/2017	00:00	66.8	61.1	60.0	66.8	67.2	61.8	52.9	39.5	75.6	71.2	72.0	78.8	84.6	74.5	68.8	58.3
08/01/2017	00:05	68.3	61.4	61.6	68.7	68.0	62.5	53.5	40.9	77.2	69.2	69.5	81.9	81.5	76.2	68.3	53.4
08/01/2017	00:10	68.2	62.0	62.2	69.1	69.2	63.6	54.9	41.2	78.8	72.4	70.7	78.1	84.1	74.4	70.1	53.5
08/01/2017	00:15	70.6	61.3	63.6	70.6	71.0	65.4	56.0	42.9	79.5	69.5	70.5	82.0	85.8	78.3	67.0	57.0
08/01/2017	00:20	65.8	60.3	61.6	67.8	67.8	62.7	53.3	40.2	75.7	67.8	76.0	82.6	77.3	74.5	63.4	56.2
08/01/2017	00:25	67.2	60.7	61.4	67.7	68.6	63.5	53.2	41.1	75.0	68.4	70.0	80.8	83.2	79.5	69.9	53.7
08/01/2017	00:30	69.0	60.7	62.4	69.0	68.1	62.8	53.1	41.8	78.3	69.3	72.0	80.9	80.9	77.9	67.6	54.2
08/01/2017	00:35	69.4	61.2	58.8	63.5	61.6	54.9	45.7	35.8	80.9	74.7	68.1	76.5	74.0	71.5	60.8	54.5
08/01/2017	00:40	69.7	62.5	58.8	63.9	63.2	57.0	47.7	37.5	78.5	70.9	70.4	75.1	75.2	69.2	66.6	60.2
08/01/2017	00:45	67.4	63.0	60.8	67.7	68.2	63.2	53.6	41.2	75.8	73.2	71.5	82.1	79.3	80.7	66.3	59.0
08/01/2017	00:50	70.7	63.8	61.7	67.7	68.0	63.5	54.7	41.4	82.6	75.4	70.7	76.7	80.0	74.7	69.2	56.3
08/01/2017	00:55	68.2	61.5	62.4	68.8	69.5	64.4	55.8	41.5	76.3	70.0	70.8	78.9	84.4	75.1	66.2	55.1
08/01/2017	01:00	71.7	62.9	62.5	69.0	69.8	64.6	56.1	41.5	79.6	69.5	71.7	83.0	81.7	78.2	70.3	55.0
08/01/2017	01:05	69.1	62.2	60.9	65.2	64.4	58.4	49.4	37.0	78.9	72.6	69.7	76.8	75.5	70.4	60.6	53.1
08/01/2017	01:10	69.4	61.6	60.7	66.1	64.9	59.0	49.8	37.7	76.4	68.5	69.7	75.4	78.0	73.8	68.0	50.1
08/01/2017	01:15	70.4	63.4	63.5	70.3	69.9	64.5	54.7	42.0	79.1	70.0	73.6	82.2	84.5	77.7	66.5	54.1
08/01/2017	01:20	71.0	64.9	65.2	72.7	72.3	67.4	57.2	44.2	80.8	72.8	71.9	83.6	87.6	82.4	67.7	56.8
08/01/2017	01:25	70.0	63.5	66.1	73.0	72.4	67.2	57.3	43.9	79.0	73.8	74.9	87.2	85.2	76.9	68.3	62.3
08/01/2017	01:30	68.1	64.2	64.5	71.0	70.7	65.9	56.1	42.3	76.4	72.2	73.0	83.8	83.5	79.7	65.4	52.6
08/01/2017	01:35	66.9	61.7	63.9	70.3	71.0	66.3	57.2	42.2	74.9	72.4	72.7	82.0	83.0	78.0	68.3	53.0
08/01/2017	01:40	72.3	64.5	62.7	68.5	69.4	64.5	56.2	42.3	89.4	72.8	72.1	76.7	80.7	76.9	73.8	59.3
08/01/2017	01:45	70.1	62.5	62.1	68.3	67.7	62.8	54.0	41.2	80.0	72.8	68.5	80.0	77.8	76.4	64.2	54.1
08/01/2017	01:50	70.0	62.1	63.5	70.0	69.5	64.8	55.2	42.3	78.2	69.2	72.0	80.8	81.9	78.0	67.2	56.2
08/01/2017	01:55	71.0	63.1	63.6	70.4	69.4	64.5	54.7	42.0	80.3	73.2	69.6	79.5	85.4	79.9	67.9	56.7
08/01/2017	02:00	69.3	62.1	64.2	70.6	69.6	64.2	54.4	41.9	77.2	73.9	71.5	80.2	80.3	81.9	67.2	56.0
08/01/2017	02:05	69.2	62.9	65.4	71.2	70.4	64.8	54.8	42.6	78.1	69.4	76.5	81.7	86.0	75.4	70.7	63.0
08/01/2017	02:10	67.3	62.4	64.2	70.0	69.8	65.1	55.1	42.9	78.0	71.5	75.6	82.3	87.1	79.1	69.9	56.3
08/01/2017	02:15	68.4	63.7	64.4	70.8	70.4	65.6	55.9	43.7	76.5	73.5	72.0	81.2	83.0	81.7	67.1	57.2
08/01/2017	02:20	69.5	62.0	64.1	70.1	69.4	64.6	55.7	42.9	81.3	69.7	71.1	80.3	79.2	76.0	71.4	59.5
08/01/2017	02:25	71.5	63.6	63.7	69.8	69.4	64.4	55.7	42.0	81.5	73.4	70.2	82.3	80.3	75.8	67.1	53.6
08/01/2017	02:30	68.9	60.8	63.7	70.2	70.4	65.0	55.8	42.3	81.1	72.9	71.2	80.1	82.3	80.0	68.0	54.0
08/01/2017	02:35	69.2	61.9	62.4	68.6	68.7	63.5	54.0	41.6	77.7	71.7	70.7	76.8	83.5	77.1	67.5	55.2
08/01/2017	02:40	68.1	61.6	56.1	61.3	59.5	54.0	44.3	33.4	79.0	71.2	68.6	74.7	72.9	68.8	61.7	58.5
08/01/2017	02:45	66.7	60.1	51.7	48.5	45.7	39.7	33.0	25.2	78.7	68.4	65.6	65.6	63.2	59.3	54.9	50.3
08/01/2017	02:50	66.7	61.1	51.1	45.2	42.9	37.6	35.2	25.6	76.3	69.8	61.6	54.7	53.9	57.5	54.1	42.1
08/01/2017	02:55	66.4	60.3	50.2	46.6	45.2	41.3	34.6	24.9	77.1	71.0	57.7	59.0	58.3	58.8	54.2	40.4
08/01/2017	03:00	66.4	58.4	47.3	43.8	42.2	36.3	32.3	23.8	75.4	68.4	58.3	51.5	50.5	49.0	52.0	39.7
08/01/2017	03:05	66.2	58.6	48.0	48.1	47.0	40.4	34.7	24.8	76.1	66.6	57.5	68.2	65.1	59.0	51.4	40.5
08/01/2017	03:10	60.3	53.5	48.7	47.3	46.4	42.8	44.4	35.7	74.8	72.2	72.8	66.7	69.1	67.5	71.2	61.8
08/01/2017	03:15	56.0	51.4	48.5	49.7	49.0	43.8	39.7	32.3	76.8	73.5	68.9	66.5	70.4	60.6	57.3	49.8
08/01/2017	03:20	56.3	52.3	48.0	48.9	46.2	41.4	36.6	29.7	81.3	73.8	68.2	65.2	62.9	60.9	57.1	51.3
08/01/2017	03:25	53.8	48.7	47.7	49.1	45.5	41.4	38.0	30.7	79.5	68.9	65.5	64.6	62.0	60.0	61.2	53.8
08/01/2017	03:30	53.0	47.9	46.3	45.5	43.2	39.5	36.2	29.0	78.1	68.5	65.5	62.7	60.9	58.4	54.1	48.3
08/01/2017	03:35	54.0	48.0	45.6	45.2	42.9	38.2	33.5	24.6	75.2	74.2	65.6	64.9	62.4	59.5	54.0	46.8
08/01/2017	03:40	49.8	45.1	44.3	42.6	40.7	36.3	35.7	23.6	65.5	59.2	59.7	54.7	56.9	55.7	63.5	42.8
08/01/2017	03:45	48.9	45.5	45.5	49.0	46.7	42.4	34.9	24.8	66.4	58.6	59.1	65.6	65.4	60.5	55.7	42.0
08/01/2017	03:50	50.4	50.2	49.5	51.6	52.6	53.9	50.7	47.4	64.3	65.9	68.2	73.8	73.8	78.3	75.7	73.8
08/01/2017	03:55	50.8	45.1	43.5	41.3	40.0	38.7	36.4	29.5	71.9	58.3	57.4	60.1	59.1	62.8	58.4	54.5
08/01/2017	04:00	53.7	49.3	46.7	43.1	40.5	35.8	35.3	25.0	73.1	67.9	65.5	60.5	62.5	52.9	49.1	38.9
08/01/2017	04:05	50.2	45.1	44.8	43.8	40.7	36.3	32.7	28.2	68.7	62.7	63.9	62.8	60.4	56.0	48.0	52.4
08/01/2017	04:10	58.0	51.2	47.7	47.6	45.4	41.2	35.3	28.1	75.0	70.6	63.4	63.0	60.2	55.3	49.5	46.1
08/01/2017	04:15	53.4	51.0	48.1	49.8	45.7	43.1	37.6	30.9	74.1	75.2	66.1	66.3	66.8	65.3	55.5	48.2
08/01/2017	04:20	54.5	49.5	48.3	46.9	44.1	40.5	37.8	31.7	70.6	66.2	62.2	63.0	62.0	59.1	63.5	48.6
08/01/2017	04:25	48.8	50.4	46.7	42.7	39.3	35.4	38.7	31.6	65.1	67.0	62.8	58.9	57.3	54.2	59.4	55.1
08/01/2017	04:30	50.2	46.3	44.5	43.9	42.0	43.1	40.7	32.8	76.2	69.2	64.5	62.6	60.4	67.0	62.0	50.8
08/01/2017	04:35	56.5	52.4	49.6	49.8	47.1	45.2	44.9	39.0	78.4	73.0	68.5	70.2	67.2	67.2	69.5	61.3
08/01/2017	04:40	51.1	46.0	44.8	47.1	44.3	44.9	45.4	38.0	66.0	59.9	60.2	65.6	59.7	62.4	66.4	57.4
08/01/2017	04:45	52.0	50.2	48.2	47.7	43.4	38.9	32.9	24.8	64.7	63.6	59.9	65.3	55.8	53.6	4	

Date	Time	L _{eq}								L _{Fmax}							
		Frequency (Hz)								Frequency (Hz)							
		63	125	250	500	1k	2k	4k	8k	63	125	250	500	1k	2k	4k	8k
08/01/2017	06:15	49.2	47.9	44.9	39.6	37.6	32.3	24.8	21.1	58.1	62.8	60.4	50.8	48.0	43.0	33.8	41.6
08/01/2017	06:20	52.0	51.3	49.8	44.6	40.6	34.2	31.0	20.6	64.2	64.2	64.1	58.0	52.3	46.3	47.7	38.9
08/01/2017	06:25	52.4	48.0	45.9	41.5	39.4	34.4	32.9	21.3	65.3	62.6	60.3	56.5	58.5	56.6	53.3	46.6
08/01/2017	06:30	52.9	51.2	51.1	48.0	44.9	41.0	37.6	32.0	74.9	71.8	68.3	70.2	68.7	63.6	63.5	51.6
08/01/2017	06:35	53.2	51.1	50.1	46.9	43.6	38.5	37.3	31.7	74.1	65.0	64.0	64.5	62.5	58.3	55.5	48.9
08/01/2017	06:40	51.4	45.8	43.5	38.8	40.2	35.7	37.4	28.7	69.3	54.2	51.8	50.2	52.1	51.3	53.3	48.6
08/01/2017	06:45	54.5	49.9	47.6	43.7	42.3	35.8	32.7	21.9	67.2	63.0	59.5	56.2	52.7	44.9	48.1	39.2
08/01/2017	06:50	53.1	51.0	47.0	44.8	41.7	35.6	33.5	23.5	64.6	64.3	57.7	62.2	51.0	46.9	47.9	41.4
08/01/2017	06:55	52.5	46.6	44.0	41.1	42.4	38.3	30.9	21.8	66.3	59.9	57.9	55.1	52.4	51.6	47.6	35.2
08/01/2017	07:00	53.6	46.7	44.0	40.6	42.9	42.3	35.5	27.5	70.1	56.3	51.0	50.0	58.8	63.0	52.7	45.5
08/01/2017	07:05	57.1	55.0	53.0	51.4	47.7	39.0	36.3	26.1	71.8	71.1	69.7	70.2	65.5	56.9	53.6	47.5
08/01/2017	07:10	53.6	53.0	51.5	49.9	45.9	36.6	32.4	27.7	65.6	64.7	63.4	62.7	57.4	46.5	50.8	46.9
08/01/2017	07:15	53.5	48.5	45.9	41.8	43.0	37.6	31.2	22.7	68.3	65.9	61.2	50.3	52.6	50.0	45.3	41.6
08/01/2017	07:20	53.0	50.9	49.1	45.0	42.7	37.1	28.3	18.1	64.0	62.9	60.3	57.9	53.1	47.9	44.7	33.3
08/01/2017	07:25	52.7	48.9	46.3	41.5	40.6	35.5	31.2	24.2	65.6	61.5	58.7	53.2	49.7	47.2	50.1	44.3
08/01/2017	07:30	55.5	52.7	50.7	49.5	46.5	41.5	37.4	32.7	70.2	72.2	65.9	64.0	66.0	64.3	65.5	57.8
08/01/2017	07:35	55.4	49.7	46.7	42.1	43.6	44.8	33.4	32.3	74.0	60.7	57.0	52.1	63.2	66.9	55.4	54.4
08/01/2017	07:40	52.5	50.9	47.5	44.0	42.7	36.1	27.5	19.6	65.7	65.8	59.6	57.3	51.4	43.5	37.1	37.6
08/01/2017	07:45	56.4	51.3	49.6	47.5	45.1	38.7	29.3	20.0	70.9	62.8	63.4	62.1	57.7	59.2	42.9	34.7
08/01/2017	07:50	51.3	47.4	44.9	41.2	42.6	36.8	27.8	31.3	61.8	58.1	53.1	49.2	53.4	48.1	43.9	49.2
08/01/2017	07:55	53.3	48.6	46.3	43.0	43.4	37.6	29.1	21.4	66.1	60.0	57.0	55.2	58.3	50.7	45.9	40.5
08/01/2017	08:00	55.1	49.6	46.2	42.6	43.4	38.2	29.4	21.2	65.6	60.6	55.8	53.6	56.4	50.7	42.6	39.7
08/01/2017	08:05	54.2	50.0	49.2	47.5	44.3	37.7	28.5	18.6	73.0	61.0	60.8	60.1	56.2	47.6	41.6	34.0
08/01/2017	08:10	58.2	49.1	47.7	44.6	45.3	41.1	35.2	29.3	69.7	58.7	55.6	52.8	56.0	49.8	53.0	50.9
08/01/2017	08:15	53.2	52.5	53.2	50.9	46.9	40.8	33.8	25.6	66.2	64.2	65.5	63.9	58.2	47.2	40.9	43.2
08/01/2017	08:20	53.3	49.9	49.2	46.1	45.1	40.5	34.4	30.5	67.3	65.7	66.6	61.2	56.8	51.6	45.3	46.3
08/01/2017	08:25	53.2	50.8	50.2	46.6	45.3	40.8	34.0	27.9	67.5	59.8	59.3	56.3	53.5	48.6	42.8	46.4
08/01/2017	08:30	53.9	51.6	50.4	46.5	45.0	40.5	34.7	25.8	67.6	60.0	59.2	67.1	56.1	51.7	48.5	43.7
08/01/2017	08:35	55.1	51.0	49.9	48.9	46.9	43.4	36.6	27.3	67.8	59.8	58.0	62.3	57.3	63.5	58.4	47.7
08/01/2017	08:40	56.0	56.9	56.8	49.2	46.2	40.8	33.5	30.3	68.4	69.2	75.7	63.6	53.7	47.2	39.4	48.2
08/01/2017	08:45	54.5	49.5	48.5	44.5	44.9	40.5	37.3	35.1	65.4	58.5	55.1	50.7	53.6	47.1	58.4	49.6
08/01/2017	08:50	53.5	50.0	48.9	45.3	46.2	41.3	37.7	30.2	65.5	60.4	55.6	51.0	53.4	49.0	58.0	53.4
08/01/2017	08:55	55.0	48.9	48.2	45.0	46.0	41.3	38.2	31.1	72.1	59.3	53.1	53.1	54.8	48.4	51.8	49.1
08/01/2017	09:00	53.5	49.6	48.6	44.9	45.5	40.9	36.4	26.7	63.7	57.7	56.0	52.6	54.0	47.3	51.3	47.5
08/01/2017	09:05	55.2	51.9	50.2	46.1	46.1	42.0	36.0	25.9	70.6	62.0	60.1	57.7	55.8	55.0	58.2	46.7
08/01/2017	09:10	54.4	54.1	51.9	48.3	46.8	41.4	34.2	28.7	67.3	70.7	64.3	60.3	55.3	51.0	44.9	47.5
08/01/2017	09:15	55.5	53.0	51.3	49.3	46.9	42.6	38.2	31.4	64.9	62.0	61.0	66.5	54.7	59.6	53.9	51.0
08/01/2017	09:20	55.1	51.1	50.1	47.7	46.7	41.8	35.6	26.8	67.6	59.5	58.2	59.2	55.0	51.7	49.9	43.7
08/01/2017	09:25	56.9	52.5	50.9	48.1	47.1	42.1	34.9	26.5	68.4	64.3	61.2	58.8	55.1	53.6	49.9	45.3
08/01/2017	09:30	54.7	51.0	50.8	48.6	46.8	41.2	33.6	24.0	63.3	61.0	61.9	60.8	57.5	52.3	48.3	34.4
08/01/2017	09:35	59.2	55.6	55.5	53.1	50.5	44.0	35.9	27.6	73.8	69.5	65.3	63.3	60.5	59.3	47.8	40.9
08/01/2017	09:40	56.1	52.9	50.7	48.6	48.0	43.6	34.4	26.8	69.3	63.6	57.2	61.6	61.0	59.1	51.0	43.7
08/01/2017	09:45	56.4	51.9	51.2	47.8	47.4	43.1	35.8	28.2	67.1	65.4	62.6	59.4	59.2	56.5	48.8	45.2
08/01/2017	09:50	55.5	51.9	50.7	48.1	47.2	43.1	36.9	28.1	66.4	62.7	58.7	58.5	54.5	52.1	53.1	42.1
08/01/2017	09:55	56.5	53.2	52.3	52.0	48.6	43.5	37.1	28.0	66.4	64.1	62.0	65.4	57.1	53.5	49.3	41.4
08/01/2017	10:00	58.1	56.4	53.9	50.6	48.4	43.4	36.8	27.7	68.7	68.2	64.3	64.9	56.0	52.2	48.7	37.5
08/01/2017	10:05	59.8	56.1	58.0	52.2	50.2	44.8	39.5	31.9	72.9	66.2	63.5	57.6	56.3	57.4	53.0	42.4
08/01/2017	10:10	57.1	54.5	57.6	52.2	50.6	44.6	38.8	32.1	70.3	65.3	62.3	60.5	54.6	53.4	51.5	45.0
08/01/2017	10:15	57.3	54.3	57.3	52.1	50.6	44.9	39.3	35.0	66.9	61.6	60.0	58.7	55.1	49.8	45.6	49.1
08/01/2017	10:20	58.0	54.0	57.1	52.0	53.3	49.8	40.1	31.5	67.5	61.4	60.6	57.7	71.4	67.8	52.1	41.4
08/01/2017	10:25	57.1	55.0	57.9	53.0	51.2	45.3	39.0	31.2	66.7	64.3	67.6	62.4	58.2	51.6	45.0	37.1
08/01/2017	10:30	57.0	54.2	56.8	51.6	50.4	45.0	39.0	31.1	65.2	60.5	60.6	61.6	62.9	60.4	54.4	43.7
08/01/2017	10:35	62.1	59.4	57.0	51.4	50.3	45.4	40.8	34.7	78.5	77.5	68.3	56.4	57.3	57.5	55.3	51.7
08/01/2017	10:40	58.5	55.1	56.6	52.3	51.1	46.3	40.3	32.2	72.7	66.7	65.1	61.3	60.5	57.4	55.7	41.6
08/01/2017	10:45	56.5	54.5	57.0	52.4	50.4	44.6	38.7	31.0	65.4	61.9	65.1	61.9	56.1	50.9	49.6	41.0
08/01/2017	10:50	57.2	54.9	56.2	51.4	50.3	45.0	39.0	31.2	67.6	67.3	62.0	54.9	57.5	54.6	46.3	41.2
08/01/2017	10:55	56.8	54.0	55.9	51.3	49.9	44.7	38.9	31.1	68.5	59.2	59.2	58.3	57.6	50.4	47.0	39.3
08/01/2017	11:00	59.7	55.7	56.1	51.7	50.5	44.9	39.1	32.0	71.7	65.7	63.9	58.1	56.2	51.7	47.4	39.8
08/01/2017	11:05	58.0	53.9	55.3	51.3	50.2	44.9	39.2	31.8	73.5	66.9	61.7	57.2	57.3	54.7	52.2	39.7
08/01/2017	11:10	56.9															

This appendix provides an explanation of some of the acoustics terms used in this report.

	The human ear does not sense all frequencies of sound equally. Our sensitivity is at a maximum at around 2 kHz and steadily decreases above and below. Below 20 Hz and above about 20 kHz we can't hear at all.
A-weighting L_A or L_{pA} , L_{WA}	Within its operating limits a precision measurement microphone measures all frequencies the same so the output it produces does not reflect what we would actually hear. The A-weighting is an electronic filter that matches the response of a sound level meter to that of the human ear. When A-weighted the Sound Pressure Level L_p becomes L_{pA} (or L_A) and the Sound Power Level L_W becomes L_{WA} .
L_p	The instantaneous sound pressure level (L_p)
L_{pA} (or L_A)	The A-weighted instantaneous sound pressure level (L_{pA} or L_A)
	This is the root mean square size of the pressure fluctuations in the air. This level can fluctuate wildly even for seemingly steady sounds. To make sound level meters easier to read the values on the display are smoothed or damped out. This is effectively done by taking a rolling average of the previous 0.125 s (FAST time constant) or the previous 1 s (SLOW time constant).
L_{AF} , L_{AS}	The letters F or S are added to the subscripts in the notation to indicate when the FAST or SLOW time constant has been used. These are often omitted but it is good practice to include them.
L_{max}	The maximum instantaneous sound pressure level (L_{max}),
L_{Amax}	The A-weighted maximum instantaneous sound pressure level (L_{Amax})
L_{AFmax}	The A-weighted maximum instantaneous sound pressure level with a FAST time constant (L_{AFmax}).
L_{min} , L_{Fmin}	The opposite of the L_{max} is the minimum instantaneous sound pressure level or L_{min} etc. It is good practice to include the letter which identifies the time constant used as this can make a significant difference to the value.
$L_{N,T}$	The percentage exceedence sound pressure level ($L_{N,T}$),
$L_{AN,T}$, $L_{AFN,T}$ N = %age value, 0-100 T = measurement time eg. L_{A90} , L_{A10} , L_{AF90} , 5 min	The A-weighted percentage exceedence sound pressure level ($L_{AN,T}$), the A-weighted percentage exceedence sound pressure level with a FAST time constant ($L_{AFN,T}$). This is the sound pressure level exceeded for $N\%$ of time period T . eg. If an A-weighted level of x dB is exceeded for a total of 6 minutes within one hour, the level will have been above x dB for 10% of the measurement period. This is written as $L_{A10,1hr} = x$ dB. L_{A0} (the level exceeded for 0 % of the time) is equivalent to the L_{Amax} and L_{A100} (the level exceeded for 100 % of the time) is equivalent to the L_{Amin} . It is good practice to include the letter which identifies the time constant used as this can make a significant difference to the value.
$L_{eq,T}$	The equivalent continuous sound pressure level over period T ($L_{eq,T}$),
$L_{Aeq,T}$ T = measurement time eg. $L_{Aeq,5min}$	The A-weighted equivalent continuous sound pressure level over period T ($L_{Aeq,T}$). This is effectively the average sound pressure level over a given period. As the decibel is a logarithmic quantity the L_{eq} is not a simple arithmetic mean value. The L_{eq} is calculated from the raw sound pressure data. It is not appropriate to include a reference to the FAST and SLOW time constants in the notation

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FEVER AND BOUTIQUE EPSOM - HEARING 25 APRIL 2017

FEVER EVIDENCE

APPENDIX A

Fever Group Company Brochure	A1 - A12
Police Report 17 March	A13
Fever and Boutique Operational Manual	A14 - A77
Photos of Fever and Boutique Epsom	A78 - A97

THE FEVER BARS COMPANY CONSISTS OF
THREE CORE BRANDS.

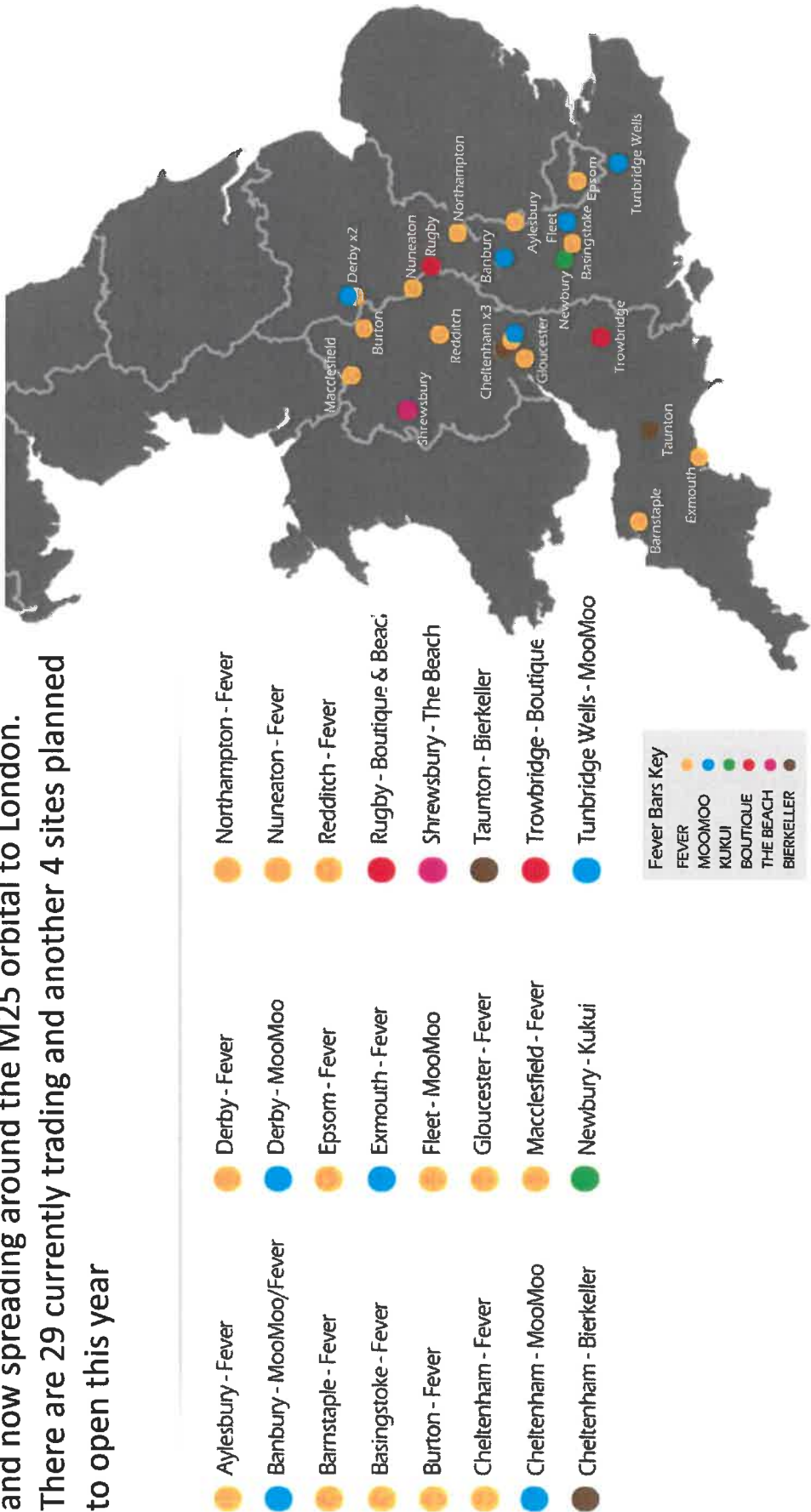
FEVER & *BOUTIQUE*



mpompo

OUR LOCATIONS NATIONWIDE

The Fever Bars venues span the length and width of England. From as high as Cheshire to as low as Devon and now spreading around the M25 orbital to London. There are 29 currently trading and another 4 sites planned to open this year



The Fever Bars company has been built up over 9 years by a very experienced management team. With three core brands we offer a range of diversity which enables us to provide a towns nightlife with the element it's missing. These brands are as follow..

- FEVER & BOUTIQUE**
- MOOMOO CLUBROOMS**
- THE BIERKELLER**

FEVER & BOUTIQUE

Our Fever & Boutique venues can be anything from 250 -700 in capacity. These sites are geared up with a fantastic retro discotheque playing all the best pop and party favourites, a lavish modern room playing all the latest anthems and a third area acting as our smoking solution. They offer plenty of VIP booths.

MOOMOO CLUBROOMS

The MooMoo brand is our powerful triple scene nightclub. Larger in size than the others and boasting three different DJ's, stadium sound, amazing lighting and that full clubbing experience. With VIP hosts and fantastic booths to reserve, these venues never fail to disappoint.

THE BIERKELLER

This is an Bavarian experience not to be missed! With seven days of trade, live Oompah dancers, traditional Bavarian waitresses, benches to dance on and steins filled from a massive choice of 80 world beers. This is the perfect location for works parties and people celebrating special occasions as our live entertainment never fails to entertain.

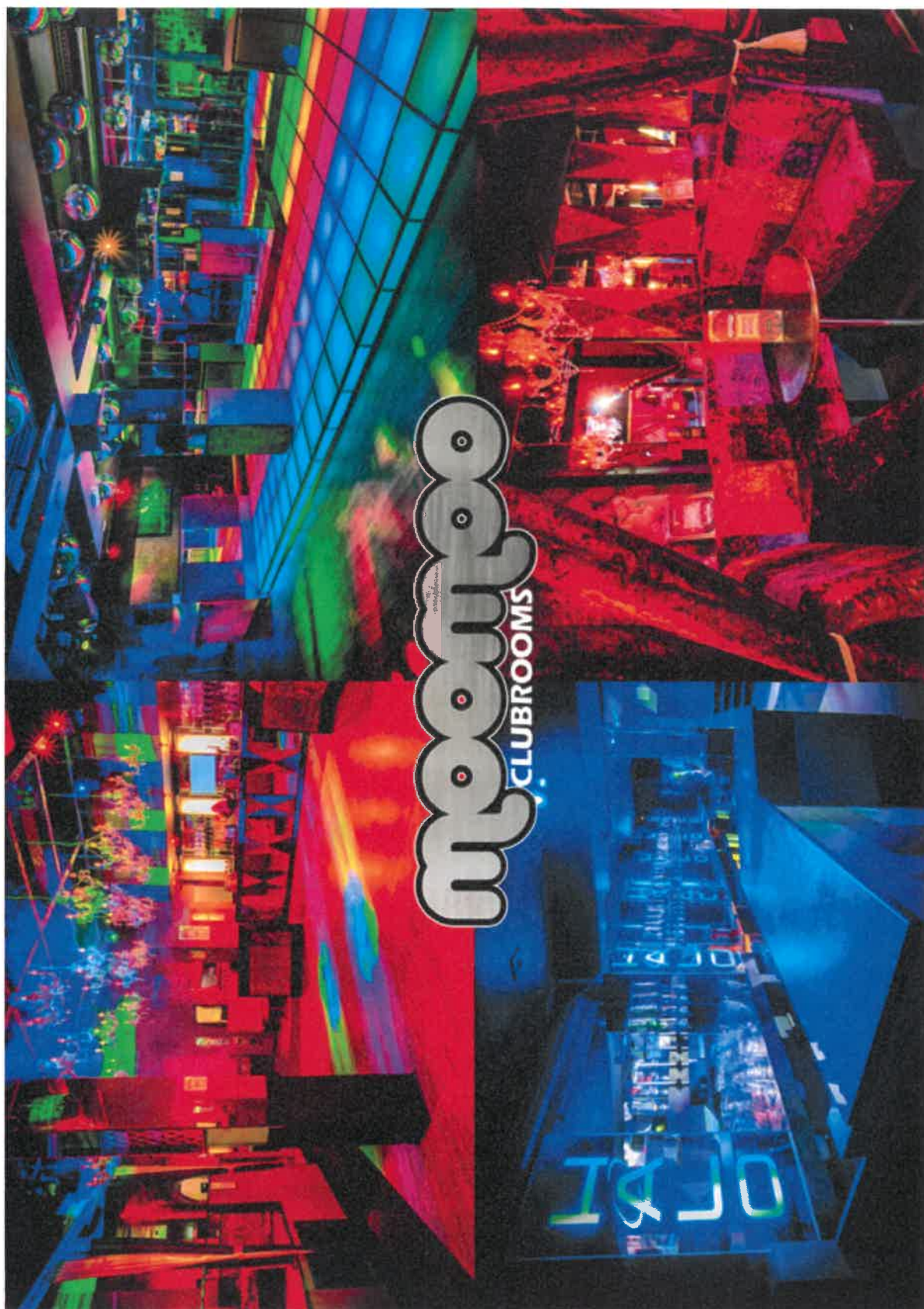
A RETRO DISCOTHEQUE & LAVISH MODERN ROOM



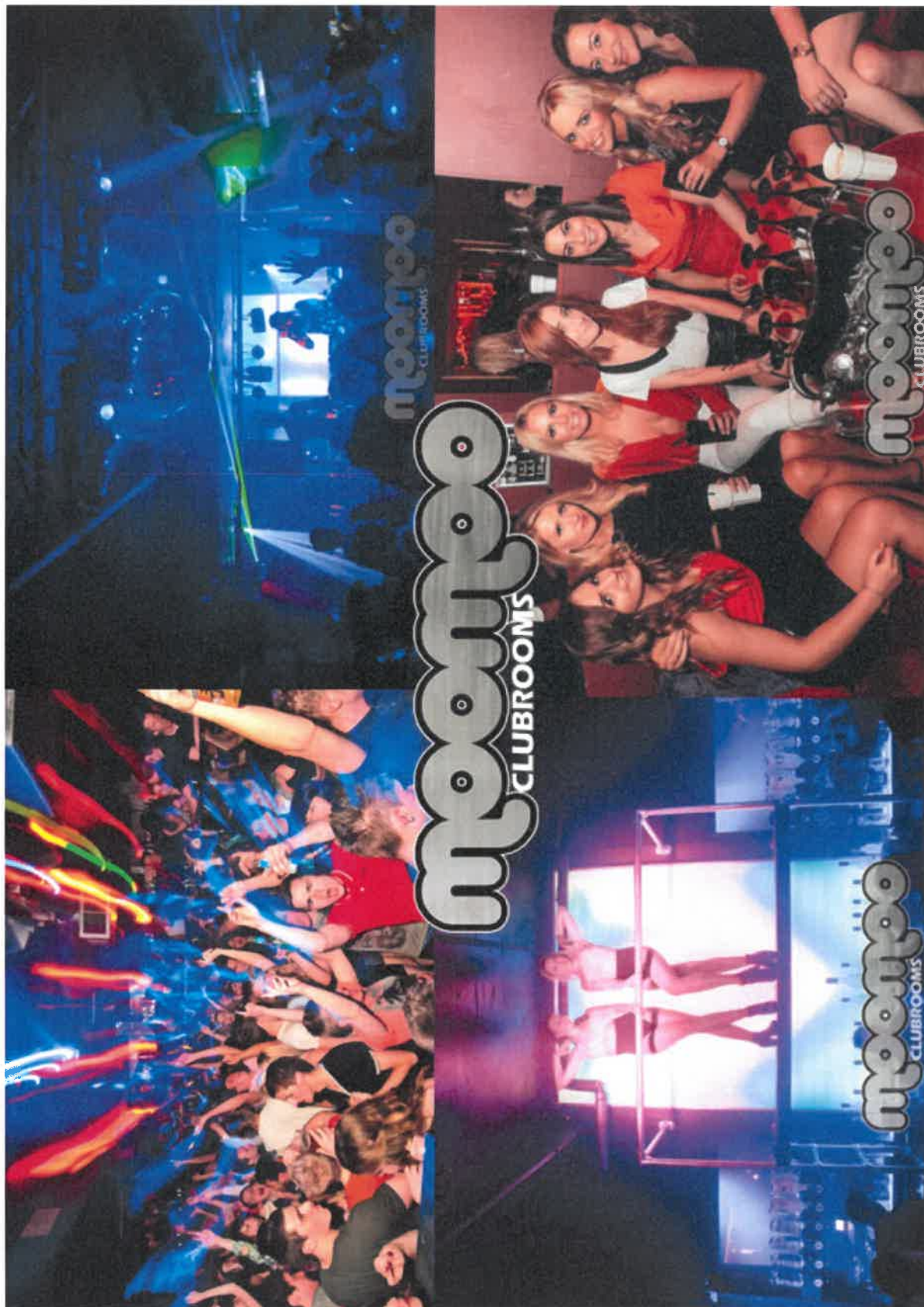
WE ARE FAMOUS FOR FUN NIGHTS WITH FRIENDS



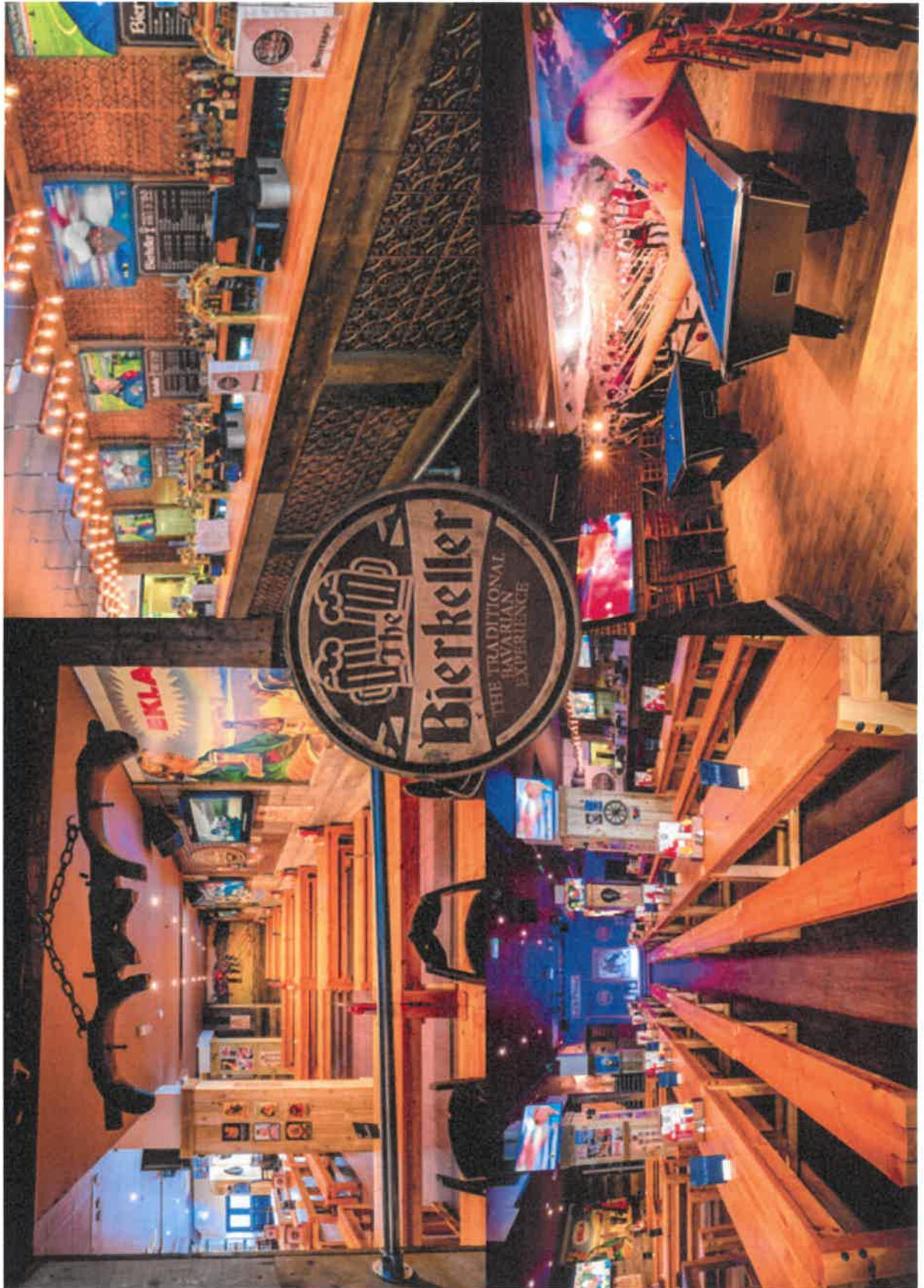
OUR FANTASTIC TRIPLE SCENE NIGHTCLUB BRAND



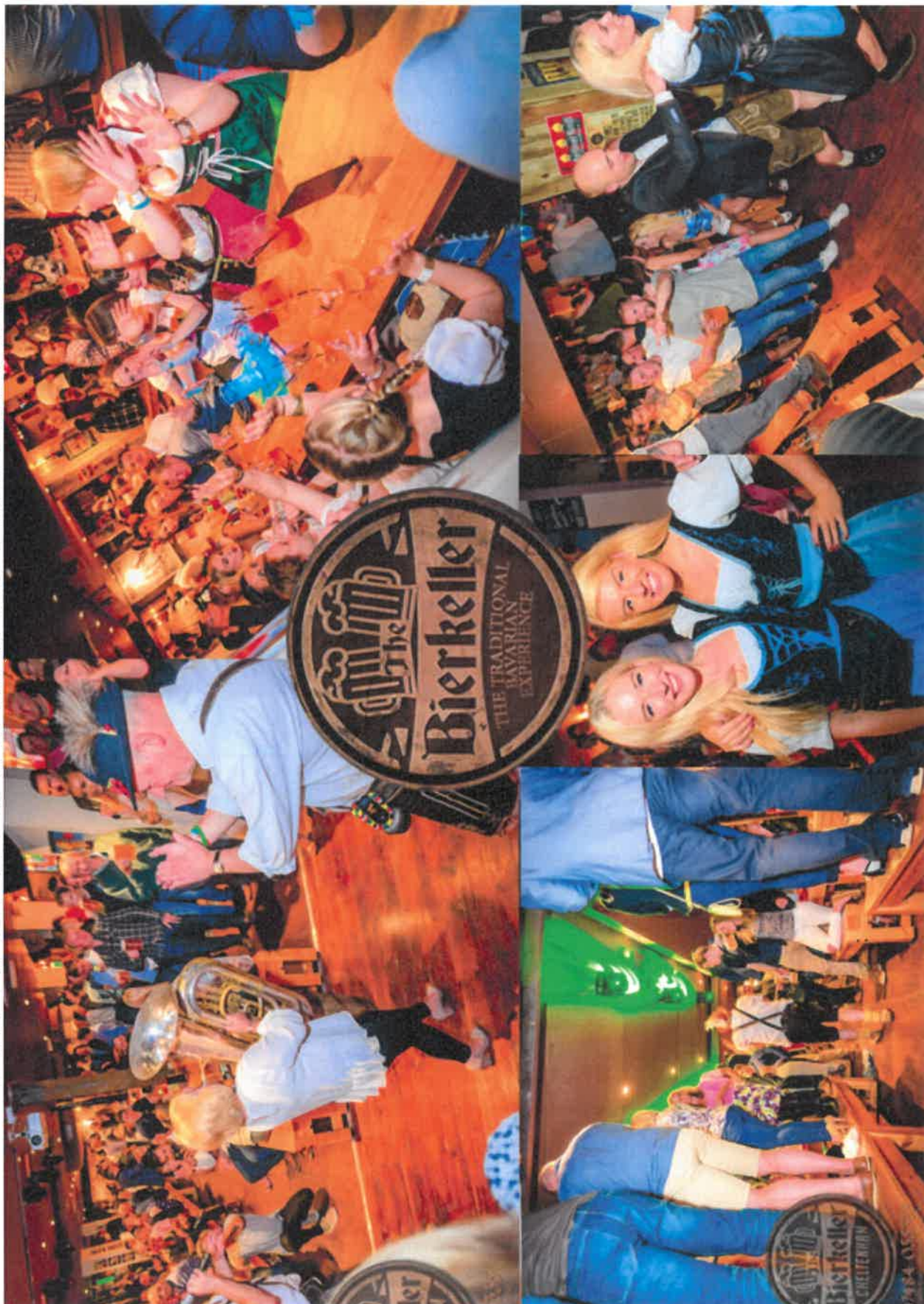
THE ULTIMATE CLUBBING EXPERIENCE



OUR BAVARIAN THEMED KELLER'S



THE FULL BAVARIAN EXPERIENCE



How do we market our venues?

- We create launch campaigns which include direct mail outs, newspaper campaigns, eflyers, local radio advertising, social media forums and good old shoe leather. We believe face to face interaction is key.
- Data is stored through websites, booth bookings, parties, internal Wi-Fi boxes and social sites to ensure that we are in contact with our customers.
- We make a careful analysis of trading patterns, website statistics and social media responses to make sure we are offering the right product, fun nights and safe environments for all our customers.

At Fever Bars we believe that the customer should be treated like royalty. We endeavour to give our customers the perfect journey, a fun but safe night with friends and an experience to remember. It doesn't matter which venue or which town, this is mandatory.

From: "Arthur, Tom 2617" <Tom.Arthur@surrey.pnn.police.uk>

Date: Thursday, 23 March 2017 at 14:52

To: Andy Thornton <andyt@feverbars.com>

Subject: RE: Licensing visit Friday 17th March

AGENDA ITEM 2
ANNEXE 12

A13

Andy

During the Licensed Visit early Saturday 18th March the following areas were looked at

Person in charge

Capacity at the time

Number of door staff working, their names and their badge numbers along with expiry dates of their badges

All door staff are to wear high visibility orange or yellow reflective jackets or waistcoats inside and outside the premises

Check that CCTV is working and that it is showing the correct date and time

Check for intoxicated persons

Check for underage persons

Check that id scan is working and how many persons have been refused entry that evening

Check whether the current Epsom pub watch banned list has been recorded on the id scan and if so whether any have tried to gain entry during the last few weeks

Observe how on closing , patrons leave and if their dispersal appears managed by door staff, with some description of what observed.

Any use of Glass in the Club instead of Polycarbonate containers

All Toilets in the Club were checked

All areas were checked and found to be satisfactory and acceptable by the officers carrying out the check

Comments made

"I find the door staff and the DPS are proactive in their approach to dispersing the patrons"

"The door staff were a great help dealing with a lot of the disorder with no police assistance"

"I observed the door staff acting professionally at all times. They did not use any unlawful or unnecessary restraint on anyone that I observed them dealing with. They acted proactively in dealing with the pockets of disorder often breaking arguments up and making sure parties went separate ways into taxi's."

"The number of door staff outside the club increased as the number of patrons outside increased. They assisted us and took the lead in dispersing the crowds"

"each toilet was in a relatively clean and presentable state"

Concerns were raised around the introduction of Uber in the town , the fact that people hang around waiting for the Taxis and the need for a pick up point.

Regards

Tom

Pc 2617 Tom Arthur

Epsom & Ewell

neighbourhood Team

East Surrey

Ext 01483 631107

Mobile 07720044226

PO Box 101 Guildford Surrey GU19PE



5-9 Spread Eagle Shopping Mall
Epsom, Surrey
KT19 8DN

Operational Manual

LICENSING POLICIES & PROCEDURES

[06.04.2017]



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1. Introduction

The aim and purpose of this manual is to promote the Four Licensing Objectives:-

- The Prevention of Crime & Disorder
- Public Safety
- The Prevention of Public Nuisance
- The Protection of Children From Harm

The manual sets out Fever & Boutique's minimum operating standards and the policies and procedures to be followed by all staff.

The manual will be reviewed regularly to ensure any changes at Fever & Boutique or to licensing laws are addressed.

The policies and procedures contained within the manual will be incorporated into staff induction and training sessions.



2. Terms of Entry

The aim of this policy is to prevent problems inside Fever & Boutique by ensuring that the highest standards are in place when vetting guests prior to them entering.

It is very important that there is a consistent standard and approach to whom is allowed on the premises.

The following controls on entry will be implemented by managers, door hosts and security at the entrance on any days when licensable activities are being provided.

The following persons will be refused entry:-

1. Any persons deemed by management or security to be under the influence of alcohol or illegal substances
2. Any persons carrying or thought to be carrying any form of offensive weapon
3. Any person who refuses to be searched when asked
4. Any person who refuses to provide ID when asked
5. Any persons not in keeping with the dress code, set out below
6. Any persons, who are known to have been involved in any criminal activities either within or in the areas surrounding Fever & Boutique
7. Any ex-employees of the business, whose employment was terminated by the company
8. Large single sex groups
9. Any person who is under the age of 18 on any day where the premises will be open for licensable activities.

Fever & Boutique retains the right to search customers as a condition of entry to ensure the safety of both customers and staff

Guest Dress Code

Smart casual dress, no trainers

No males wearing hoodies. If customers are wearing caps, these are to be removed on entry.

Management reserve the right of entry. Being on a guest list, or having a reservation, does not guarantee entry.



3. Young People

The aim of this policy is to protect children from harm, prevent breaches of Premises Licence conditions and to prevent underage entry to Fever & Boutique.

All serving staff will receive regular training (at minimum intervals of no less than 6 months) on age identification and verification. It is imperative that staff understand the restrictions under the Licensing Act 2003 and ways to identify underage persons and prevent sales of alcohol to them.

It should be noted that the premises has a no under 18's policy. However, it is important for serving staff to be generally aware of the provisions of the Licensing Act 2003 in relation to young persons.

Provisions of the Licensing Act 2003

Children under 16; cannot be allowed on licensed premises that are solely or primarily for the sale of alcohol unless accompanied by someone over 18 years old (premises offering entertainment or food would not necessarily be considered in this category).

It is unlawful under the Act to allow unaccompanied children aged less than 16 years into the premises between midnight and 5 a.m. where alcohol is supplied for consumption on the premises

16 and 17 years olds; can have beer, wine or cider with a table meal as long as someone over 18 years old accompanies them & purchases the drink for them

Under 18 year olds

- Cannot purchase alcohol
- Cannot knowingly consume alcohol (unaccompanied – see above)

Under 18 year olds

- Cannot sell alcohol unsupervised

Over 18 year olds

- Cannot send an under 18 to purchase alcohol
- Cannot purchase alcohol for an under 18 unless they are 16 or 17 and eating a meal at a table
- Cannot allow the unsupervised sale of alcohol by someone under 18

Offences under the Licensing Act 2003

There are numerous offences involving the sale of alcohol to children:



A person commits an offence under section 146 if he sells alcohol to a child under 18. A club commits an offence under section 146(2) if alcohol is supplied by it or on its behalf to, or to the order of, a member of the club who is under 18.

A person charged with an offence by reason of his own conduct has the same defence as is available in respect of a section 145 charge, that the person charged had no reason to suspect that the individual was under 16; and a person charged because of the act or default of another has a due diligence defence available.

Under section 147 it is also an offence to knowingly allow the sale of alcohol, on relevant premises, to a child under 18. Here, the offence would not be committed if the child unwittingly consumed a spiked drink.

A person guilty of an offence under this section is liable on summary conviction to a fine not exceeding level 5 (£5,000) on the standard scale.

Mandatory Conditions

Every Premises Licence that authorises sales of alcohol is subject to a mandatory condition requiring an age verification policy.

(1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either (a) a holographic mark, or (b) an ultraviolet feature.

Venue Specific Conditions

Fever & Boutique is also subject to specific age related conditions.

If the system used for identification scanning should not be working, then the premises will operate a challenge 25 policy whereby any person attempting to buy alcohol appears to be under 25 will be asked for photographic ID to prove their age. The recommended forms of ID that will be accepted will be passports, driving licences with a photograph, photographic military ID or proof of age cards bearing the PASS mark hologram. The list of approved forms of ID may be amended or revised with the prior written agreement of police and the Licensing Authority, without the need to amend the Licence or conditions attached to it.

A Challenge 21 policy shall be implemented and only photographic identification such as passport, driving licence or citizen cards bearing the PASS hologram shall be accepted. If an individual is unable to provide such identification then they shall not be served with any alcoholic beverage. Posters shall be displayed confirming this policy.



Training shall be given to all persons involved in the sale of alcohol regarding offences under the Licensing Act 2003 and acceptable forms of ID (photo driving licence, passport or PASS scheme card) and the challenge 21 policy. Written records shall be kept of all training that is carried out, such records shall include details of the names of staff trained including their signature, and a summary of the training matters covered in the training. Training records will be kept on site for a minimum of two years and shall be available for inspection on demand by police and local authority officers.

The following procedures will be implemented by managers and security at the entrance and by serving staff at the point of sale.

1. The premises operates a strict 'Challenge 25' policy where any guest appearing under 25 years of age will be required to provide proof of age
2. Fever & Boutique does not allow under 18 year olds on the premises when they are open and providing licensable activities.
3. This policy is enforced at the entrance by security and managers
4. Only international passports, UK driving licences (or other driving licences, such as EU, with a photo), military card or any PASS approved proof of age card will be accepted as proof of age
5. When checking ID staff will:-
 - Check the 3D effect hologram is not stuck on
 - Check photo to ensure it is the correct person
 - Check date of birth
 - Check ID for any tampering
 - If unsure of the persons age refuse service / entry
6. IDs will be electronically scanned using an identity scanning machine.
7. **IF A GUEST CANNOT PROVIDE SATISFACTORY PROOF OF AGE, ENTRY WILL BE DENIED AND THEY WILL BE REMINDED TO BRING PROOF OF AGE IN FUTURE**
8. There will be clear and prominent signage displayed at the entrance advising guests of the age policy and that "if you look under 25 you will be asked to prove you are 18"
9. The age policy will be displayed on the premises' website and any promotional material
10. The premises will keep a written record each night of guests who are refused entry or service at the bar due to their age



CHALLENGE 25 POLICY

- Any person who appears to a server/seller of alcohol to be under the age of 25 shall be challenged to produce an acceptable form of ID unless the server/seller knows them to be over the age of 18.
- The server/seller shall make clear eye contact and shall assess the person's
 - Appearance
 - Behaviour
 - Physical attributes
- Where the seller/server believes the person to be under 25 (unless they know the person is of legal age) then they shall challenge the person to produce acceptable identification
- Where no acceptable form of identification can be produced then the sale of alcohol shall be refused
- The seller/server shall involve a manager if required



4. Search and Seizure

The aim of this policy is to prevent prohibited items being brought into Fever & Boutique. For the purposes of this policy, prohibited items are considered to be the following:

- Weapons
- Non-prescription drugs
- Alcohol

The following procedures will be implemented by managers and security at the entrance.

1. All persons entering may be subject to a search at any time.
2. Signage will be prominently placed at the entrance and queuing area stating:
The premises operates a search policy. All persons entering Fever & Boutique may be subject to a search of outer clothing and personal belongings. This is a condition of entry. Those unwilling to be searched will be refused admittance. Any illegal drugs or weapons will be seized and the police notified. By order of the management.
3. Searching will consist of a physical pat down search and guests may be asked to empty their pockets.
4. Bags may be opened and searched.
5. All searches of customers will take place in a well-lit area clearly covered by CCTV.
6. Searches will take place prior to any entrance fee payment.
7. All searches will be same sex, i.e male security to search male guests and female security to search female guests.
8. Guests may be searched on entry and re-entry.
9. Guests may be asked to be searched once inside the venue.

In addition please be aware that all Managers and/or door supervisors are instructed to call the Police in any case where a weapon or drug dealing is involved or suspected.

In the event of seizure of a weapon or drugs:

- Ensure the process is witnessed.
- Confiscate the item found.
- Record and log details of drugs found in the drugs / weapons register.
- Place drugs in a sealed evidence bag (provided by police) or sealed envelope which is signed across the seal.
- Drugs should then be placed in the drop safe
- Place knives or sharp objects in a weapons tube (provided by police) or suitable, safe, container.
- Call police on the non-emergency number (101) and inform them of seizure.



- In the event of a large quantity of drugs or a weapon being found, call the police immediately. Where possible the suspect should be detained (subject to the safety of staff).

Drug Seizures

An entry will be made in the drugs register for every seizure. The process will be witnessed. The register will contain the following information.

1. Date / time item found
2. Where found
3. Details of person finding and any witnesses
4. Description of item
5. Seal number of property evidence bag (if applicable)
6. Any action taken (e.g. person detained, police called)
7. Signature of person seizing
8. Signature of manager
9. Details of person searched (if available)



5. Preventing & Dealing with Intoxication

The aim of this policy is to prevent guests becoming intoxicated and, if so identified, dealing with them in an effective and appropriate manner.

All serving staff will receive regular training (at a minimum intervals of no less than every 6 months) on preventing, identifying and dealing with intoxication and their responsibilities under the Licensing Act 2003.

It is an offence under the Licensing Act 2003 to knowingly sell to (or obtain alcohol for) a drunk person. It is also an offence for a drunk and disorderly person to fail to leave a licensed premises when asked by a police officer or the person in charge of the premises.

Procedures

1. Security and management to regularly patrol venue, monitoring customer behaviour
2. Any member of staff who believes a customer is intoxicated will inform a member of management and/or security team
3. Anyone appearing intoxicated must be escorted outside to get air
4. The person will be informed clearly why they have been approached
5. Drinking water will be provided to any person believed to be intoxicated
6. A manager or the head of the security team must be present at all walkouts
7. The guest will be walked out through the main entrance unless there is a good reason to do otherwise; e.g. aggression with another group
8. Security and management on the door must be informed to ensure the person does not regain entry to the venue without the consent of the manager or head of security
9. Any person wanting to gain re-entry must see the manager or head of security who will make a decision whether the person is fit to re-enter the venue
10. If yes, this will be communicated to all security and managers that the person is now back in the venue
11. If the person is escorted out Fever & Boutique a second time, they will not be allowed to re-enter
12. All walk outs will be recorded in the ejections log
13. The guest's welfare will be considered at all times and the Guest Welfare Policy followed
14. Advice on local transport options will be given
15. If required, taxis should be arranged to ensure the person arrives home safely
16. Where necessary, the expense of the taxi will be met by premises
17. Staff will understand that some illnesses can have symptoms which may make a person appear intoxicated.



Staff Training

Identification

Servers are not expected to know a customer's blood alcohol content (BAC) but they are expected to recognise the signs of visible intoxication. Staff will be taught to identify four main areas using a system known as SAAB.

1. Speech
2. Appearance
3. Attitude
4. Behaviour

There are more than 50 indicators within these four areas. If a person shows one or two of these signs that does not necessarily mean the person is intoxicated. But a combination of some of these and a sudden change in behaviour could be a strong indication that a person is intoxicated.

If a member of staff is not sure they should not serve the person and consult a manager.

Intervention and Refusing Service

Staff have the right to refuse alcohol service to anyone as long as they don't violate anti-discrimination laws. Management commitment is essential to create a supportive environment that encourages responsible employee practices.

Owners and managers have an obligation to support their servers' efforts to obey the law. The best way to do that is to establish policies that promote responsible alcohol service.

At some point all serving staff will be faced with a decision about refusing to serve alcohol to a patron. Whether this decision is based on legal or safety requirements, it is important we deliver a consistent message that all patrons understand.

Intervention is the plan of action for a server that:

- Prevents a customer from drinking to intoxication
- Prevents minors from drinking

It is the servers' plan for bringing together legal and professional duties. Staff will show a professional attitude and approach when refusing service and will be instructed to:

Intervene early – don't let a problem develop

If possible, obtain agreement from a supervisor and notify security, if available, before speaking to the patron.

Be courteous & concerned - People are cooperative when being treated respectfully

Be tactful – Try not to accuse a guest of being intoxicated. Simply say you cannot serve them alcohol at this time

Be firm – remain calm & don't back down. Don't allow the customer to talk you out of your decision. If necessary ask for assistance from a manager or another employee

Be confident - This convinces people you know what you are doing

Be discreet - Try not embarrass the customer in front of others.



All serving staff will:

- Smile, make eye contact, and take your time checking ID
- Chat with customers to determine their status.
- Watch for signs of visible intoxication (speech, attitude, appearance, behaviour)
- Wait until a customer finishes a drink before offering another.
- Check with co-workers if they have served the customer.
- Slow service to a customer who is drinking rapidly.
- Offer water, coffee, or other non-alcoholic spacers between drinks.
- When you refusing service, inform their manager and co-workers.
- Take a manager or security with you when you have to refuse service or pull a drink.
- Use peer pressure when appropriate by asking for support from the customer's friends.
- Replace a pulled drink with something else: coffee, water, food.
- Make a record of refusal of service, especially those involving threats or aggression.

Staff will also be taught to use 'intervention Scripts'

Avoiding "you" statements - Using "I" statements

Not to: bargain; debate; get defensive; or give lengthy explanations.

To focus on the law and the consequences you face

"I'm not able to bring you another drink tonight. I could get into trouble with the authorities and we could lose our Licence if I serve you more alcohol. How about I bring you a cup of coffee."

"Our company policy doesn't allow me to serve you any more alcohol. We could get into trouble with licensing and lose our premises license. I'll bring you some water."

"Listen, I could get fired if I serve you another drink. The police could fine the business and me, and I could lose my job. I'll bring you a water or a cup of coffee instead."

To focus on the customer's well-being

"Look, I'm concerned about your safety. I want to be sure you get home okay tonight. Why don't I bring you a glass of water or a cup of coffee?"

"Legally, I'm not allowed to serve you another drink. This glass of water will help you avoid getting a hangover tomorrow."

Don'ts of service refusal

- Don't call your patron a 'drunk' - warn them politely that their behaviour is unacceptable or inappropriate.
- Don't be persuaded to give them 'one last drink' after you have stated that they have had enough.



- Don't agree to let the person finish their drinks (it is an offence under the Liquor Act to allow a minor or unduly intoxicated or disorderly person to consume liquor on licensed premises).
- Don't raise your voice. If they raise theirs, lower yours.
- Don't put off refusal hoping that the patron will leave after the next drink - act while the patron can still be reasoned with.
- Don't judge other people.
- Don't think the matter is over because you have verbally addressed it.
- Don't tell them what to do or how to behave.
- If you need to involve a manager or security then do so

In addition, as part of your premises' due diligence regime, a record will be kept of all persons:

- a) refused entry to the premises
- b) any person refused service of alcohol
- c) any person assessed for intoxication
- d) any person asked to leave because of intoxication



6. Drugs

The aim of this policy is to prevent the use and/or supply of controlled (illegal) drugs.

The use of controlled drugs represents a health and safety risk to our guests and staff. We are committed to providing a drug free environment for the benefit of all our customers and employees.

This policy sets out how we intend to meet this commitment through the following three main aims:

- Prevention of drug use on the premises;
- Prevention of drug dealing on the premises;
- Safe guarding those that have taken drugs.

Policy Awareness

Staff

All new members of staff are required to read and sign this policy as part of their induction. A copy of this policy, endorsed with a manager's signature, is kept on each staff member's file. Staff members have a responsibility to seek clarification on any points of this policy they do not understand.

Staff can expect to receive drug awareness training on a regular basis.

All staff will be made aware of any changes to this policy.

Management

In addition we will endeavour to ensure that all members of management attend formal drug awareness training, such as the BII Drug Awareness course.

Managers/supervisors have a role to ensure that all staff under their control are familiar with this policy and attend refresher training as appropriate.

Guests

Customers and other visitors to our premises shall be made aware of our expectations in regard to this policy in a number of ways:

- Appropriately sited notices (see appendix 3).
- Implementation of a search policy on occasions where a drug related risk is identified (see separate search policy document).
- Staff adopting a zero tolerance to use of controlled drugs on the premises.

Policy Implementation

Staff

The possession, supply, and distribution of controlled drugs is absolutely prohibited on this premises. This includes inside the building and surrounding land such as outside seating areas and smoking areas.

Staff will receive training on the following:

1. The relevant laws controlling the use and supply of drugs. Please refer to Appendix 1.



2. The types and effects of the common controlled drugs, including signs of misuse. Please refer to Appendix 2.

3. The measures taken to prevent the use and dealing of the common controlled drugs.

If a staff member suspects that controlled drugs are being taken or distributed by employees or customers, they must inform a manager immediately. Any information given will be treated in the strictest confidence.

In connection with the supply or consumption of controlled drugs, staff must:

- Remain vigilant at all times during the performance of their duties. This includes being mindful of individuals showing signs of drug use, evidence of drug paraphernalia, knowledge of high risk areas such as toilets, corridors and secluded areas, overheard conversations involving drug references and suspicious behaviour.
- Notify a manager if they suspect that any person is using, dealing or attempting to deal in drugs on the premises (whether such person is a customer or an employee of the company).
- Fully support the company in its drugs policy.
- Report to a manager any drugs or suspected drugs which the employee may find in the premises at any time. Ideally suspected drugs should only be handled with appropriate personal protective equipment. For example, puncture resistance gloves should be worn to handle needles to avoid needle stick injury and appropriate gloves worn to prevent any skin to drug contact.
- Any suspected drugs found on the premises should not be left unattended if at all possible.
- Staff shall not attempt to purchase any illegal substances as a means of trying to trap someone who they suspect is dealing – this is illegal

All staff are expected to fully cooperate with the authorities in any investigations arising from the use, or suspected use, of controlled drugs associated with this premises.

Please note that anyone in breach of the above points will be disciplined as per guidelines in the employee policy.

Managers

If you are concerned in the management of the premises and are made aware of the use or attempted use of controlled drugs, whether for personal consumption or supply to others, then you have a legal obligation to take action. If you do not take action to prevent the activity it is likely that you are committing an offence.

In the event of discovering the personal use of controlled drugs:

- The person(s) concerned should be informed that the premises operates a zero tolerance to the use of controlled drugs.
- If practical any controlled drugs should be seized.



- The person(s) concerned should either be warned or instructed to leave the premises depending on the circumstances.
- A written record made of the incident, including a description of the drugs involved and steps taken to prevent the drug use.

Managers are instructed to involve the Police in any case where drug dealing is involved or suspected.

In the event of seizure of drugs:

- Ensure the process is witnessed, ideally by security or another member of staff.
- Confiscate any drugs found, if safe to do so.
- Record and log details of drugs found in the drug register (see Appendix 5).
- Place drugs in sealed bags (provided by police) or a sealed envelope (signed and dated across the seal) and place in drop safe.
- Call police on the non-emergency number (101) and inform them of seizure in accordance with local police procedure. Make sure a CAD number is taken and added to the entry in the drugs register (see appendix 4).
- In the event of a large quantity of drugs being found, call the police (999) immediately.
- If drug seizure captured on CCTV, secure backup of relevant footage.

Managers should ensure they are fully trained on the use of CCTV equipment (separate CCTV policy in place to ensure correct operation). They are required to familiarise themselves with locations of cameras, and any potential "dark" spots.

Managers should be familiar with local police protocols on the seizure and holding of controlled drugs.

In certain instances it may be necessary to implement the crime scene preservation policy, for example, if there is a suspected overdose or a large quantity of controlled drug is discovered.

Door Supervisors

Well trained, professional, SIA (Security Industry Authority) registered door supervisors are employed at the venue. Their duties include monitoring those entering and using the premises, checking toilets, and monitoring those leaving who showing signs of drug misuse. Registered door supervisors must undergo drug awareness training as part of the registration process.

A door supervisor log is maintained and endorsed by management to ensure all security staff are appropriately registered.

Toilet Attendants

On occasions where toilet attendants are employed their duties include:



- Reporting instances of suspected drug use or dealing to a duty manager. This may include those who spend unusually long periods in a cubicle, overheard conversations and evidence of drugs paraphernalia such as needles, wraps, powder, etc.
- Being vigilant about those that may have taken drugs, particularly those that may be in distress, and report to management.

In addition managers and security are required to carry out regular toilet checks.

Safe guarding those that have taken drugs

We ensure that we have sufficient first aiders on duty who have been trained to recognise and respond to common drug induced problems.

A guest welfare area is located outside the premises in Spread Eagle Walk. This is a supervised quiet and safe place where free bottles of drinking water are provided.

Anyone suspected of suffering ill effects of drugs will be encouraged to stay on the premises where they can be closely monitored. The attending first aider will make an assessment whether to call an ambulance. In cases where no further medical intervention is considered necessary, management will ensure appropriate steps are taken to ensure the person is delivered to a safe environment.

Staff are made aware of the potential risk of drink spiking. In recent years there has been an increase in reports of "Drug Facilitated Sexual Assault". Typically the victim has a drug, such as Rohypnol or GHB surreptitiously placed in their drink. Once the drug has taken effect the victim is often powerless to prevent assault. Staff should be vigilant about:

- Unattended drinks. Any unattended drinks should be kept behind the bar for safe keeping.
- Customers displaying signs of "accelerated" intoxication.
- Suspicious behaviour, associated with a DFSA scenario.

Staff should report any instances of suspected drink spiking to a manager.



Employee Declaration

**I confirm that I have read this drug policy, received appropriate training and I understand it is my responsibility to ask questions on any points I do not understand.
I understand that failure on my part to comply with this policy may lead to disciplinary proceedings against me.**

Name of employee: _____

Signature of employee: _____ **Date:** _____

Name of manager: _____

Manager's signature: _____ **Date:** _____



Appendix 1 – Relevant Drug Laws

The **Misuse of Drugs Act 1971** is the main piece of legislation covering drugs and their categorisation. The following table sets out a summary of the potential penalties for possession and dealing controlled drugs:

		Possession:	Dealing:
Class A	Ecstasy, LSD, heroin, cocaine, crack, magic mushrooms, amphetamines (if prepared for injection).	Up to seven years in prison or an unlimited fine or both.	Up to life in prison or an unlimited fine or both.
Class B	Amphetamines, Cannabis, Methylphenidate (Ritalin), Pholcodine.	Up to five years in prison or an unlimited fine or both.	Up to 14 years in prison or an unlimited fine or both.
Class C	Tranquilisers, some painkillers, Gamma hydroxybutyrate (GHB), Ketamine.	Up to two years in prison or an unlimited fine or both.	Up to 14 years in prison or an unlimited

Drug Seizure

Section 5, Misuse of Drugs Act 1971, allows for certain circumstances when a person may have legitimate reason for being in possession of controlled drugs:

“In any proceedings for an offence under subsection (2) above in which it is proved that the accused had a controlled drug in his possession, it shall be a defence for him to prove—

(a) that, knowing or suspecting it to be a controlled drug, he took possession of it for the purpose of preventing another from committing or continuing to commit an offence in connection with that drug and that as soon as possible after taking possession of it he took all such steps as were reasonably open to him to destroy the drug or to deliver it into the custody of a person lawfully entitled to take custody of it; or

(b) that, knowing or suspecting it to be a controlled drug, he took possession of it for the purpose of delivering it into the custody of a person lawfully entitled to take custody of it and that as soon as possible after taking possession of it he took all such steps as were reasonably open to him to deliver it into the custody of such a person”

Consequence of Allowing Drug Use

Section 8, Misuse of Drugs Act 1971.

“A person commits an offence if, being the occupier or concerned in the management of any premises, he knowingly* permits or suffers any of the following activities to take place on those premises, that is to say—

(a) producing or attempting to produce a controlled drug in contravention of section 4(1) of this Act;

(b) supplying or attempting to supply a controlled drug to another in contravention of section 4(1) of this Act, or offering to supply a controlled drug to another in contravention of section 4(1);

(c) preparing opium for smoking;



(d) smoking cannabis, cannabis resin or prepared opium.”

*knowingly includes reference to what you should know, i.e. it is not permissible to “turn a blind eye”. If you are concerned in the management of the premises and are made aware of the use or attempted use of controlled drugs you have a legal obligation to take action.

Licence Review

Under the **Licensing Act 2003** the Police may seek a review of a Premises Licence where they believe a licensed premises is connected with crime and disorder. Evidence of controlled drug use or dealing is considered a serious matter and therefore could potentially lead to a review of the Premises Licence. A review of the Premises Licence has serious consequences and could result in the Licence being revoked by the Local Authority.

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Appendix 2 Common drugs and their effects

Controlled drugs can be divided into three categories, depending on their likely effect: stimulants, depressants and hallucinogens.

Type	Example	Symptoms	Form
Stimulants	Ecstasy, Amphetamines, Cocaine, Herbal Highs	Hyperactivity Anxiety/Paranoia Teeth grinding Excess sweating Dilated pupils	Tablet Powder Rocks
Depressant	"G" GHB/GBL Heroin Codeine	Lethargy Vomiting Unresponsiveness Constricted pupils	Liquid Tablets Powder
Hallucinogens	LSD Ketamine Mushrooms	Hallucination Paranoia Aggression Anxiety	Paper Powder Liquid Tablet

Signs of Misuse

- Torn pieces of cardboard such as beer mats, cigarette and "Rizla" packets.
- Small packets of paper, pieces of foil, plastic packets and sweet wrappers.
- Use of tightly rolled bank notes.
- Syringes and spoons.
- Burnt foil.
- Powder traces, on surfaces and around the nose.
- Small bottles.

Signs of Drug Dealing

- A person receiving several visitors for short periods of time.
- Secretive exchanges of cash and packages.
- Conversation containing drug references.



Appendix 3 Drugs Signage

WARNING

**Fever & Boutique
Operates a Zero
Tolerance Drugs
Policy**

**Any Person Found in
Possession of Drugs Will
be Detained and the
Police Called
Immediately**

By Order of the Management

Appendix 4 - Drugs / Weapons Confiscation Form

DATE OF SEIZURE	LOCATION OF SEIZURE	REPORTED BY	DESCRIPTION OF DRUGS FOUND	NAME / DESCRIPTION OF OFFENDER	CONFISCATION BAG SERIAL NUMBER	DATE COLLECTED BY POLICE	NAME + NUMBER OF POLICE OFFICER COLLECTING	SIGNATURE OF POLICE OFFICER COLLECTING



7. Prevention & Intervention

The aim of this policy is to prevent or intervene in relation to serious incidents.

'Early Intervention is better than a cure'

Police regularly scrutinise events leading up to a serious incident. If a venue has not got the appropriate procedures and measures in place and this was a direct (or even indirect) cause of the incident (or escalation of an incident) then it is likely the police will take some form of remedial action. This could range from requiring appropriate measure to be implemented, or conditions being added to the Licence, for less serious incidents to more robust action that can include Review of the Premises Licence and even closure of the venue.

Prevention and intervention measures fall into three groups – policies and procedures, human resources and physical measures.

1. Comprehensive & Effective Policies & Procedures

- The Operational Manual details the premises policies and procedures, including:
 - Terms of Entry
 - Search and Seizure
 - Age Verification
 - Responsible Alcohol Sales
 - Drugs
 - Ejections
 - Security Positions – Specific Job Requirements
 - Violence & Aggression
 - Management of Outside / Dispersal
 - Smoking
 - Incident Reporting
 - Major Incidents
 - Crime Scene Preservation
 - Smoking
 - CCTV

2. Human Resources

- Staff Training
- Proactive Managers and Staff
- Staff Awareness and Vigilance
- Door Supervisors
- Toilet Attendants

3. Physical Measures

- Design of Premises – lines of sight etc.
- Access Controls
- Searching



- CCTV
- Good Premises Maintenance
- Polycarbonate Glassware
- Signage



8. Guest Welfare

The aim of this policy is to explain the importance of guest welfare and to present ways to provide for the welfare of our guests.

It is very important that the various risks that can affect the welfare of our guests is understood. You will also know the measures available to keep your guests safe.

There is a clear responsibility for operators to have a duty of care for their customers. Aside from this, the vast majority of businesses want their guests to have a good time in a safe environment.

There are various policies and procedures – both from a licensing and a health & safety perspective that address the welfare of guests inside the premises, e.g. risk assessments, first aiders, a responsible alcohol sales policy, door supervisors etc.

It is also important to consider the welfare of guests as they leave your premises. Ask the following questions:-

- Are they intoxicated?
- Are they vulnerable?

If they are, you should consider the following:-

- Do they have the means to get home safely? Should you offer to book a taxi (and even pay for it if necessary)
- Do they have their property? E.g. coat (especially if it is winter)
- Are they with their friends? Could you help them make contact?
- Do they need assistance? – Whether it be medical, a bottle of water or just onward travel advice
- Who is the right person to help them? If it is a female, consider a female member of staff or, if it is a more serious situation, the police or an ambulance (whichever is appropriate).

Vulnerable people, particularly through intoxication, are far more likely to become the victim of crime:-

- They are less aware of their property, and can become the victim of theft
- They are less aware of their surroundings and can become victims of assault, e.g. knocking into people, sitting at the wrong table, spilling drinks and prompting an aggressive response from other people.
- They are less aware of their surroundings and can become a victim of sexual assault



Vulnerable people, particularly through intoxication, are also far more likely to become the victim of an accident:-

- From slips, trips or a fall
- Road traffic accidents

Fever & Boutique provides a guest welfare area in Spread Eagle Walk (the shopping mall). This is a quiet, safe place where any guests who may be intoxicated or are unwell can sit until they recover and first aid can be provided if necessary. Free bottles of drinking water are available in this area.

All guests are also offered free bottles of drinking water as they leave the premises.

Premises Licence conditions:

Any person within the venue who appears intoxicated or who is behaving disorderly will be given care and consideration in leaving the venue.

A person trained in first aid will be at the venue who will have received training in problems associated with alcohol and drug misuse.

Our guests' safety and welfare is of paramount importance and should be considered at all times and the appropriate action taken.



9. Ejections

The aim of this policy is to ensure safe ejections / walk outs of guests who are required to leave Fever & Boutique.

It is very important that the various risks that can affect the welfare of our guests is understood. You will also know the measures available to keep your guests safe.

Security will be instructed to use the following procedures:-

We employ a strict procedure which is set out to ensure safe ejection for both the Customer and Contracted Door Staff, whilst causing the minimum disruption to other guests.

ALWAYS USE THE FRONT ENTRANCE (WHERE POSSIBLE) AND USE YOUR RADIO TO INFORM THE DOOR

Hands off Ejection

Wherever possible, the person(s) being ejected should not be touched, although in law, reasonable force may be used.

Yellow / Red Card Warning Rule

For minor misdemeanors, for example "refusing to move away from a designated fire exit", or "standing on a chair", a 'yellow card' warning may be issued. If there is a further instance of misbehaviour the persons may be ejected using the 'Hands off Policy'. The manager in charge and/or head of security must be informed of any warnings.

Understanding the Situation

Security should always take account of the whole situation, e.g. those involved may be with large groups of friends who may react badly.

Staff

Staff will be trained to identify potentially dangerous and / or violent situations. However, security should deal with any potentially violent situation NOT bar staff. It is good practice to keep radios behind bars and in the cloakroom. Staff will be trained to use the radios to inform door supervisors and management of any potentially violent behavior.

Confrontations between Customers

Generally, any situation that disrupts the business will lead to both parties being ejected, using more than one exit, or delay one party leaving, to avoid further confrontation outside .

The manager on duty or the DPS (if in attendance) will have the final say on who is ejected following any confrontation in Fever & Boutique(it is expected that they will usually support any recommendation of the security team).

Records

In all cases a record will be kept of all ejections. Where any force has been used a full incident report will be written. If the Authorities require further statements and / or your attendance is required at a Police Station, this must be done immediately, or as the Police request.

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Staff Procedures

1. On identifying a potential ejection; radio security or otherwise make them aware of your location and the reason they have been called, possible intoxication, inappropriate behaviour etc.
2. On their arrival summarise your observations of the situation to them.
3. It is a manager's responsibility to talk to guests who may need to be asked to leave the premises.
4. If possible, the ejection process will be recorded on a body worn camera (BWC).
5. Observe the customer and if it is decided there is a problem with the person identified make first contact with them introducing yourself and giving the reason for approaching them. If the customer shows signs of aggression then at least two members of security will approach the person, but the manager and/or head of security will observe and coordinate the walking out of the person, to the front door, other emergency exits will only be used in less of an emergency or deemed unsafe to do it any other way.
6. Once the person is outside the venue put them in a location where they are being recorded on CCTV (if possible), the customer then needs to be informed they are on CCTV / BWC and explain the reason for their removal from the venue.
7. Security will position themselves in a casual manner in order to support the manager.
8. Speak to the customer in a manner you would wish to be spoken to if you were in their position.
9. Asses the customers behaviour, speech, posture, ability to respond to establish the customers state.
10. Decide whether the customer will be permitted to remain in the venue or be asked to leave.
11. If it is decided the customer has to leave the reason will be clearly explained to them.
12. After the decision has been made, should the customer not understand the reason after two explanations then disengage and hand responsibility to security who will advise the customer that they will be shown the route off site by security, the manager will observe their removal at all times.
13. Should a physical ejection be necessary only reasonable force will be used.
14. Offer to find the friends of the customer and collect any coat or personal belonging they have left in the venue. **REMEMBER GUEST WELFARE.** The customer will remain with the manager and the member of security while these happen.
15. Give advice on how to get home safely.
16. If a customer refuses to have their friends leave with them then appropriate help will be provided to ensure they leave safely and are able to get home, to the best of our ability. If appropriate pay for a taxi home.
17. If a customer is being collected and it is safe to allow them to wait to be picked up, an appropriate area will be available for them with security presence.
18. The customer will be offered fresh water.



19. Take the details and description of any customer being ejected from the venue and make a written record.
20. Where appropriate check that the manager or security team have called the police or emergency services .



10. Security Roles & Responsibilities

This is an example of security positions and roles when Fever & Boutique is operating on peak nights or at capacity. Variations of this plan will be used on less busy nights after assessment by the DPS. All security will sign in the door supervisor log at the beginning of their shift. These positions will be allocated at the security briefing at the beginning of the shift.

Thirteen door supervisors

1. **Entrance (Head of Security)**
2. **Entrance / queue**
3. **Entrance / queue**
4. **Entrance / queue**
 - Vet entry and evaluate customers according to Entry Policy and Dress Code
 - Advise guests in the queue about likely waiting times.
 - Bring anything untoward to Managers attention
 - Ensure that any beggars or drunks are not harassing guests in the queue
 - Refusing entry will be conducted in a professional manner. Management always have the final say.
 - Control of clickers ensuring that we are never over capacity at any time.
 - Complete the clicker count sheet at 30 minute intervals.
 - Ensure that there is a steady flow of guests in and out
 - The entrance is a fire exit and must be kept clear
 - Check guests for identification and for intoxication
 - Monitor all guests as they leave Fever & Boutique, ensuring they are not intoxicated. If somebody is believed to be intoxicated, ensure they are with responsible company and they have a safe means of getting home in line with the Guest Welfare Policy.
 - Prevent congestion at the front entrance occurring once people have left the premises
 - Ask people to leave in an orderly and quiet fashion
 - Help direct customers to relevant transport facilities
 - Stop any drinks from leaving Fever & Boutique, watch out for bottle under coats and in pockets
 - Support door manager using the ID scanner
5. **Smoking area**
 - Monitor smoking customers
 - Prevent guests causing a nuisance
 - No drinks allowed in this area



6. Searching

- Search guests in line with the search policy
- Search guests in a professional, quick and efficient manner remaining welcoming and polite at all times.
- Search all bags

7. Reception

- Direct guests to cash desk / cloakroom
- Stop any drinks from leaving the premises, watch out for bottle under coats and in pockets
- Deter customers from holding open doors for unnecessarily long periods of time
- Encourage customers to use the cloakroom
- Monitor for any customers who may be intoxicated
- Ensure reception area is a drink free zone
- Reception is a fire exit and must be kept clear

8. Boutique dancefloor

9. Boutique dancefloor

- Monitor floor and bar
- Monitor any customers who may be intoxicated.
- Control congestion
- Monitor interaction between staff and customers
- Watch for pushing / aggressive/inappropriate behaviour

10. Boutique bars / Toilet corridor

- Monitor bars
- Regularly check toilets

11. Fever

12. Fever

- Monitor floor and bar
- Monitor any customers who may be intoxicated.
- Control congestion
- Monitor interaction between staff and customers
- Watch for pushing / aggressive behavior
- Prevent unauthorized use of fire exit

13. Roaming

- Patrol venue
- Provide support where necessary
- Cover breaks



All security

- Monitor behaviour of customers ordering drinks – identify any person who is intoxicated
- Be alert to pushing / aggression if the bar is busy
- Support the bar staff during any incidents
- Pay special attention to any spillages. Alert the duty manager via your radio if you see a spillage occur.
- Regularly monitor toilets and fire exits
- Be alert – Use 360 degree vision; do not wait for something to happen diffuse situations before they start. E.g. arguing, aggression will not be tolerated.
- Monitor guests' behavior, e.g. spilling drinks, shouting
- Maintain visual contact with other security, use radios only for important issues.
- Keep the manager / head of security informed of anything that might cause a situation.
- Monitor for thieves
- Be vigilant of property left unattended, try to find the owner and suggest the use of the cloakroom
- Prevent unauthorized persons accessing back of house areas
- Provide support to other security if necessary
- Rotate positions at regular intervals and ensure any customers being watched are identified to the person taking over your position and explain the reasons why

Premises Licence conditions:

The Premises Licence is subject to the following condition regarding door supervisors:

A minimum of 4 SIA door staff shall be employed at all times the premises is open to the public. An additional member of SIA door staff shall be employed at the premises for each 150 customers (or part thereof) over and above the initial 200 customers. All door staff shall wear high visibility orange or yellow reflective jackets or waistcoats inside and outside the premises.



11. Dealing with Serious Incidents

The aim of this policy is to ensure serious incidents are dealt with effectively and that staff understand the various measures to take following a serious incident and why they are necessary.

For the purposes of this policy a serious incident is defined (by police) as the following:

- An injury has occurred due to some form of weapon, eg; knife, bottle, pole etc.
- A broken skin injury has occurred.
- An incident has occurred which has resulted in death or serious injury. (i.e.; heart failure, accident, serious assault, etc.).
- Any other crime committed where police may need to search and investigate for any evidence.

In the event of a major incident the manager in charge and/or head of security will:

1. Inform the police immediately, or confirm that the police have been informed (and any other appropriate emergency service) The senior manager and/or head of security will usually always meet and brief the first Police Officer on scene to ensure clear communication and appropriate actions are carried out upon Police instructions.
2. Ensure that adequate victim welfare and any medical assistance required is provided including calling and involving the emergency services
3. If safe to do so locate and detain offender(s). Suspects will be held by security pending arrival of police
4. Identify and secure crime scene(s). Evacuate area where incident occurred where appropriate to do so and preserve the scene as you find it– do not move any objects, furniture, bottles, glasses etc.
5. Identify any witnesses and keep them on premises for police or, if this is not possible, obtain contact details
6. Burn relevant CCTV and supply all images required to police
7. Identify persons involved on the ID scanning machine and supply information to police
8. Keep customers at premises if at all possible

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9. Keep all till receipts and details of credit cards
10. Ensure all staff write comprehensive incident reports and give statements to police
11. Inform the duty manager and all security of the incident

Investigate - Who? What? When? Where?

Do NOT make assumptions, find out the facts – Speak to witnesses (customers and staff) especially any person WHO may have an injury.

Look around you. WHAT do you see? – Broken glass, wet floor, blood? WHERE do you see it?

Find out WHEN it happened – treat and speak to injured person(s), trace offender (if there is one), view CCTV.

All staff will remain at scene until no longer required by police.

REMEMBER: PRESERVE CRIME SCENE - All staff will be instructed in the Crime Scene Preservation Policy in relation to serious:-

- Do not attempt to clean or clear crime scene area

Do not allow people to walk through crime scene area or move anything



12. Sexual Assaults

The aim of this policy is to prevent sexual assaults, ensure staff are informed and aware of the risks and to ensure that should anyone be sexually assaulted that adequate procedures are in place to provide for the welfare of the victim and detention of any suspects.

1. Offences - Definitions

Rape

Under the *Sexual Offences Act 2003*, it is an offence for any male to penetrate with his penis the vagina, anus or mouth of a female or male without their consent. A person found guilty of this offence could be sent to prison for life.

Assault by penetration

The Act makes it an offence for any male or female to penetrate the vagina or anus of another person without their consent. The offence is committed where the penetration is by a part of the body (for example, a finger) or anything else (for example, a bottle) for sexual intent.

Sexual Assault

Section 3 of the Act makes it an offence for any male or female to intentionally touch another person sexually without his or her consent. A person found guilty of this offence could be sent to prison for a maximum of ten years.

Causing sexual activity without consent

It is an offence to cause or encourage another person to engage in sexual activity without his or her consent. If penetration is involved then a person found guilty of this offence could be sent to prison for life. If no penetration is involved then a person found guilty of this offence could be sent to prison for up to ten years.

What does 'consent' mean?

The definition of a sexual offence often revolves around consent. In simple terms, it's all about permission (or agreement). This is something that must be clearly established between two people before any kind of sexual act or behaviour. If an individual is accused of a sex offence, they must show that they reasonably believed consent had been given by the other person.

2. Drink Spiking

Drink spiking is when mind-altering substances, such as drugs or alcohol, are added to your drink without you knowing. Mind-altering means that it may affect your actions, or how you behave with other people.



There are many reasons why someone might spike a drink, and it is not only females who could be targeted. The most common reasons are:

- for amusement,
- to be malicious (deliberately nasty),
- to carry out a sexual assault, or rape,
- to carry out a physical assault, or
- to carry out a theft.

The symptoms of drink spiking will depend on whether alcohol, or another drug, has been used, how much of the substance was used, and how much alcohol has already drunk. A person will need to have your blood or urine tested by the police to confirm that a drink has been spiked with drugs.

Drink spiking is illegal, even if an attack or assault has not been carried out. It can result in a maximum punishment of 10 years in prison for anyone who is found guilty of doing it. If an assault, rape, or robbery is also carried out, the sentence will be even higher.

If a person's drink has been spiked, the symptoms will depend on what drug has been used. The effect of any drug will depend on body shape and size, age, how much of the spiked drink has been consumed, and how much alcohol (if any) has already been drunk.

Any drug could be slipped into a person's drink without their knowledge. Drugs can come in powder, or liquid, form, and may not have a taste, or smell, that you can identify as unusual.

Date Rape Drugs

The most common drugs that are used in drink spiking are often referred to as date rape drugs. This is because they make it harder for a person to resist an assault. The most common date rape drugs are:

- alcohol,
- gamma-hydroxybutyrate (GHB) and gamma-butyrolactone (GBL),
- tranquilizers, most often benzodiazepines, including valium and rohypnol, and
- ketamine.

These drugs are depressants which work by slowing down your nervous system, and dulling your responses and your instincts. In moderation, alcohol can help to relax you, and some date rape drugs are legally prescribed for anxiety and insomnia. However, when taken without knowing, these substances leave you vulnerable to danger.

Date rape drugs will affect your behaviour and the messages that you give out to other people. You will not be fully in control of yourself and someone could take advantage of you.

Date rape drugs can start to take effect within five minutes of being taken, or up to an hour after being taken. The symptoms for the above drugs, including alcohol, are quite similar, and will include some of the following:

- drowsiness or light headedness,



- difficulty concentrating,
- feeling confused or disorientated, particularly after waking up (if you have been asleep),
- difficulty speaking, or slurring your words,
- loss of balance and finding it hard to move,
- lowered inhibitions,
- paranoia (a feeling of fear or distrust of others),
- amnesia (memory loss) or a 'black-out' of events (when you cannot remember large sections of your evening),
- temporary loss of body sensation (feeling like you are floating above your body, or having an 'out of body' experience),
- visual problems, particularly blurred vision,
- hallucinations (seeing, hearing, or touching things that are not really there),
- nausea and vomiting, and
- unconsciousness.

All date rape drugs are particularly dangerous when they are mixed with alcohol because they combine to have a very powerful anaesthetic effect. This causes unconsciousness and, in more extreme cases, it can cause coma or even death.

How long the effects of the drugs last will depend on how much has been taken and how much alcohol, if any, has been drunk. The symptoms could last between 3-7 hours, but if a person passes out it will be hard to know the full effect. It is possible to still feel some of the symptoms of a date rape drug after a night's sleep, particularly confusion, amnesia or nausea.

The more common date rape drugs are described in more detail below.

Alcohol

Alcohol is the most common date rape drug. It can be added to a soft (non-alcoholic) drink without a person's knowledge, or double measures can be used instead of singles. If a person has had a drink already, they may find it harder to tell how much alcohol they are consuming. The effects of alcohol will depend on how much they drink, and if they had been drinking already.

Gamma-hydroxybutyrate and gamma-butyrolactone

Gamma-hydroxybutyrate (GHB) usually comes in the form of a slightly oily, colourless, liquid, and less often as a powder.

Gamma-butyrolactone (GBL) is a more basic form of GHB and another possible date rape drug. It comes in liquid form and is found in some household products. After entering the body, GBL changes into GHB.



Only a very small amount of GHB is needed in order to have an effect, and it can be dissolved easily into other liquids. GHB has an unpleasant taste, and a weak odour but, in very small doses, or if is mixed with a strong flavoured drink, a person is unlikely to notice it.

Tranquilizers

Tranquilizers come in hundreds of different forms, but the most common are called benzodiazepines. You may hear of these as valium, rohypnol, roofies, or benzos. They are sometimes legally prescribed to treat anxiety or insomnia. Tranquilizers work by slowing down a person's body, relieving tension, and making them feel very relaxed. They normally come as a tablet.

Ketamine

Ketamine, sometimes just called K, is a powerful anaesthetic that is used for both animals and humans. In its legal form it is a liquid, but illegally, it is normally a grainy white powder or a tablet. Ketamine can cause hallucinations or it can create a feeling of your mind being separate from your body.

Preventing Drink Spiking

- Clear away unattended drinks
- Advise customers not to leave drinks unattended
- Be aware of what customers are ordering
- Try to observe who drinks are for
- Watch out for suspicious behaviour

3. Customer Behaviour

All staff must be aware of any behaviour that could become a potential problem.

- Over amorous couples
- Males in female toilets
- Males giving females too much attention or unwanted attention
- Females that are displaying signs of intoxication and are vulnerable
- Upset females

4. Patrolling Premises

The premises needs to be patrolled effectively. This responsibility will lie with the manager and/or head of security to ensure this happens. Certain areas, such as toilets, will require a record of checks.



Each premises should have a security plan (see below). The positions (and responsibilities) will be allocated in the security briefing before shift begins.

Every member of staff has a responsibility to report any suspicious behaviour in any part of the premises.

5. Vulnerable Areas

Vulnerable areas will vary from site to site, but areas that should be paid particular attention are listed below. Your security plan, pre-shift briefing and regular checks must take in account the following, as well as any venue specific areas.

- Toilets
- Dark areas with low lighting
- Private rooms / booths
- Back of house / cupboards
- Fire exits

You must carefully assess your site to identify any vulnerable areas and take the appropriate measures, e.g. allocate security, include in checklists, raise lighting etc.

As a minimum, vulnerable areas should be checked every 30 minutes.

6. Security

There is a security plan which includes job descriptions for all security. This sets out all static security positions and a job description for each member of the security team. The job description sets out their roles and responsibilities. This includes areas to patrol and will, in particular, specify vulnerable areas (see above) that require regular checks.

The plan numbers each position, e.g. "Security #1 – Head doorman" with a full description of his role and responsibilities.

At least one female door supervisor is employed where possible.

Security must immediately notify management of any potential issues relating to sexual offences.

7. CCTV

CCTV, as far as possible, covers all vulnerable areas. Where this is not possible additional appropriate measures are taken, e.g. patrolling the premises or positioning of security.



8. Training

All staff receive training on how to identify potential situations. Training will include:

- Danger signs
- Communication to other staff
- Victim care
- Crime scene preservation
- Report / statement writing

Training sessions will be held quarterly. All staff must have a signed record of attending the training.

Reactive Measures

1. Victim Care

The victim of a sexual assault is to be considered an extremely vulnerable person and, as such, the appropriate level of care and consideration must be given.

A same sex member of staff should remain with the victim until police arrive.

The victim / witnesses to the incident are to be asked to remain inside the club and if possible they are to be seated in an area away from other customers, free non-alcoholic refreshments (such as coffee, mineral water) should be offered to them to assist in their comfort.

Do not try and interview the victim (other than basic questions to ascertain if the suspect is on the premises).

Bear in mind that the victim is, in fact, a crime scene.

You must keep any suspect away from the victim.

2. Crime Scene Preservation

The scene of the assault must be preserved pending arrival of police as per the Crime Scene Preservation Policy. The suspect must not be allowed to destroy evidence, e.g. washing hands / body etc and should not be left alone whilst waiting for police to arrive.

3. Suspects

If a suspect has been identified, they should be detained pending the arrival of the police in the same way you would deal with any other serious assault.

Bear in mind that the suspect could also be a crime scene.

You must keep any suspect away from the victim.



4. Police

If a sexual assault has been alleged, or even suspected, the police will be called immediately.

The victim of sexual assault will quite often not want to call police or even make an allegation. It is quite common for an allegation to be made at a later date.

Following an assault the victim will often just want to go home or get away from the scene of the crime. It is not for you or security to investigate the assault. The police are the only people that can ascertain if a crime has taken place. It is for that reason that police should always be called.

5. CCTV

Any relevant CCTV images will be downloaded or burnt to DVD or CD or downloaded to a USB memory stick as soon as possible following any serious incident. Four copies will be retained – one for police, one for the business' licensing solicitor, one for the directors and one placed in the safe at the premises.

Relevant images will include the area the assault took place, but also where the victim and suspect had been in the premises. It will also include the victim and suspect arriving and leaving the premises.

6. Incident Reporting / Statements

A full incident report will be written by the GM as per the premises' Incident Reporting Policy. Statements will be provided by any staff who witnessed the incident.



13. Crime Scene Preservation

The aim of this policy is to ensure a crime scene is preserved, when necessary, and that staff understand the various measures to take following a serious incident and why they are necessary.

1. What constitutes a serious incident which may require a crime scene to be preserved?

- An injury has occurred due to some form of weapon, e.g.; knife, bottle, pole etc.
- A broken skin injury has occurred.
- An incident has occurred which has resulted in death or serious injury. (i.e.; heart failure, accident, serious assault, etc.).
- Any other crime committed where police may need to search and investigate for any evidence.

2. Crime Scene Preservation

A crime scene is to be preserved when there has been a serious incident where police may need to search and investigate for any evidence.

Terminology

Crime Scene: Any physical location in which a crime has occurred or is suspected of having occurred.

Primary Scene: The original Location

Secondary Scene: An alternate location where additional evidence may be found

Physical Evidence: Any material items present at crime scene, on victims or found in suspects possession

Suspect: Person thought to have committed a crime

Accomplice: Person associated with suspect

Testimonial Evidence: Oral or written statements given to police or in court

Procedures

The authority to preserve a potential crime scene remains with the senior manager on duty.

Full responsibility for all events following an incident will be taken by the senior manager on duty. This includes incident reporting, removing tapes and liaison with Police on the night. Any co-operative witnesses are to be taken to a holding area and the senior manager is to inform the first attending officer.

Once an area has been declared as a crime scene by the senior manager on duty, then all access to the area must cease immediately.

There is to be no access to the preserved area which is to be marked off by barriers, ropes and security. Any evidence must be left where it falls (broken glass, bottle etc.) unless it is dangerous to leave it where it is. If it has to be moved – a manager must pick it up using gloves (avoiding



finger prints) and place it inside a police evidence bag. It is to be signed and sealed and placed in the safe to hand over to police on their request.

Individuals may be considered crime scenes and all precaution must be taken to prevent the transfer of evidence. E.g. A door supervisor who has restrained a suspect for assault should not then have contact with a victim. A suspect and victim should also be kept apart.

A manager on duty must remain at the crime scene until the police arrive.

The senior manager on the door will then make first contact with the police and relay the information as to whether the crime scene remains preserved or is cleared.

It is imperative that a preserved crime scene takes precedent over the financial needs of the business. Whenever possible, if a crime scene can be preserved without disruption to the general public, then Fever & Boutique should run as normal. If the crime scene disrupts the use of one of the fire exits, then the front door should be closed to the public immediately and a view will be taken as to whether trading will continue. If the crime scene will either greatly disrupt the public or jeopardise public safety, then the senior manager on duty will be responsible for the decision to close.

Witnesses to the incident are to be asked to remain inside the premises and if possible they are to be seated in an area away from other customers, free non-alcoholic refreshments (such as coffee, mineral water) should be offered to them to assist in their comfort.

Victim care must be considered when dealing with vulnerable people – see the Guest Welfare Policy.

Remember:

- Protect the crime scene to preserve its physical aspects.
- Steps need to be taken as soon possible after incident even while victims are being attended to.
- Cordon off if possible or station staff in relevant positions – Reroute traffic
- Prevent unneeded walking around and intrusions
- Prevent unneeded movement or touching of physical evidence
- Do not allow any items to be removed from scene without permission from authorities.
- Do not discuss the crime with witnesses and bystanders.
- Be alert to secondary scenes – EG. weapon discarded in toilets or exit
- Follow the same procedures as primary scene
- Remember people can also be crime scenes and avoid transfer of evidence



14. Theft Prevention

The aim of this policy is to prevent property theft in (and around) Fever & Boutique.

Thefts can be prevented using four broad approaches:-

1. Staff awareness
2. Customer awareness
3. Property control
4. Security

The following measures are in place to prevent thefts at Fever & Boutique.

Staff awareness

- Daily briefings (including information from incident reports / crime mapping etc.)
- Allocate responsibilities
- Training

Customer awareness

- Signage (at entrance and in toilets)
- Direct guests to cloakroom on entry
- Verbal advice to look after property

Property control

- As the weather deteriorates there will be more coats that may attract thieves and in particular pickpockets, all staff should be briefed to encourage the use of cloakrooms
- Encourage all guests to use cloakroom
- Bags to be placed in the cloakroom at no charge at managers' discretion
- Security & managers to be vigilant
- All staff have a part to play
- Log all found property
- Log and incident report any reported lost stolen property

Security

- Include in staff briefings & training
- Entry controls – vetting at entrance
- Searching
- Patrol premises for unattended property
- Door Supervisor positions
- CCTV – use to detect suspects following the report of lost property
- Lighting levels



PIN Theft

- Known as 'shoulder surfing'
- Train staff on 'protect your PIN'
- Label credit card machines
- Instruct guests to cover their PIN
- Look for people watching machines
- Effective signage asking guests to cover their PIN

Unattended Items

- Inform guests of cloakroom facilities
- Unattended items to be placed in the cloakroom throughout the night as they are found
- All items to be recorded in the office as soon as they are found
- All items not claimed throughout the evening must be recorded on a spreadsheet

Unclaimed Items

- All phones, wallets, bags, passports and items of value MUST be left in the appropriate secure place in the office and recorded on the internal spreadsheet
- Each item must be tagged with a label indicating the date left
- All phones must be called to retrieve the owner. You must call 'home', 'last caller', 'mum' etc.
- Items with some form of identification must be contacted by the reservationist the following morning. All records of attempt should be updated on the internal spreadsheet

Lost Cloakroom Tickets

- Guests that lose their cloakroom ticket must wait until the end of the evening to claim their items
- Only the senior manager on duty can authorise the release of property before the end of the evening. This is only to be done in the case that clearly identifiable items are in the pockets and these items are required for that person to get home. For example, purse, keys etc.
- Guests that claim property without a ticket the following day must sign and print their contact details if future follow up is required.



15. Staff Behaviour

The following code of conduct will apply to all staff employed at Fever & Boutique.

1. Members of staff are not to be in the company of a customer except in an area open to the public within the club.
2. There shall be no indecent or inappropriate contact between members of staff and customers.
3. Members of staff must not engage in any unlawful activity inside the club.
4. Members of staff will not consume any alcohol whilst on duty.
5. Members of staff may never consume, possess or be under the influence of any unlawful drug or substance, unless it is personally prescribed medication by a registered doctor.
6. Members of staff are not to invite or knowingly permit their spouses, girlfriends / boyfriends, or anyone else with whom they are romantically involved with to enter the club without the express consent of the Designated Premises Supervisor (DPS).
7. Members of staff will report any person engaged in unlawful activities immediately to a manager.
8. Members of staff will not encourage, incite or participate in antisocial behaviour.
9. Members of staff will not serve intoxicated guests and will not encourage drunkenness in customers.
10. All members of staff have a duty to comply with the Licensing Act 2003 and to promote the four licensing objectives in the course of their work - The Prevention of Crime & Disorder, Public Safety, The Prevention of Public Nuisance and The Protection of Children from Harm
11. All members of staff will receive training on, and must be familiar with, the Premises Licence and the conditions the Licence is subject to and ensure compliance at all times.
12. Any member of staff found to be in breach of any of the above rules will be subject to disciplinary procedure.
13. The premises will review this code of conduct periodically and an amendments may be incorporated into this code.



16. Management of Outside Area & Dispersal Policy

The aim of the procedures laid out in this document is to ensure there is an absolute minimum of noise and to prevent any nuisance being caused to our neighbours and the general public.

All staff will be trained in the procedures and will receive regular refresher training. This document will be reviewed on an annual basis to ensure its effectiveness and relevance is not compromised.

1. Roles and Responsibilities

- 1.1. The manager in charge will be responsible for ensuring the plan is fully implemented.
- 1.2. There will be a briefing each trading night where staff are assigned specific roles and responsibilities.
- 1.3. The briefing will be documented and will address any issues or complaints from the previous trading night.
- 1.4. Each briefing will consider any aspects of trading that could cause a nuisance to neighbours and put appropriate measures in place accordingly.
- 1.5. The briefing will also ensure that each member of staff has an effective means of communicating with the manager and other members of staff.

2. Entry Controls

- 2.1. Whenever there is a queue it will be supervised at all times by at least one door supervisor to ensure guests do not congregate outside.
- 2.2. Guests in the queue will be advised on likely waiting times.
- 2.3. Guests will be advised that entry is subject to providing satisfactory identification.
- 2.4. Guests will be advised that entry may be subject to a search.
- 2.5. If waiting times for entry are excessive consideration should be given to asking those queuing to leave.
- 2.6. Any guests causing noise or disturbance or who appeared to be impaired / intoxicated through alcohol or drugs will be REFUSED ENTRY and asked to leave.
- 2.7. A manager will check the outside area regularly throughout the night.
- 2.8. The entrance must not be obstructed.



3. During Trading

- 3.1. Door supervisors outside Fever & Boutique will wear high visibility clothing.
- 3.2. Door supervisors will monitor activity in the vicinity of Fever & Boutique throughout each night to prevent crime and disorder, noise or disturbance arising from customers.
- 3.3. Door supervisors will discourage illegal taxi touts from congregating outside Fever & Boutique.
- 3.4. Guests will not be allowed to take drinks outside.
- 3.5. Door supervisors will discourage customers from congregating outside. Any guests outside will either be encouraged to leave or be directed back inside Fever & Boutique.

4. Guests Smoking

- 4.1. Guests will only be permitted outside to smoke in the dedicated smoking area in line with Smoking Policy.
- 4.2. The smoking area is located at the front of the premises (on the right hand side by Timpsons as you look at the entrance of Spread Eagle Shopping Mall).
- 4.3. A door supervisor will be stationed at the smoking area to monitor guests smoking.
- 4.4. Notices will be prominently placed in smoking area reminding guests to be quiet and consider our neighbours.

5. Exit Controls

- 5.1. The music volume will be lowered within the last 20 minutes prior to closing.
- 5.2. The Fever room bar will close and be cleared of guests at 03:00 hours.
- 5.3. There will be an announcement over the PA system asking guests to leave quickly, quietly and to respect Fever & Boutique's neighbours
- 5.4. Door supervisors will endeavour to control a slow stream of customers and guests leaving Fever & Boutique.
- 5.5. Door supervisors will be proactive about dispersal of groups of people outside Fever & Boutique.
- 5.6. Guests will be encouraged to leave the area quickly and quietly.

ABX



- 5.7. Guests will be directed towards the nearest transport link as they leave Fever & Boutique.
- 5.8. Door supervisors will patrol the street outside Fever & Boutique to ensure customers and guests leave the area quietly. Any customers and guests causing noise or disturbance will be asked to be quiet. Those that do not will be refused entry in the future.
- 5.9. A manager will be on duty and stationed at the exit at least 30 minutes from close to oversee dispersal. For this period at least three door supervisors will also be on duty outside to assist with the safe dispersal of guests (in line with 5.5 above).
- 5.10. As customers leave and Fever & Boutique empties, door supervisors from inside Fever & Boutique will be posted outside to assist with dispersal, as appropriate.
- 5.11. Guests will not be allowed to drinks with them as they leave. Security will be posted at the exit to prevent this happening.
- 5.12. A taxi service will be available to guests.
- 5.13. Taxis will be directed to wait in the Ashley Road. Guests will be directed there by door supervisors.
- 5.14. Guests waiting for taxis should only leave Fever & Boutique once their car has arrived. Guests should not wait outside if their car has not arrived. Guests will be asked to remain inside until their car arrives.

6. Other Measures

- 6.1. The tempo of music will be slowed down and the volume will be lowered gradually at the end of the night to encourage guests exit in a calm manner.
- 6.2. The brightness of the lighting inside will be increased gradually as part of a 'cooling off' period.
- 6.3. Guests will be supplied with information on transport options available late at night.
- 6.4. Notices will be prominently displayed at exits requesting the guests to respect the needs of local residents and to leave Fever & Boutique and the area quietly.
- 6.5. Guests will be offered free bottles of drinking water as they leave.



7. Complaints procedure and contacts

- 7.1. A telephone number will be available to local residents for them to call during trading hours should they have an issue. The telephone number will be published on the website.
- 7.2. Any complaint will be dealt with promptly by the senior member of staff on duty. The complaint will also be reviewed and followed up by the DPS on the next working day.
- 7.3. A detailed record will be kept of any complaint received. This will include the nature of the complaint and action taken together with the details of the complainant.

8. Premises Licence conditions

The premises licence holder shall provide customers with the opportunity to call taxis or mini-cabs free of charge via the receptionist who shall use a dedicated line to a taxi private hire company.

Customers shall be provided with a ticket with a unique reference number on it and requested to wait in Spread Eagle Walk outside the venue. The queue will be supervised by an SIA registered member of door staff. No customers shall be allowed to congregate in the area outside of Spread Eagle Walk.

During the last 20 minutes of trading the DJ shall be instructed to play slower music and reduce the volume of the music played and the lighting levels shall be raised to encourage dispersal.

During the last 30 minutes prior to the terminal hour the service points in each bar shall be reduced and staff reallocated to collect rubbish or work in the cloakroom.

A door supervisor shall be in the area of the main exit to oversee the end of the night departure period. DJ announcements shall be used to remind customers to leave the premises quietly. High visibility notices shall be displayed by the main exit requesting exiting customers to leave quietly and to respect neighbours and their properties.

A dispersal policy shall be implemented, written down and available to a responsible authority upon reasonable request, such policy to include in particular the manner in which customers leaving the premises are supervised and how the front of the premises is cleared.



Throughout the normal opening hours of the premises, hourly patrols of the perimeter of the premises shall be carried out by staff equipped with appropriate noise measuring devices during which observations/measurements of noise and disturbance shall be made and documented and shall be kept in a written log together with any resultive action taken. Documents shall be made available for inspection by an authorised officer of any responsible authority.



17. Smoking

Fever & Boutique operates a zero tolerance policy to smoking in the venue in line with the Smoke Free regulations and Health Act 2006.

1. "No Smoking" signage will be displayed at Fever & Boutique that clearly states it is against the law to smoke anywhere inside the premises.
2. Staff will take immediate action if any customer attempts to smoke inside Fever & Boutique. Any customer who still attempts to smoke inside the premises will be asked to leave.
3. Staff will not smoke anywhere inside Fever & Boutique, including back of house areas.
4. All staff will receive training on dealing with smoking in smoke free premises including the penalties involved:-
 - Smoking in smoke free premises: a fixed penalty notice of £50 (reduced to £30 if paid in 15 days) imposed on the person smoking. Or a maximum fine of £200 if prosecuted and convicted by a court.
 - Failure to display no-smoking signs: a fixed penalty notice of £200 (reduced to £150 if paid in 15 days) imposed on whoever manages or occupies the smoke free premises. Or a maximum fine of £1000 if prosecuted and convicted by a court.
 - Failing to prevent smoking in a smoke free place: a maximum fine of £2500 imposed on whoever manages or controls the smoke free premises if prosecuted and convicted by a court. There is no fixed penalty notice for this offence.

Fever & Boutique operates a smoking area on the first floor balcony. The following policy will be in operation whenever this area is in use.

5. Customers will be directed to the dedicated smoking at the front of the premises (on the right hand side by Timpsons as you look at the entrance of Spread Eagle Shopping Mall).
6. The smoking area will be constantly monitored by at least one door supervisor whenever it is being used.
7. Customers will be reminded to keep the noise down and to respect the residents in the area.
8. Any person causing a nuisance or disturbance in the smoking area will be asked to leave Fever & Boutique immediately.
9. No drinks shall be permitted to be taken into the smoking area.



10. Notices will be prominently placed in smoking area reminding guests to be quiet and consider our neighbours.



18. Incident Reporting & Due Diligence Records

The aim of this policy is to detail the records that will be kept to provide evidence of due diligence and the responsible operation of the premises in line with the Four Licensing Objectives.

1. Incident Reports

It is important accurate details of any incident is recorded at the time should there be a requirement for investigation at a later date and to show that incidents were dealt with correctly.

The following incidents will be fully reported

1. all crimes reported to the venue
2. all ejections of patrons where there has been physical force used
3. any complaints which are not frivolous, vexatious or unmerited received relating to the four licensing objectives
4. any incidents of serious disorder or violence
5. seizures of drugs or offensive weapons
6. any faults in the CCTV or ID scanning system
7. any visit by a relevant authority or emergency service
8. Any emergency situation such a fire, flood, loss of power, or bomb threat
9. Any accident or injury to employee, contactor or customer

Ordinarily, a separate record will also be kept of refusals (of entry and service) and ejections (where no force was used)

Each incident report will usually contain the following:

- The full name and position of person reporting
- Their SIA registration if security
- Date, time and location of incident
- Whether the incident was captured by CCTV – which camera – have the images been burnt onto DVD?
- Was a crime scene preserved
- Full details of the incident
- Whether the police were called (and who called them if known)



- Police CAD number (if police were called and where known)
- Whether police attended (if so provide shoulder numbers where possible)
- Whether anyone was injured (give full details, including any medical assistance given and whether an ambulance attended)
- Describe all persons involved in the incident
- Give details of all known witnesses to the incident

STAFF WILL BE INSTRUCTED NOT TO:

- Use slang
- Use acronyms, abbreviations or terminology that may not be understood
- Make assumptions or speculate – be factual

2. Due Diligence Records

The following daily records should normally be completed:

- Pre-opening safety checks – to show that emergency exits, lighting, signage and fire safety equipment is all maintained, working and in place.
- Clicker counts / accommodation numbers – to show that a safe capacity is managed and never exceeded.
- Refusals of entry – to show customers are vetted before allowed entry
- Refusal of service – to show that we do not serve intoxicated or underage persons
- Ejections – to show that unsuitable guests (e.g. through intoxication, behaviour etc.) are asked to leave Fever & Boutique.
- Door supervisor log – to show that properly SIA registered staff are employed at Fever & Boutique.
- Toilet checks – to show that toilets are regularly checked for criminal activity / antisocial behaviour.
- CCTV checks – to show our CCTV is working correctly and holds footage for the minimum required 31 days.



19. CCTV

The aim of this policy is to ensure CCTV is operated effectively and that records are retained for due diligence purposes.

For the purposes of this document 'CCTV' will also include body worn cameras (BWC).

It is very important to be able to demonstrate that the system is working, has been operational historically, and that any issues are resolved as soon as possible.

CCTV is operated for the purposes the prevention and detection of crime, public safety and employee security. The following procedures are in place:

1. The CCTV system shall continually record whilst Fever & Boutique is open for licensable activities and during all times when customers remain on the premises.
3. The CCTV system will retain images for a period of not less than 31 days. Copies of images will be provided to police upon request with the absolute minimum of delay.
4. The CCTV system will capture a clear head and shoulders image of "identification standard" of every person entering the premises. Persons entering Fever & Boutique should be asked to remove any headwear which obscures the persons' face unless it is worn as part of religious observance.
5. The CCTV system will be kept secure at all times. Access will be limited to the DPS and managers.
6. A dedicated CCTV system log will be kept at Fever & Boutique. All usage, checks, faults and requests for images will be recorded in the log. Any person taking a copy of the CCTV such as the police, fire authority or local authority officer MUST sign in the relevant section of the log acknowledging receipt of the data. The signing officer must also enter their place of work and a contact telephone number.
7. A full incident report will be made of any faults with the system.
8. When reporting any faults with the CCTV system, anticipated times scales for repairs and who the issue has been escalated to if these time scales are not met will be included.
9. The DPS and all managers will all be trained in the use of the CCTV system. The training will include interrogation of the system and transfer of images to separate media (CD, DVD, flash drive etc.)
10. A member of staff who is conversant with the operation of the CCTV system shall be on the premises at all times when it is open for trade. This member of staff shall provide the Police or an authorised officer from the Licensing Authority with copies of the footage



(whether in USB stick or DVD format) with the minimum of delay when reasonably requested to do so.

11. The DPS will ensure as far as possible that the system is maintained and working correctly at all times. At minimum, a weekly, documented test will be carried out to ensure the system is working correctly.
12. Relevant CCTV images will be burnt to DVD, CD or USB stick as soon as possible following any serious incident. Two copies will be retained – one for police and a backup placed in the safe at the premises.
13. All searches of customers will take place in an area clearly covered by CCTV.
14. Signage will be placed prominently at the entrance to Fever & Boutique advising all persons entering that CCTV is in operation in accordance with the Data Protection Act 1998.
15. When body worn cameras (BWC) are in use on any day any recordings shall be downloaded at the end of each day (the following morning in practice) and be kept/made available in line with the general provisions in this policy and any Premises Licence conditions.



20. Appendices

Signage

- Age Policy Notice
- CCTV Notice
- Drugs Policy Notice
- Searching Policy Notice



Fever & Boutique Age Policy

**Fever & Boutique operates
a strict 'Challenge 25'
policy where any guest
appearing under 25 will be
required to provide proof
of age**

**Entry will be refused
if a guest cannot provide
satisfactory proof of age**

**Only passports, UK driving licenses or any PASS
approved proof of age card will be accepted as proof
of age**



CCTV NOTICE

Fever & Boutique operates a CCTV system that conforms to the Data Protection Act 1998 and is operated for the purposes the prevention and detection of crime, public safety and employee security.

The Data Controller is Bar Fever (Epsom) Ltd.

For any further information or enquiries regarding Fever & Boutique CCTV system, please telephone:

07931 554118



WARNING

Fever & Boutique Operates a Zero Tolerance Drugs Policy

**Any Person Found in
Possession of Drugs
Will be Detained and the
Police Called
Immediately**

By Order of the Management



Fever & Boutique **Search Policy**

Fever & Boutique operates a search policy.

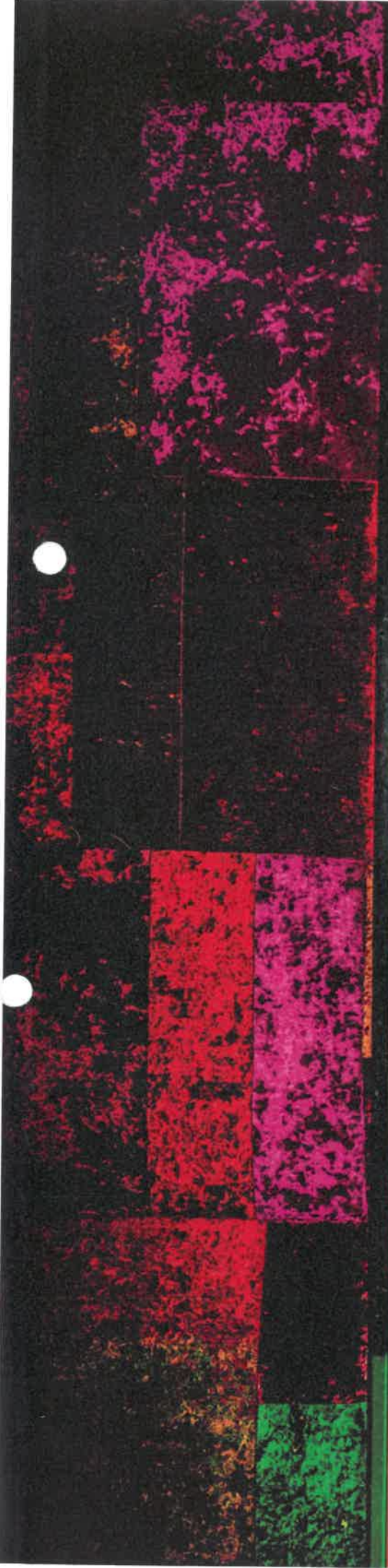
All persons entering Fever & Boutique may be subject to a search of outer clothing and personal belongings.

This is a condition of entry.
Those unwilling to be searched will be refused admittance.

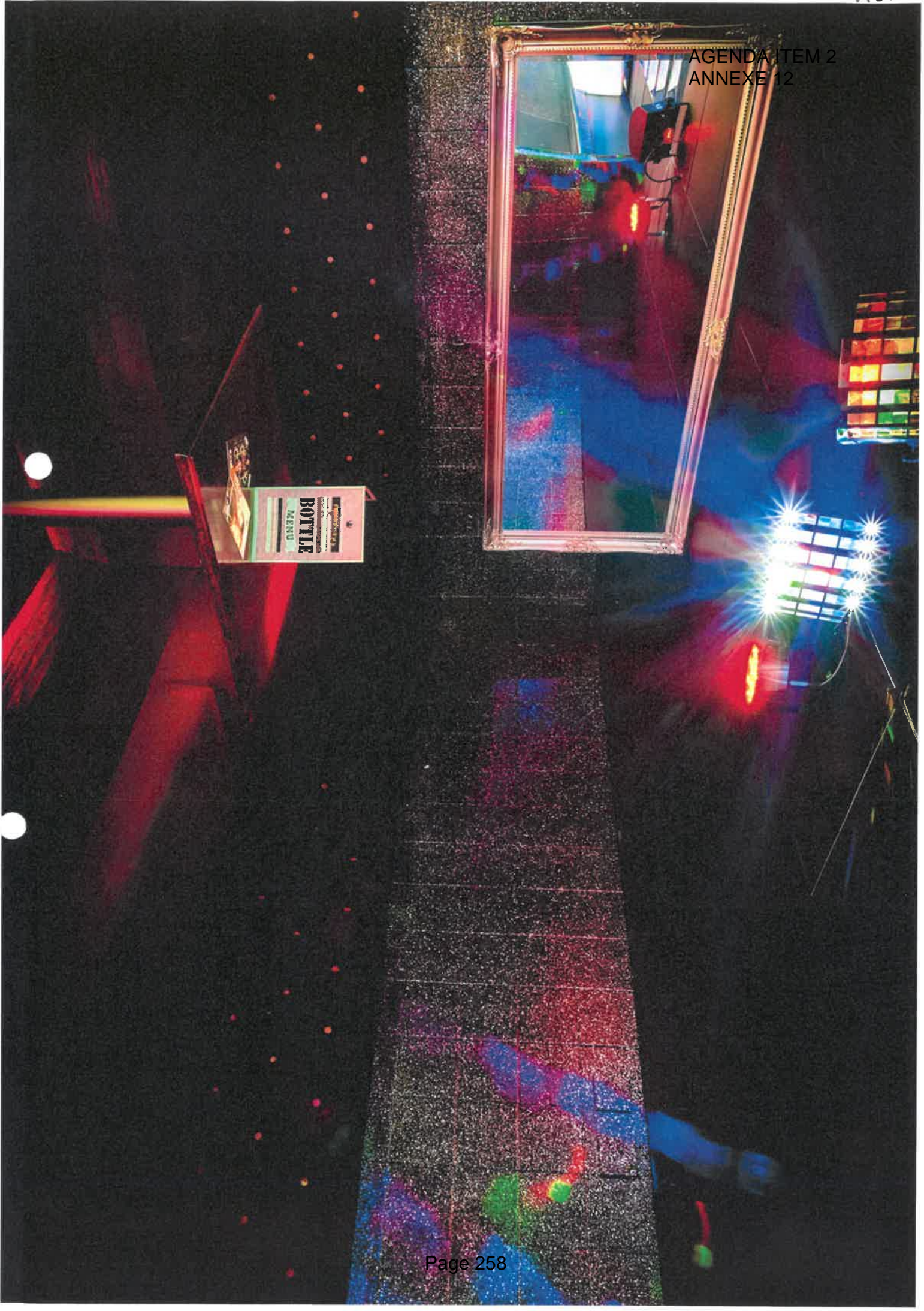
Any illegal drugs or weapons will be seized and the police notified.

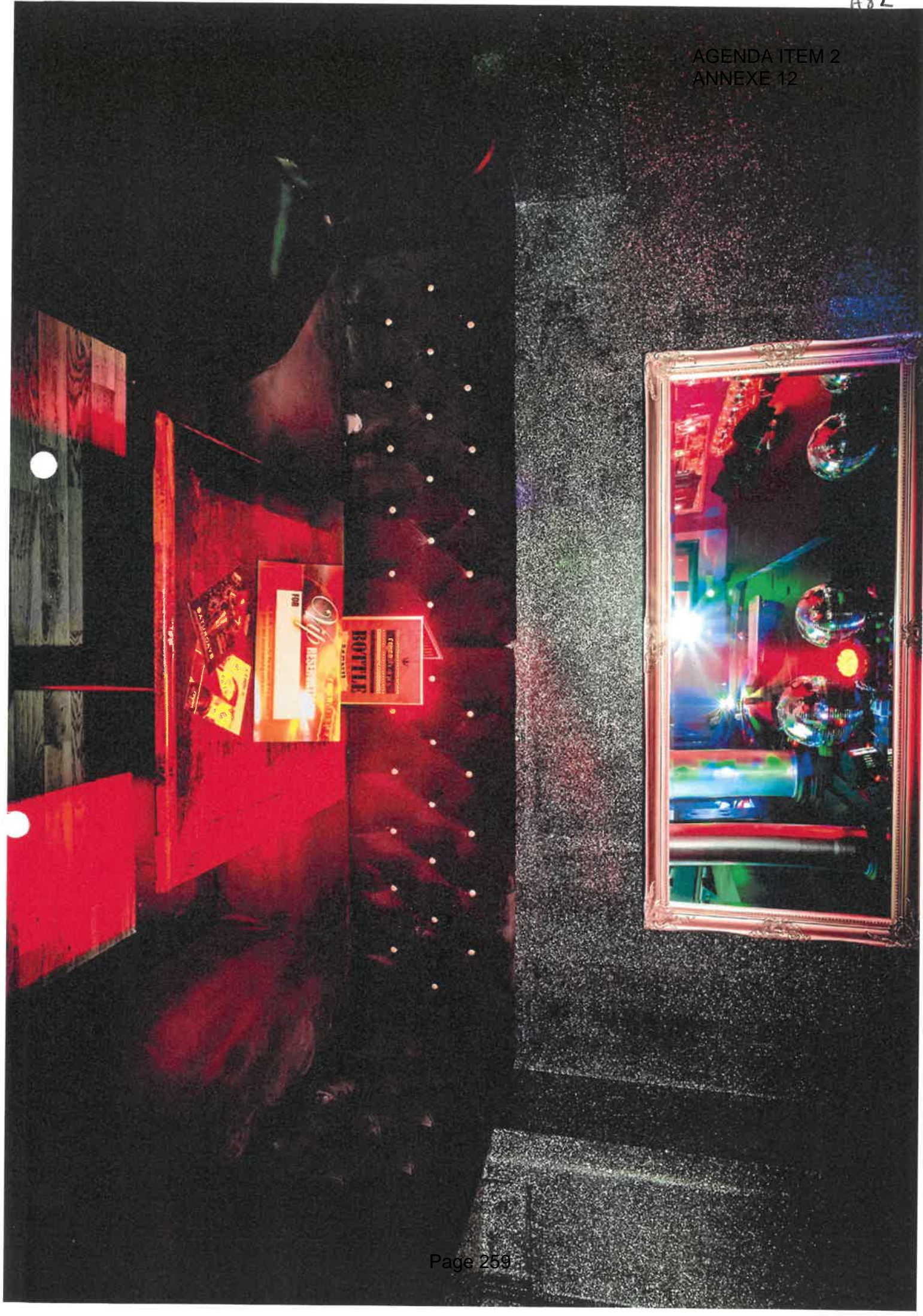
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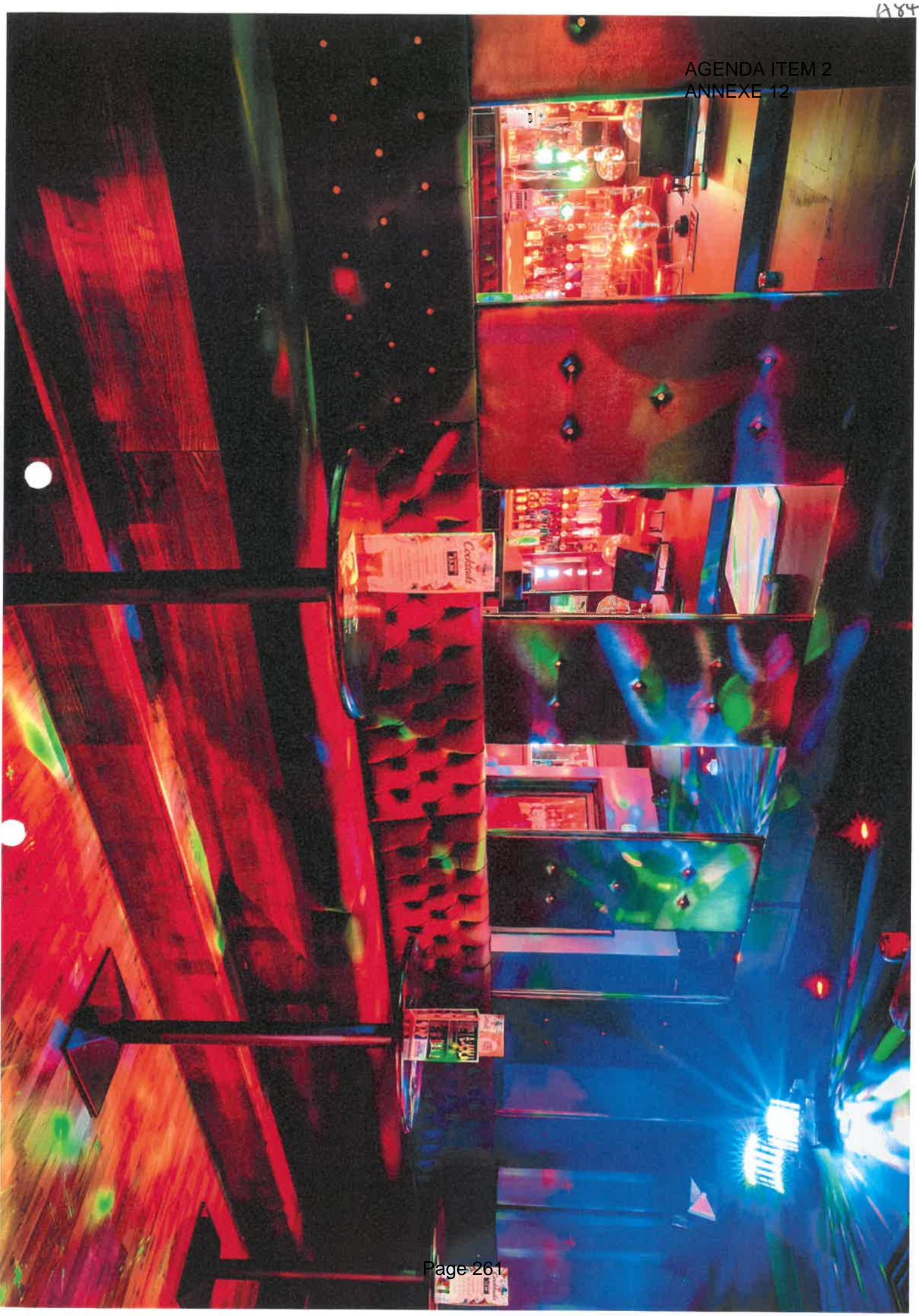




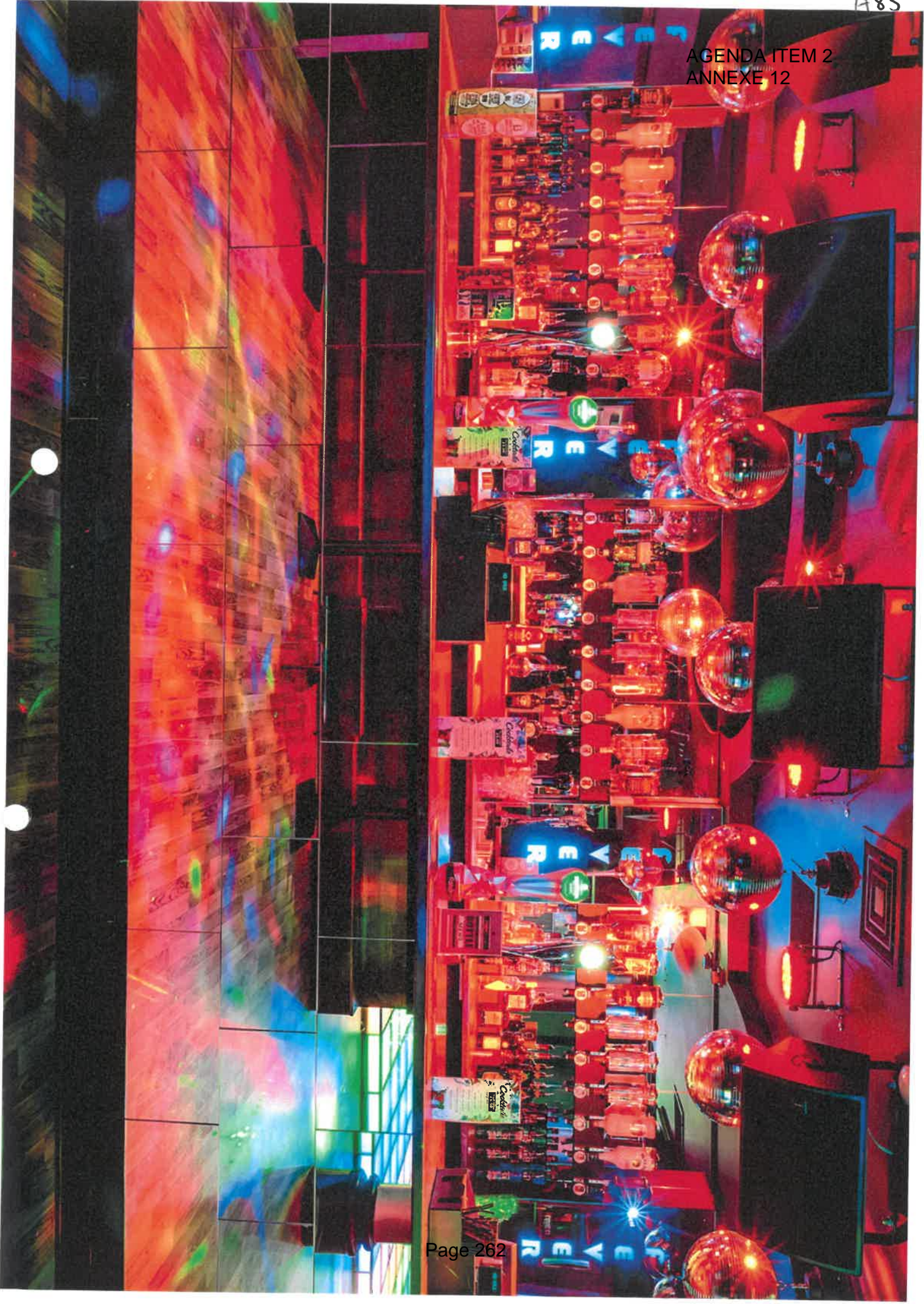


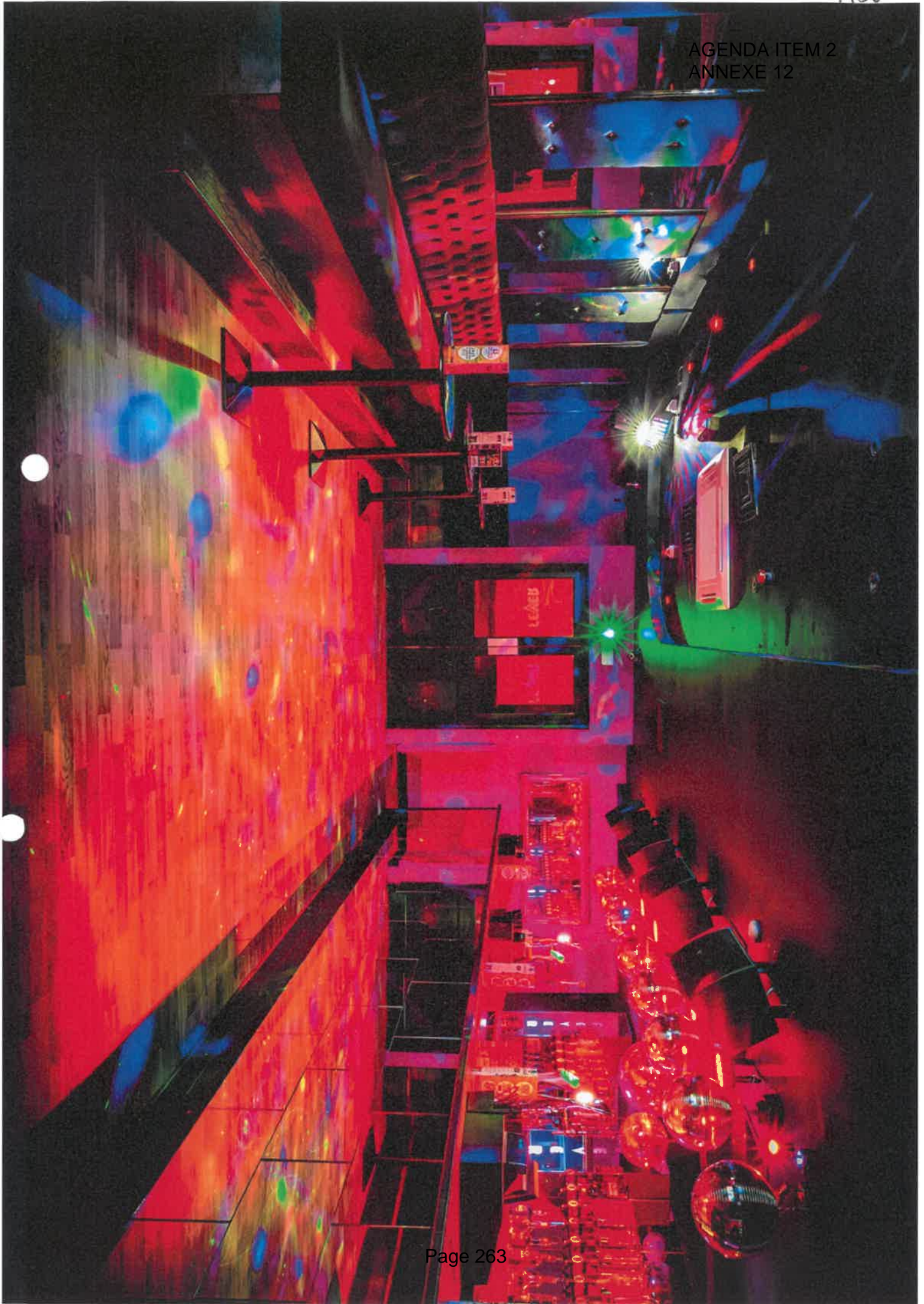


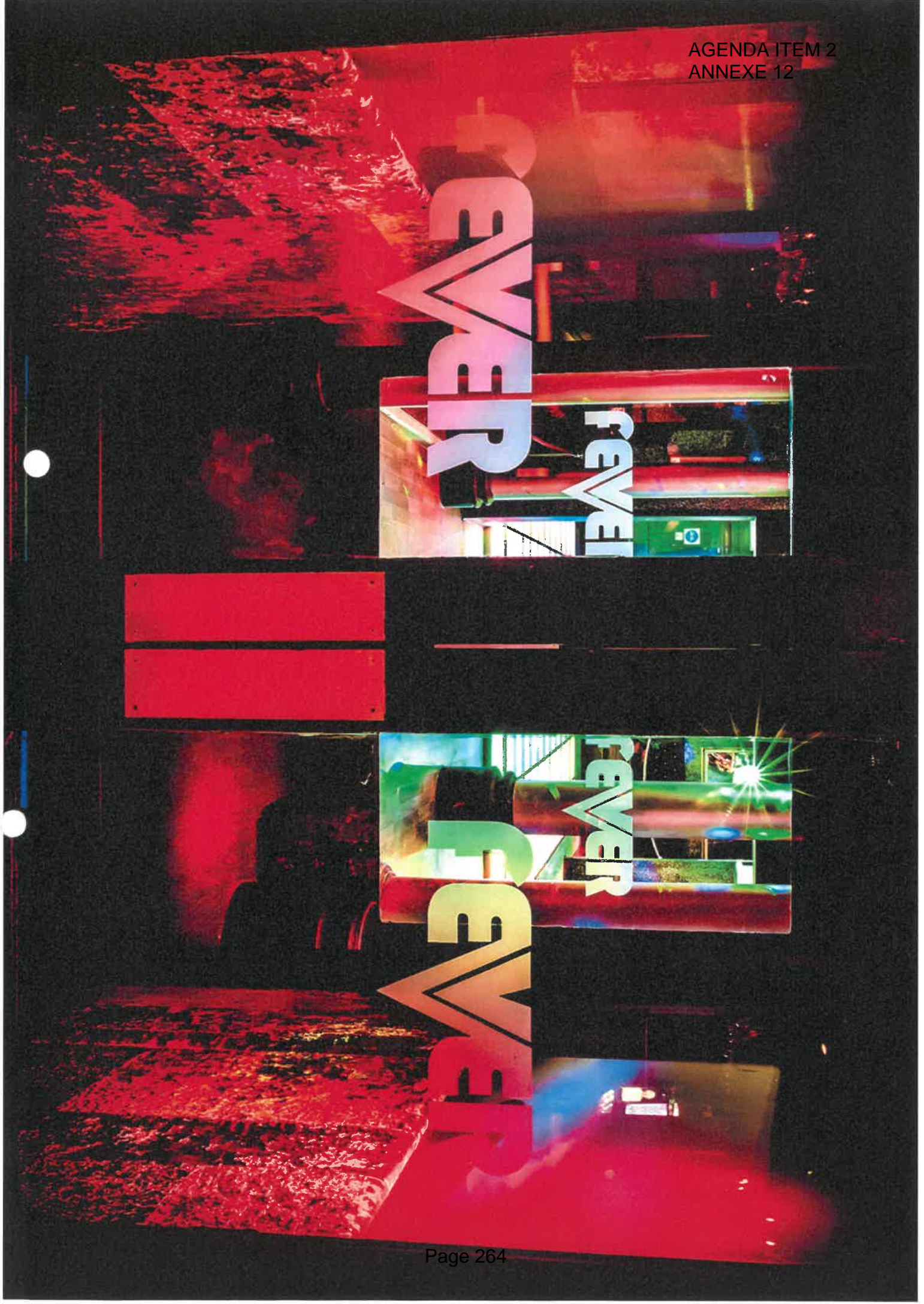




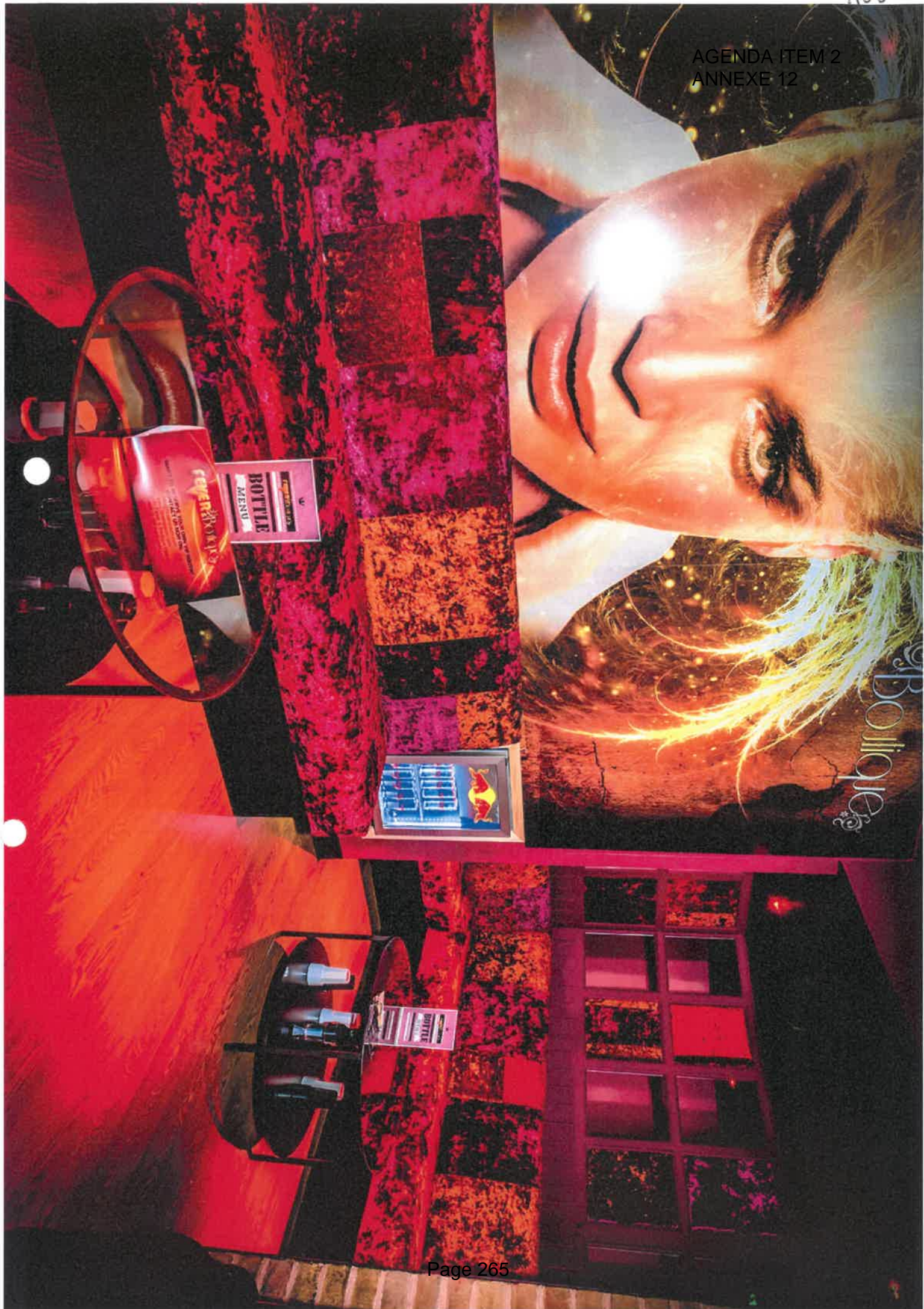
AGENDA ITEM 2
ANNEXE 12



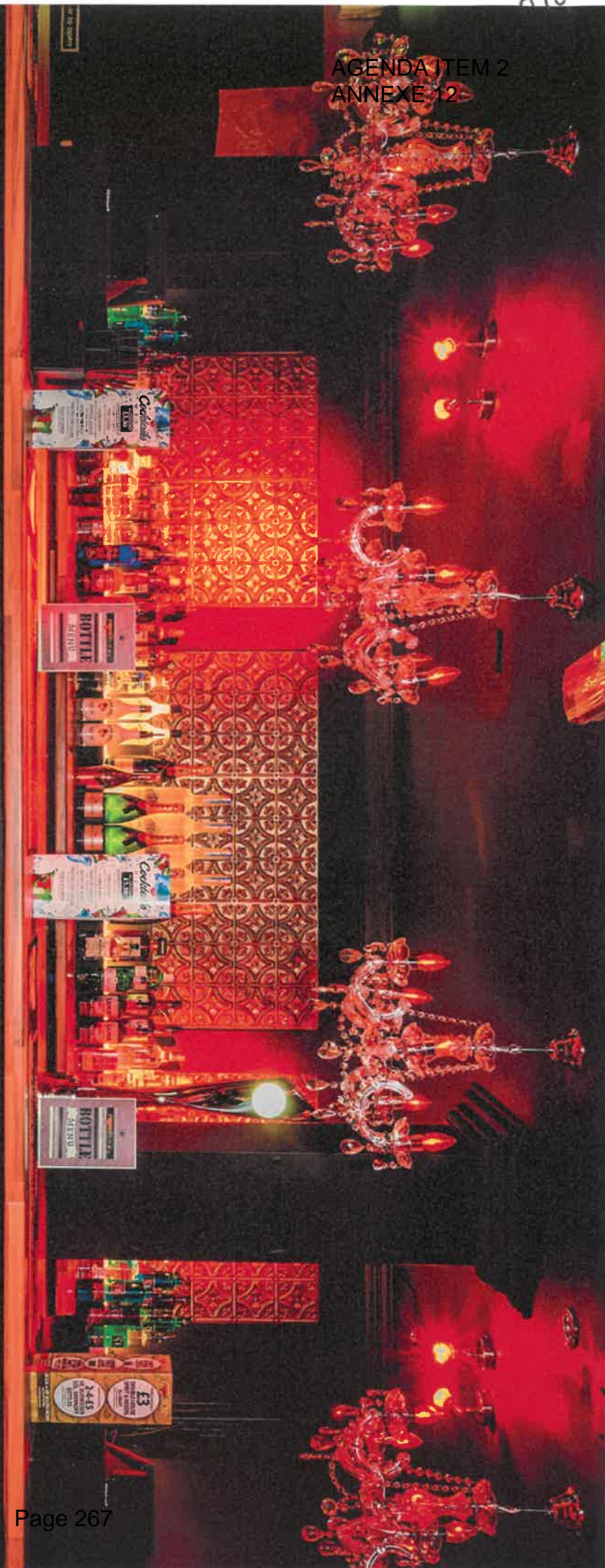


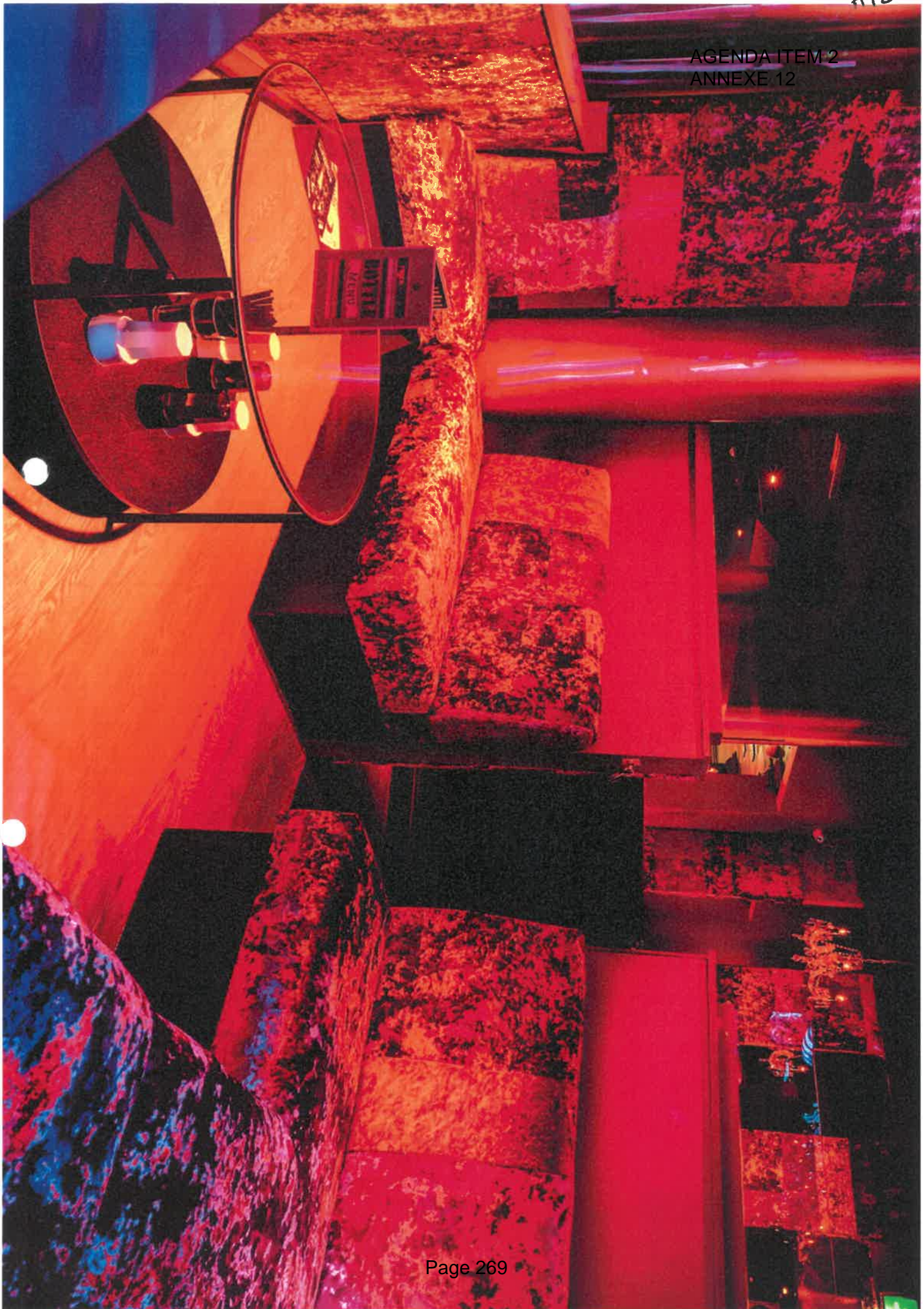


AGENDA ITEM 2
ANNEXE 12

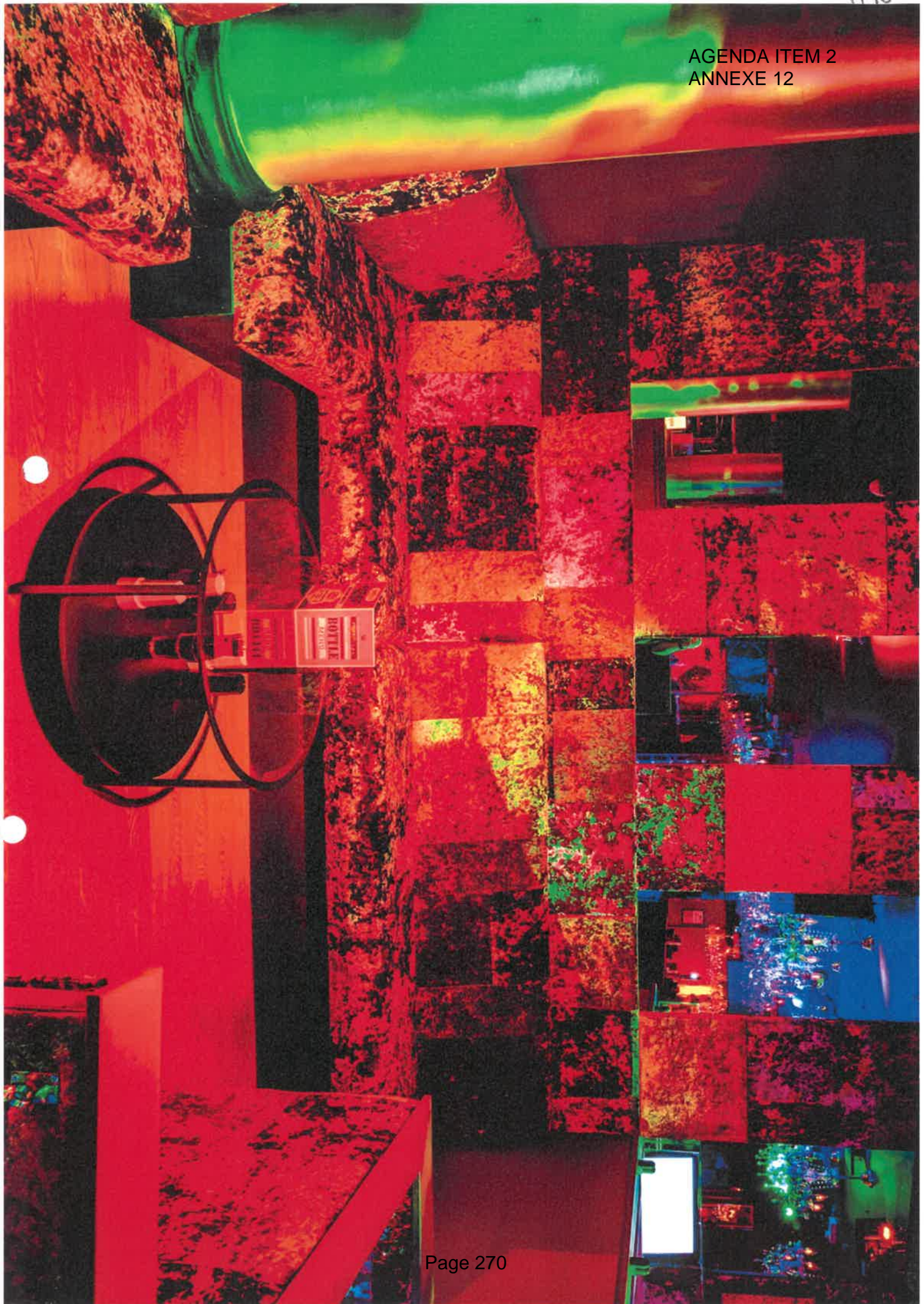


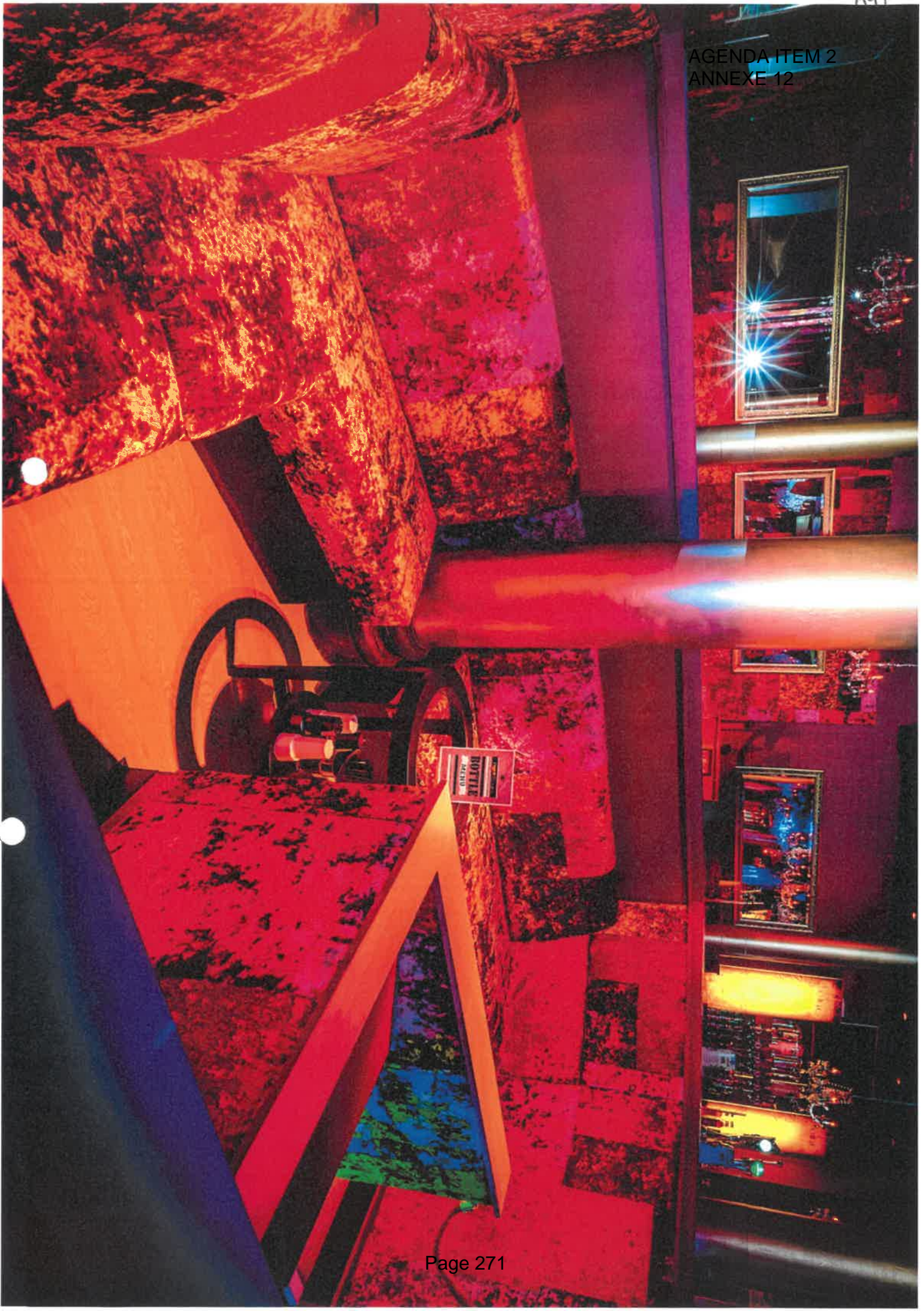
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ANNEXE 12

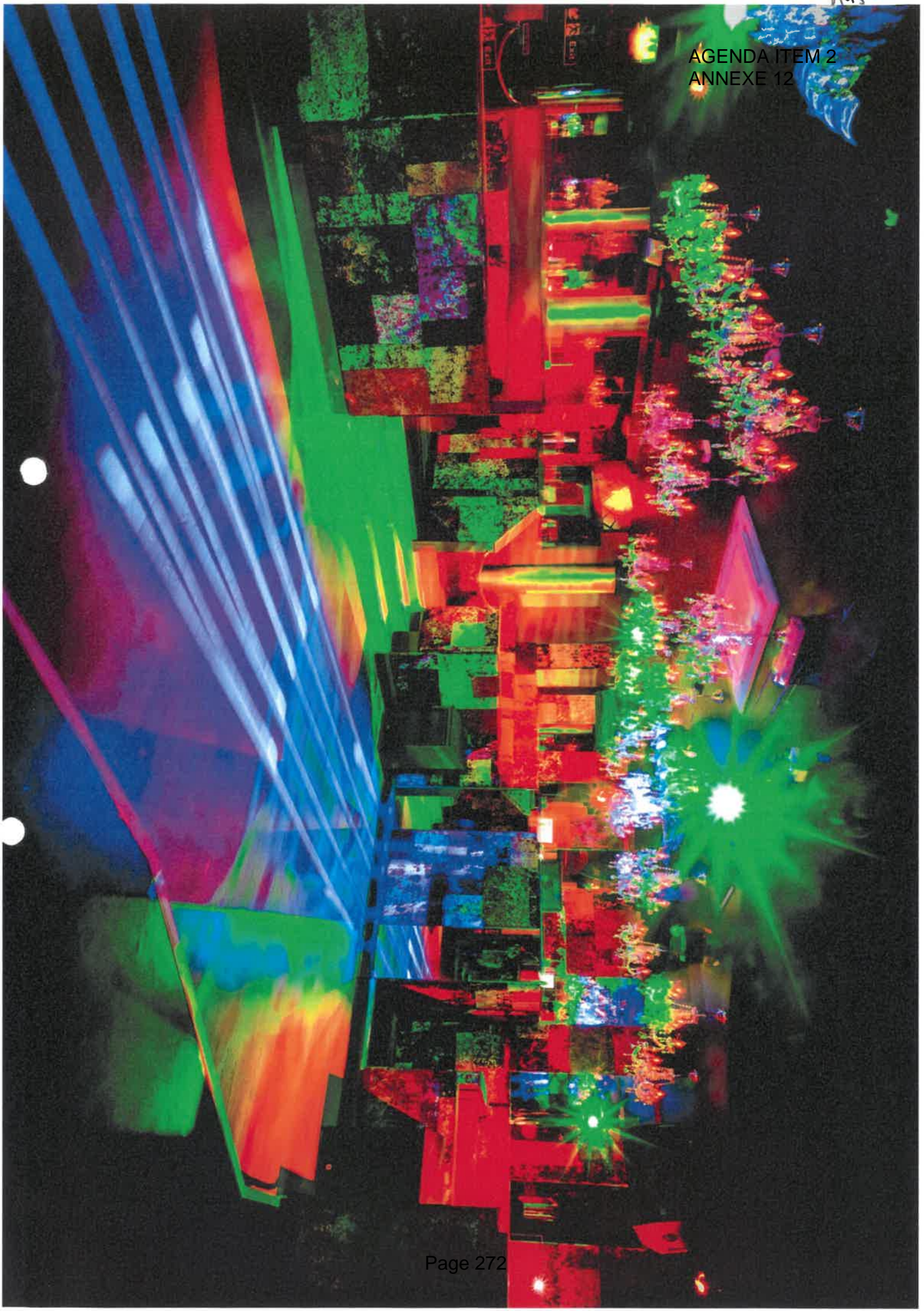


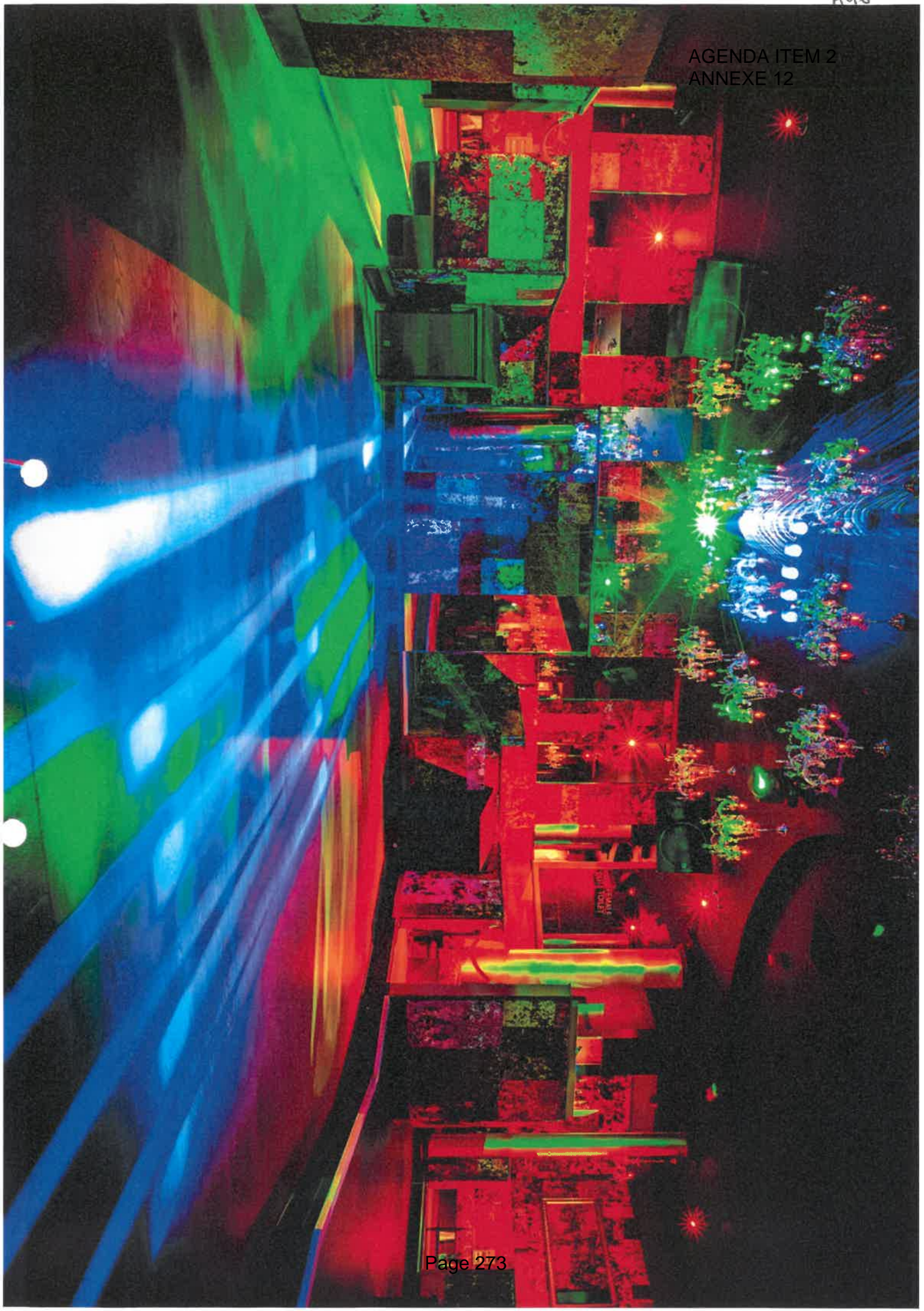


AGENDA ITEM 2 ANNEXE 12











FEVER AND BOUTIQUE EPSOM - HEARING 25 APRIL 2017

FEVER EVIDENCE

APPENDIX B

Michael Watson Observational Report	B1 - B7
Statement of Shane Cook Bridgegate Security	B8
Door Staff No Going Back Training	B9 - B19
Door Staff Duty of Care Training	B20 - B35
Service Excellence Report 28 March	B36 - B46



Fever & Boutique
5-9 Spread Eagle Shopping Mall, Epsom, Surrey KT19 8DN

Introduction

1. I, Michael Watson, of Licence Consultants, Suite 843, 19-21 Crawford Street London W1H 1PJ make this statement to provide additional relevant information in regard to a Review of the Premises Licence under section 51 Licensing Act 2003, for Fever & Boutique.
2. I have been a licensing consultant with Licence Consultants since 2004. Licence Consultants is a licensing consultancy service with a respected reputation amongst the Police, local authorities, and our private clients.
3. Previously, I was:
 1. a civilian licensing officer with the Metropolitan Police Clubs and Vice Unit (CO14) from 1994 to 2001; and
 2. a licensing officer at the London Borough of Islington from February 2001 to June 2004.
4. I have attained the Certificate of Higher Education in Licensing Law from Birmingham University and am a member of the Institute of Licensing. My role as a consultant is to work in partnership with the statutory authorities. I have given evidence at Licensing Committees, planning appeals and licensing appeals before Magistrates and the Crown Court.
5. I have been an independent licensing consultant for over twelve years. I have worked with a wide variety of premises including night clubs, bars, restaurants and hotels. My clients include Novus Leisure (owners of the Tiger Tiger brand and over 30 late licensed premises in London), Maxwells Restaurants (Café de Paris, Roadhouse & Guanabara), Drake & Morgan, The Box Soho, Cirque Le Soir, Mahiki, D & D London, the Truman Brewery and the London Park Lane Hilton.
6. I have worked with many venues, in different environments, to design successful management procedures to ensure that there will be no harm to residential amenities by reason of noise or disturbance.

Instructions and Scope of Work

7. I have been engaged by Fever & Boutique and asked to conduct independent licensing observations whilst the premises is trading and to examine the operational policies and procedures in conjunction with the management of the premises.
8. I confirm that, notwithstanding that I was engaged by Fever & Boutique, I have prepared this Witness Statement together with all opinions expressed herein, as an independent professional licensing consultant.

www.licenceconsultants.com

Observations

10. I conducted two observations of the premises; the first observation on 25th March 2017 (00:15 – 03:45 hours) and the second observation on 26th March 2017 00:00 – 04:45 (BST) hours.
11. The purpose of the observations was to see Fever & Boutique operating during trading hours on both a Friday and Saturday night.
12. The observations were 'overt' and staff at the premises were aware of my presence.
13. The observations were conducted both outside and inside the premises. I positioned myself outside until last guest entry time at 01:30 hours. I then regularly patrolled inside and outside the premises until 03:00 (04:00 on 26th March 2017) to monitor dispersal when guests began to leave the premises in volume.
14. The weather was cold, clear and dry on both nights.
15. The clocks moved forward one hour to British Summer Time (BST) on 26th March 2017.
16. There was a uniform police presence outside the premises for virtually the whole of the time I was at the premises, save for several short periods of time when they were called away. I also noted police left at 04:00 hours on 26th March 2017 and did not return.

General Notes

17. Fever & Boutique is located in a small shopping arcade, Spread Eagle Mall, in the centre of Epsom.
18. The venue benefits from a Premises Licence that permits the sale of alcohol and provision of regulated entertainment Sunday to Wednesday until 02:00 hours and until 03:00 hours Thursday to Saturday (subject to conditions).
19. The premises reached capacity (500 persons) on both nights I conducted observations.
20. The premises is situated on a busy junction of Ashley Road (A24), High Street (A24) and Waterloo Road.
21. There is a wide pavement at the front of the shopping centre on Ashley Road. Ashley Road is one way in a north to south direction.
22. There is a second entrance to Spread Eagle Mall from the High Street.

Entry Controls

23. Fever & Boutique utilize barriers to control queuing and entry. The barriers are placed on the pavement outside the front of Spread Eagle Mall. One set of barriers run from the entrance of the mall around the building towards the High Street. This queue accommodates paying customers. Further barriers on the other side (the right hand side as you look at the premises) facilitates a small VIP/ guest list queue.
24. The entrance to the shopping mall from the High Street is closed using barriers.
25. The General Manager and Designated Premises Supervisor (DPS) was positioned at the entrance overseeing the queues and vetting entry on both nights.

26. On both nights six (6) door supervisors were positioned at the entrance and queues to supervise and control entry.
27. Door supervisors employed at the entrance and outside the premises wear high visibility clothing.
28. A 'safe' area is maintained in front of the entrance to the shopping centre to give space for guests entering and leaving, to maintain it as emergency exit and to allow security and management to properly manage the area.
29. The premises was operating a 'challenge 25' policy and all guests appearing under 25 years old were age checked on entry and then had their identification scanned electronically using an electronic identity scanning machine.
30. The identity scanning machine showed 563 scanned (550 through door) on Friday night 578 scanned (566 through door) on the Saturday night. [NB the discrepancy (more identities scanned than guests attending the premises) was explained as that sometimes identity documents have to be scanned more than once to register with the machine.]
31. I witnessed males being routinely searched throughout both nights. Searching consisted of a physical pat down. Bags were also being opened and searched.
32. The premises was operating a smart casual (no trainers) dress code.
33. I frequently witnessed people being refused entry for failing to meet the dress code and many were refused entry for being intoxicated.
34. The premises maintains detailed daily records including all refusals.

Door Supervisors

35. Thirteen (13) door supervisors were employed on each night of the observations.
36. The minimum ratio of door supervisors to guests at any time was 1:38.
37. The door supervisors were smartly dressed, identifiable and correctly wearing Security Industry Authority (SIA) badges.
38. Door supervisors were positioned throughout the premises in appropriate key locations – smoking area, dance floors, cloak room as well as the entrance.
39. All door supervisors were equipped with radios and earpieces.

Management

40. I noted there appeared to be at least four managers on duty each night of the observations. Managers were highly visible and appeared to be well in control of the venue.
41. There was a manager at the entrance of the premises at all times.
42. All managers were equipped with radios.

Inside Premises

43. The premises utilizes polycarbonate drinking vessels.

04

44. There was a good level of staff inside the premises.
45. Bars were well staffed and customers did not appear to face long wait times to be served.
46. Bar support circulated the venue collecting empties and mopping up spillages.
47. Management and door supervisors patrolled the premises monitoring for intoxication and any other issues. I did not see any guests who appeared obviously intoxicated. I saw managers and security assessing guests who were potentially intoxicated and taking them outside or to the guest welfare area (see below).
48. I did not see any persons who appeared under age in the premises. The guest age range appeared to be early to mid-20s.
49. The premises offers cloakroom facilities and I did not see any unattended property within the venue.
50. The ratio of male to female guests appeared evenly split.

Guest Welfare

51. The premises uses the corridor from the second entrance to the shopping mall (from the High Street) as a guest welfare area. This is a quiet, safe place where any guests who may be intoxicated or are unwell can sit until they recover. This area was only used occasionally and was not in great demand.
52. All guests are offered a free bottle of drinking water as they leave the premises.
53. I witnessed one female receive first aid from staff for an injured toe.

Smoking

54. The premises operates a private enclosed smoking area at the rear of the building.
55. No guests are permitted to smoke at the front of the premises or within the shopping mall. Guests are directed to the dedicated smoking area at the rear of the premises.
56. The smoking area was permanently monitored by a door supervisor.
57. Guests were not permitted to take their drinks from the premises into the smoking area. A table was positioned by the exit for guests to leave their drinks while they smoked.
58. The maximum number of guests in the smoking area at any one time was approximately 45 persons.

Exit Controls and Dispersal

59. At the end of the night the premises lowers tempo and volume of the music gradually to encourage guests to leave quietly.
60. The premises closes in stages to ensure a controlled stream of guests leaving. The fever room closes first and guests are directed through to Boutique.
61. As guests leave and the premises empties, more door supervisors are posted outside to supervise guests leaving.

BS

- 62. The barriers outside are used to funnel guests towards and into the High Street.
- 63. On both nights I saw eight (8) door supervisors outside actively encouraging guests to disperse the area quickly and quietly.
- 64. On both nights the area was clear of guests by 03:45 hours (04:45 hours BST on 27th March).
- 65. There is a black cab rank opposite the premises in Waterloo Road.
- 66. The majority of guests appeared to leave in booked mini cabs.

Premises Licence Conditions

- 67. I was provided with a copy of the Premises Licence for the premises prior to conducting the two observations.
- 68. The premises appeared to fully comply with Premises Licence conditions.

The Four Licensing Objectives

- 69. In my professional opinion, based on the two observations I carried out, the premises does promote the Four Licensing Objectives

Prevention of Crime and Disorder

- 70. The premises has a professional and proactive security team who are highly effective.
- 71. I witnessed two incidents of crime and disorder during the two nights.
- 72. On the Friday night during dispersal one male attempted to urinate at the side of the building on the High Street. Security immediately intervened, told him it was unacceptable and moved him along.
- 73. On arrival on the Saturday at midnight I witnessed one male being restrained by two door supervisors and a uniform police officer. I was told that the male had been refused entry and become very aggressive and assaulted a door supervisor. Two females accompanying the male had also become very aggressive and assaulted a door supervisor and a manager.

Public Safety

- 74. The premises shows real concern for the wellbeing of customers. This is evidenced by the provision of the guest welfare area, free bottles of drinking offered to every guest and first aid facilities.

Prevention of Public Nuisance

- 75. I did not witness any music noise breakout from the premises.
- 76. Customers in the smoking area were audible when I stood in the car park at the rear of the premises, but I cannot say whether this would constitute a nuisance.
- 77. The premises operates effective queuing and dispersal procedures.
- 78. I did not see any rubbish or waste from the premises that would constitute a nuisance.

Protection of Children from Harm

- 79. The premises operates a strict 'challenge 25' policy.
- 80. Guests appearing under 25 are ID checked twice before being permitted entry.
- 81. All guests have their identification electronically scanned on entry.

The Application for Review

- 82. I have read the application for Review by Surrey Police and note that the main points of the review are crime and disorder, issues relating to underage persons, public nuisance and safety and intoxication.
- 83. During my visits to the premises I considered these points and would remark as follows:
- 84. Crime and Disorder: There is a very high ratio of security to guests. The security team are alert and quick to react to any potential issues. The strict vetting on entry and a policy of early intervention reduces the risk of violence.
- 85. Public Nuisance: Dispersal is planned, managed and controlled. Managers allocate security where required and are able to react quickly to a changing situation.
- 86. Public Safety: Guest welfare is given very serious consideration at the premises and resources allocated accordingly. The number of security enables the premises to deal with any issues effectively and reduce any risk to the safety of guests or members of the public.
- 87. Underage Persons: There appears to be a local issue with underage guests producing valid forms of identification belonging to other people who are 18 or over in attempting to enter the venue and circumvent the age checks. Of course, in this situation, the ID will scan and the machine will not alert the operator as the ID provided will be valid identification of someone 18 or over. The premises has introduced supplementary checks to prevent this from happening; asking the guests for secondary ID, questioning guests on personal information and additional staff checking the same ID more than once.
- 88. Intoxication: Staff are trained to identify signs of intoxication, intervene early and take appropriate action. Guests are assessed and either asked to leave or given water and any other assistance necessary.

Conclusions

- 89. Management and security are proactive and effective.
- 90. The premises operates strict entry procedures and vetting, including age checks, ID scanning, and searching.
- 91. Dispersal is well organized and effective.
- 92. The premises has a good working relationship with local uniform police.
- 93. Based on my observations over one weekend, I would assess that Fever and Boutique is operated in a very professional manner. Clearly much consideration has been given to operating procedures and how the premises operates.

B7

This statement is to the best of my belief and understanding true and accurate.

Signed  Dated 10.04.2017

Michael Watson

STATEMENT OF SHANE COOKE

I, Shane Cooke care of Bridgegate Security (GB) Limited, 541 Woodborough Road, Nottingham, NG3 5FR will say as follows:-

My date of birth is 27 November 1958 and I am the Operations Manager for Bridgegate Security, a position I have held since May 2007. Before taking up this position I was a serving police officer for 32 years.

I am a fully qualified trainer (registered with Highfield International) I am qualified to teach most things within the Security Industry Authority. I also hold a Maybo teacher trainer qualification for, conflict management training and physical intervention.

For the past several weeks I have been spending time at Fever & Boutique in Epsom, Surrey. Delivering individual training to Bridgegate Security staff deployed at this unit. I have delivered refresher training to the front of house door supervisors in conflict management and customer service.

Bridgegate Security staff, within the premises, have received training in 'best proactive' policies, customer care and physical intervention.

I have observed Bridgegate Security staff working at the premises to ensure that all company policies are followed.

Signed: Shane Cooke

Date: 16 March 2017

NO GOING BACK

A NEW LOOK AT AN OLD PROBLEM

AGENDA ITEM 2
ANNEXE 13

BOUNCER VS DOORMAN

- WHAT ARE YOU? YOU CHOOSE!
- **A DOOR MAN** "GOOD CHOICE". Because that's what you are a doorman
- Key differences that display that fact?
- Your personal Dress code
- Your Manners to other people
- Your Conduct in carrying out your duties
- Your Importance as viewed by others.
- Your 21st Century role

WHAT IS A GOOD DOORMAN

- 18 Stone plus
- None compromising
- Got some attitude
- Sorts the s—t out
- Pocket full of girls names
- And pictures
- "NO" OF COURSE NOT
- YOU HAVE NOTHING TO PROVE "AND"
- AS DOORSTAFF WE CAN ALL ENJOY THE JOB
- AND BE SAFE!!

YOUR CONDUCT

- Reflects you no matter what you think you are.
- Reflects Bridgegate Security it is never just your image that is damaged.
- Reflects the venue. **Why?**
- By affecting customer perception.
- Reflects door Security Nationally.

A NIGHT CLUB COCKTAIL

- Alcohol
- Drugs
- Members of the opposite sex?
- Not always wearing a lot?
- Semi darkness to **DARK**
- Loud **LOUD** noise!! (Then What)?
- Squeeze them in.

THE MODERN DOORMAN

- A SECURITY PROFESSIONAL
- IN LINE WITH ANY OTHER ARM OF SECURITY
- CASH IN TRANSIT
- MINOR CLOSE PROTECTION
- FIRE WARDEN (EVACUATION)
- ANTI TERRORIST THREAT
- FIRST AID SUPPORT
- COMMISSIONAIRE
- RIOT CONTROL
- ARREST OF INDIVIDUALS FOR CRIME (MAJOR)
- THE FACE OF YOUR UNIT!

YOUR DRESS CODE

- If you look Professional it is likely you will feel Professional.
- This affects the Perception by others.
- Team Identity (Waistcoats).
- Pride – you are good at what you do, but the way you look may regretfully tell another story!

OPERATIONAL ETIQUETTE

- The percentage game?
- Don't blame all for the idiot that's in front of you.
- Ever been a customer?
- How do you really want to be treated.
- Conflict management?
- Your attitude affects your behaviour!
- Your teams safety?
- You fight / your mates will have to.

YOUR IMPORTANCE

- Management needs to trust you.
- The Client needs to trust the Security Provider..
- The customer needs to trust you.
- You are the face of the Venue and of Bridgegate Security.
- No matter the reason / violence / crowd / evacuation / first aid / C.P.celebs / C.I.T. they need **YOU!**

TOOLS OF THE TRADE

- What do we have in our **armoury**?
- Hearts and Minds.
- Empathy.
- Getting up “Close and Personal” ?
- Take the trouble to know your customer base.
- You will always have regulars?
- Interaction can save you, don’t be a stranger all the time

TAKE OWNERSHIP

- YOUR CONTRIBUTION IS KEY-HOW?
- THE FEEL OF THE VENUE-AFFECTS
- THE SUCCESS OF THE VENUE
- A BUSY VENUE NEEDS?
- DOORSTAFF!!
- WHO PUTS YOU DOWN?
- WHO HOLDS YOU BACK?
- **YOU!!**
- MOST VENUES ALWAYS WISH MORE OF THEIR DOOR STAFF
- ENJOY IT BECAUSE **YOU** CAN

B20

B20

DUTY OF CARE

THE DOORMAN AND HIS IMPORTANCE

DEFINITION

- Duty of care is a broad ranging legal principle.
- Simply Stated.
- It means that one must take reasonable steps to ensure their actions do not knowingly cause harm to another individual.

DUTY OF CARE TO WHO

- To all who enter the venue
- No matter creed religion
- Sexual orientation
- Disability
- AND to individuals who you detain or eject
- Once you have detained someone be aware of them and their safety should there be signs of perhaps some medical condition epilepsy diabetes or have they taken drugs
- They are now in your charge.

THE DOOR SUPERVISOR

- You are the eyes ears and implementers of operational protocol.
- All procedures where ever created will cascade down to Operations.
- That will usually mean you!
- It is not all one sided the law relates very robustly to the responsibilities of the owner (Operator)
- Covering many aspects of duty of care in defining vicarious liability.

YOUR ROLE

- Consider your agreement when accepting your SIA Badge.
- Consider even that you will carry out “Duty of Care” sometimes without even knowing it.
- Why ?
- Because it is your very nature to help and assist.

THE CULTURE OF LITIGATION

- Will without emotion take lively hoods, close premises and even imprison.
- No one is protected from its reach.
- Kings Cross / corporate manslaughter
- We have to be aware of its meaning.
- To protect ourselves and the client.
- They are one and the same.

KNOWLEDGE GIVES PROTECTION

- It avoids mistakes by prior knowledge of the subject “Duty of Care” and helps step away from the dangers of ignorance.
- It allows remedial action Pre – incident, during an incident and post incident action.

THE COURTS

- Will look at the nature of the relationship between the two parties.
- Whether the incident resulting in harm was reasonably foreseeable.
- The proximity of causal connection between one persons conduct and the other persons injury.

NEGLIGENCE

- Negligence is carelessness.
- A failure to take reasonable care for the safety or well being of others.
- Negligent actions are not an exercise in perfection but rather an address of reasonableness.
- In effect what a reasonable person might have done or not done in the circumstances of a particular case.

LAW OF NEGLIGENCE

- Negligence – defined and proven as a breach of duty of care, will entitle a person to receive compensation.
- In the ensuing case many aspects will be assessed and exposed.
- Therefore prevention is far better than any cure could ever be.
- Easier and quicker to implement.
- It PROTECTS YOU!
- It PROTECTS THE CLIENT.

DUTY OF CARE

- Is therefore an obligation to take reasonable care to avoid causing foreseeable harm to another person or their property.
- Negligence can be established if the plaintiff can prove.
- The defendant owed them a duty to take reasonable care.
- The defendant breached that duty
- The defendant's breach of duty caused the injury or damage suffered by the plaintiff.
- The injury or damage suffered was not too remote a consequence of the breach of duty.

WHERE DO WE GO FROM HERE

- Life and our work is now a paper trail of making sure we cover ourselves.
- What building site does not use hard hats?
- Ever seen a hot tap now saying contains hot water.
- OR the tin of salmon that carry's a warning this product contains fish??

STEP OUTSIDE THE BOX

- Anything from wet floors with no signs to excess smashed glass flag it up.
- Blocked exits tell management.
- Radios that do not work don't wait until someone gets hurt only to say "yeah he might have radioed for help but that radio has not worked for weeks.
- It cannot be fixed if it is not flagged up.
- Bare flex, smell of gas, what ever when ever, and document it.

PRESUMPTION

- Never presume; it is the mother of all debacles.
- You are security; people will inform you of situations they have seen or experienced.
- Never presume someone is dealing with it.
- Never presume it's a hoax, get it checked.
- There is a fight in exit 2? There a guy having a fit in the smoking area? I've been raped? A guy just dragged a girl into an exit?
- Make sure its followed through.
- Make sure its investigated.
- Its someone's sister, brother cousin??

COMMUNICATION

- “COVER YOURSELF”
- Outside use the link!
- Inform management!
- Get support from where ever is right, first aid, door staff, police and of course always keep management informed and in the loop.
- Create a paper trail to support your actions.
- Good door staff are nearly always the ones with anticipation they see issues before they are issues.
- This protects them, the customer, the venue, and of course the staff.

THEY NEED YOU

- You are the professionals.
- Your family and friends may well be anywhere London underground, a bar, going on a flight to Spain.
- Would you want your family on a flight with no metal detection, the underground with no means of security or assistance.
- A bar with no security.
- WELL THAT'S WHAT YOU ARE THERE MEANS OF SUPPORT AND ASSISTANCE.
- We owe them a duty of care morally and in law, that is our undertaking which is a responsibility we share from the DPS down.

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Fever nightclubs
Bar Fever Epsom - Bar Fever Epsom, 5 - 9 Spread Eagle Walk, Epsom, KT19...
2017 - 03



94.8%



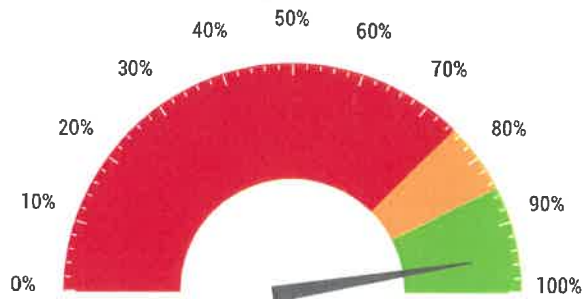
Fever nightclubs

Bar Fever Epsom - Bar Fever Epsom, 5 - 9 Spread Eagle Walk, Epsom, KT19...

2017 - 03



SURVEY SCORE



94.8%

SECTION SUMMARY

		CURRENT	PREVIOUS	DIFF.
Online presence	100.0%	100.0%	-	-
Exterior and Approac	66.7% 33.3%	66.7%	-	-
Door supervisor team	100.0%	100.0%	-	-
Entrance and cloakro	100.0%	100.0%	-	-
Bar	100.0%	100.0%	-	-
Bar service	66.7% 33.3%	66.7%	-	-
Toilets	100.0%	100.0%	-	-
Overall Impressions	100.0%	100.0%	-	-
TOTAL	94.8% 5.2%	94.8%	-	-

■ SCORED ■ MISSING

CURRENT: 2017-03
 PREVIOUS: PREVIOUS SURVEY (-)

QUESTION CATEGORY SUMMARY

		CURRENT	PREVIOUS	DIFF.
Ambiance	100.0%	100.0%	-	-
Engaging service	66.7% 33.3%	66.7%	-	-
First Impressions	91.7% 8.3%	91.7%	-	-
House Keeping	100.0%	100.0%	-	-
Lasting Impressions	100.0%	100.0%	-	-
TOTAL	94.8% 5.2%	94.8%	-	-

■ SCORED ■ MISSING

CURRENT: 2017-03
 PREVIOUS: PREVIOUS SURVEY (-)

038

Fever nightclubs
Bar Fever Epsom - Bar Fever Epsom, 5 - 9 Spread Eagle Walk, Epsom, KT19...
2017 - 03



ATTENTION AREAS	
	MISSING / POSSIBLE
Bar service	2 / 6
Exterior and Approach	1 / 3
Improving your performance on these sections would increase your score for <u>this visit</u> by 5.2%, giving you a total of 100.0%.	

i The questions displayed above are those for which you received only partial or no credit, and which most negatively impact your overall score. Focusing your attention on these critical areas in the future will help increase your overall scores.

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Fever nightclubs

Location: Bar Fever Epsom - Bar Fever Epsom - 5 - 9 Spread Eagle Walk, High St, Epsom, SR KT19 8DN

Date: Saturday, March 25, 2017

Survey Total: 94.83% (55 / 58)

Reviewers Observations

Reviewers observations / comments

Visit date

1. What is the date that you are visiting this venue?

25.03.2017

2. What is the time that you are visiting this venue?

22:30:00

Online presence

100.00% (3 / 3)

3. Was this venue's website quick and easy to find and on the first page of Google?

1/1

Yes

4. Did the website provide you with ALL the information you were looking for?

1/1

Yes

5. What was good about the website/s and what, if any, improvements would you make?

Comment: It looked like a trendy place to visit and was visually appealing, with bright colours and eye-catching images. It didn't have information about the standard entrance price, which would be useful.

6. Are the social media are the accounts being updated regularly with relevant and interesting posts?

1/1

Yes

Comment: There were posts from the day we were visiting and all the content was current.

040

7. What has the on-line presence of this venue and its reviews on Google / Trip Advisor done to effect/set your expectations?

Comment: I would say that the online presence made me want to visit the venue to find out more. The photos on the website were of people enjoying themselves and it was easy to navigate. It was a little disappointing to not know the cost of standard entrance, as people may not take the time to enquire and may be concerned that it could be costly.

The presence on facebook and other social media is a good thing, especially for the target audience.

Exterior and Approach

66.67% (2 / 3)

8. Was this venue easy to identify along the street?

0/1

No

Comment: There isn't any signage clearly visible. The main entrance is out of the way under a shop.

9. Was the overall appearance of the exterior well lit, clean and well-kept?

1/1

Yes

10. Were the entrance barriers in good order and set up neatly?

1/1

Yes

11. What was your first impression from the exterior?

Comment: From first impressions it was well organised and appeared to be a popular place. The queue was the first indication we saw that it was a nightclub, as there was no visible signage. It was formed of a younger age group.

Door supervisor team

100.00% (6 / 6)

12. Were ALL the door staff wearing official "Security" badges (With "SIA" on them)?

1/1

Yes

Comment: They all had them strapped to their arms.

13. Were "Challenge 21" or "Challenge 25" posters visible on the front door?

1/1

Yes

Comment: They were also at the bar.

14. How busy was the club when you arrived?

Moderately busy (2 - 5 people queuing)

Comment: 10 minutes of queuing but that was because it was only at 10:30.

15. Were you greeted with a smile and a friendly verbal welcome by the door team?

1/1

Yes

Comment: They were very welcoming and when we left, one doorman said to have a safe journey home.

1/1

041

16. Was your ID scrutinised and your likeness checked?

Yes

17. Were the door team dressed smartly and appropriately?

1/1

Yes

18. If you, or another customer, asked the door staff a question were they able to answer with polite, confidence?

N/A

Comment: We didn't ask any questions.

19. During your time entering and leaving the venue where the door staff polite, calm and courteous to all customers you could see them conversing with?

1/1

Yes

20. Describe your experience with the door supervisor team: What was good about it and what would you improve if anything?

Comment: I wouldn't improve anything, I think they were very professional and I certainly would want them around if a fight broke out. They also maintained a courteous manner and contributed to a good first impression.

21. Please name or describe the door staff that you saw.

Comment: Doorman 1 male, bald, well built in 40s. 2 was younger male in 20s with blonde curly hair. There was a lady at the desk taking photos, with long blonde hair and in her 20s approximately.

Entrance and cloakroom

100.00% (3 / 3)

22. Was it clear where to go to pay for entry as soon as you walked in?

1/1

Yes

23. Was the person you paid smiling and polite?

N/A

Comment: We had free entrance from a text service that we saw online.

24. Was your payment processed simply and correctly?

N/A

25. If you had a coat to hand in was this done efficiently and with a smile?

1/1

Yes

26. Was the entrance clean and tidy?

1/1

Yes

27. Please summarise your entrance, ticket and cloakroom experience.

Comment: I obviously liked that there was a free entrance policy before 11pm. However I think £2 per coat is a little steep but then as we weren't paying entrance, this wasn't so bad.

BY 2

Bar		100.00% (9 / 9)
28. Which bar were you served at and what influenced your choice?		
Comment: We came in and turned right immediately, we chose it because it was the first bar we saw.		
29. Did the lighting levels create an effective ambience?		1/1
Yes		
30. Was the temperature of the bar comfortable?		1/1
Yes		
31. Were the music level appropriate for the style of music, clientele and level of business?		1/1
Yes		
32. Were the bar tables arranged in an orderly fashion and appear that they were being cleared and wiped regularly?		1/1
Yes		
33. Did the bar itself appear organised and free from dirty glasses, clutter and excess spillages?		1/1
Yes		
34. Were the bottles of wine, spirits, beers and other drinks displayed attractively and with flair?		1/1
Yes		
35. Were ALL the staff in the bar that you saw appropriately dressed and neatly presented?		1/1
Yes		
36. Was the dance-floor glass free and spillage free?		1/1
Yes		
37. Did you see glass collectors and cleaners actively clearing and cleaning glasses and spillages throughout the venue?		1/1
Yes		
38. What did you like about the bar? What might make it even better?		
Comment: I liked the decor, there were added touches like striking velvet material on certain panels of the walls to match the seating. Lots of chandeliers were a nice additional feature. One of the highlights was the selection of music. The DJ played some great tunes. The seating was a little limited as there were quite a few booths that you had to reserve.		
Bar service		66.67% (4 / 6)

39. Please describe your server/s so that we can identify them.

Comment: We went to the same server. The girl was in her early twenties, white, petite with dark hair tied up. She wasn't wearing a name badge and didn't have a strong accent.

40. If you had to wait at the bar to be served was it within a reasonable amount of time?

1/1

Yes

Comment: We were served within the minute of approaching, both times.

41. How long did you wait? Did you feel there was an appropriate amount of staff for the level of business?

Comment: It was under a minute. There were plenty of staff, for the number at the venue.

42. Were your drinks served in a timely manner after you ordered them?

1/1

Yes

43. Did your drink/s contain sufficient ice?

1/1

Yes

44. Were you asked to *double up* or *go large* when ordering any house spirits?

0/1

No

Comment: This wasn't offered.

45. Were you asked if you wanted any *shooters* with your drink/s?

0/1

No

Comment: This wasn't asked of us.

46. Did you see the drinks being rung up and the money put into the till?

N/A

Comment: We paid with card.

47. Was your bar server efficient and *correct* with taking your payment / giving change?

N/A

Comment: As we paid by card.

48. Overall were you served in an upbeat manner with a genuine smile, eye contact and a "thank you"?

1/1

Yes

49. How would you summarise your service in the bar?

Comment: It was very efficient, as both times we didn't have to wait long. It was impressive that the bars were sufficiently manned and queuing wasn't required.

1344

50. Please list exactly, your drinks and how much the first and second round was?

Comment: We ordered a pint of San Miguel and a vodka with cranberry juice. We were charged £8.35 for both and a copy of one of the receipts is attached.

Entertainment

51. What entertainment was on that evening or during your visit?

DJ

52. Please comment on the entertainment:

Comment: The DJ was excellent, he judged the crowd really well and played tunes that seemed to appeal to a large number. There were people on the dance floor at 11pm, when it wasn't very crowded.

Toilets

100.00% (8 / 8)

53. Were the toilet door locks working?

1/1

Yes

54. Did the loos smell fresh and clean?

1/1

Yes

55. Were the toilet bins clean & not overflowing?

1/1

Yes

56. Were the toilet walls, flooring, paintwork & tiles all clean?

1/1

Yes

57. Were the loos a comfortable temperature?

1/1

Yes

58. Was there plenty of loo roll & handsoap?

1/1

Yes

59. Were the hand-dryers working or/and disposable handtowels available?

1/1

Yes

60. Were the loos, hand basins and taps free from staining, mildew & limescale and appear that they had been cleaned that day?

1/1

Yes

61. If there was a *freshen up person* in the loos was their behaviour / customer interactions appropriate?

N/A

Comment: There wasn't a freshen up person on duty, I don't think there would have been space for them.

845

62. What was your overall impression of the toilets?

Comment: In my opinion, they were a little small. It was tight to get to the sinks and let people by to the cubicle. Otherwise they were very clean, and it was good that there was spare toilet roll.

Overall Impressions

100.00% (20 / 20)

63. How did you rate your experience at this venue against *value for money*?

10/10

Excellent value for money (10 pts)

Comment: As there was no charge at the door, it was excellent value for money.

64. How closely did this venue meet your *expectations*?

It greatly exceeded my expectations

Comment: I gave this rating due to the decor and the DJ playing great tunes.

65. What was your overall impression?

10/10

Fabulous (I was really impressed with this venue) (10 pts)

Comment: The quick service at the bar particularly stood out to us.

66. What, if anything, does this venue offer that makes it an outstanding or unique experience?

N/A

Comment: I would say there isn't anything unique, but I enjoyed the visit.

67. What are the three strongest attributes that this venue has?

Comment: Fast service, glamorous decor and great music.

68. If this was your venue what would you do to enhance the customer experience?

Comment: I enjoyed my visit, but to improve they could add pricing to the website and some signage to the outside.

69. What age group do you belong to?

31 - 35

Bill & Reimbursement

70. Please upload at least one image that supports your feedback.

Comment: The first is of the entrance, once past the photo desk.

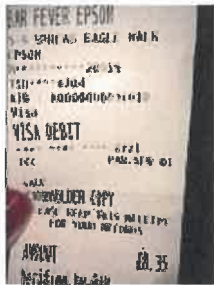
046

AGENDA ITEM 2
ANNEXE 13



71. Please upload photos of your entrance/drink receipts and/or a picture of the exterior as your proof of visit.

Comment: Receipt attached.



If you have fulfilled this survey as per the client brief, please confirm your entitlement to the allowance of £45.

45.00

Survey Total: 94.83% (55 / 58)

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FEVER AND BOUTIQUE EPSOM - HEARING 25 APRIL 2017

FEVER EVIDENCE

APPENDIX C

Entry Policy	C1
Example ID Scan Biometrics information	C2 - C13
Example ID's return to the Police	C14 - C15
Email Correspondence with the Police & Council	C16 - C33
Email Correspondence with those who made Representations	C34 - C37
Staff Approach to Incidents	C38 - C39
Summary of Incidents	C40 - C45
Comment on Certain Conditions	C46 - C49

FEVER AND BOUTIQUE EPSOM - ENTRY PROCEDURE

- We are able to use the entrance to the Spread Eagle Walk Shopping Centre as the virtual “front door” of the premises and a member of door staff is on duty in position at the entrance.
- The member of door staff will ask for ID from customers coming to the premises and will check the ID for the DOB to ensure that they are over 18 and then check the photo of the ID to ensure it represents the customer presenting it.
- If that member of door staff is not happy with the ID for any reason then a second opinion will be obtained from management or head of security.
- When the customer makes it past the first member of security, they will be greeted by another member of security will conduct a search with males having a pat down and pockets turned out and females having a bag check.
- The customer will then proceed to the ID scanning machine. A member of staff will instruct the customer to hand their ID document over to them and the member of staff will then place it on to the scanner with the customer stood in view of the camera on top of the scanning machine to gain a photo of that customer.
- If the ID scanning machine encounters an alert then this will be reported to management or security.
- An alert could mean several things:-
 - It could be a ban place by Fever and Boutique on the customer, a ban placed on the customer by another operator, upon the ID such as the document being fake or the machine not being able to read the documents correctly.
 - It may be that the customer will also be asked to confirm other information on the ID such as DOB, address and postcode to see how well and quickly the customers replies to these questions.
 - It may be that the customer will be asked to provide other personal ID to confirm identity.

Session Details

Opened by: superadmin @ 10/02/2017 21:48:28

Closed by: superadmin @ 11/02/2017 03:43:07

Duration: 5 Hours, 54 Minutes

Scans: 620

Venue Name: FEVER AND BOUTIQUE EPSOM SCANNET - FLOOR

Company Name: IDscan Biometrics

Terminal Name: DESKTOP-L41KRMJ

Address: United Kingdom, London, E14 9TS,

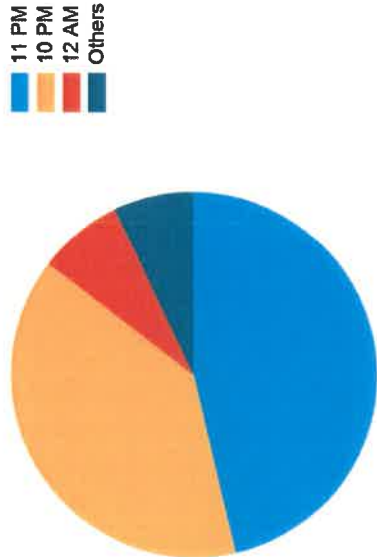
Contact:

Web Site: www.idscan.co.uk

Email:

Total Scans	620
Unique Scans	608
Fingerprint Enrolled	0
More Than 5 Visits	198
More Than 10 Visits	87
Alert	12
Underage	0
Expired	2
Average Age	21.20
Average Age Male	21.91
Average Age Female	20.45
Ave Distance Travelled	14.666666
Average Scan Time	20:13
Birthdays Next 4 Weeks	41

Arrival Time Top 3

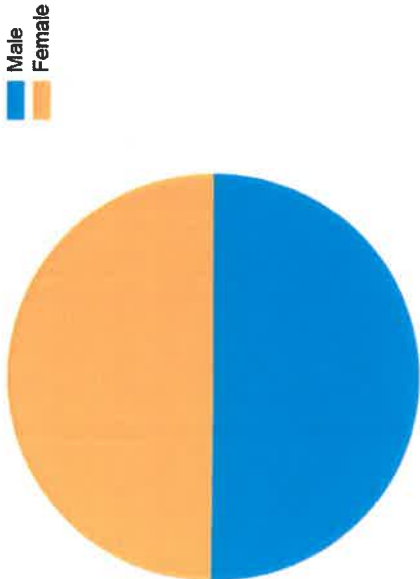


Age Count

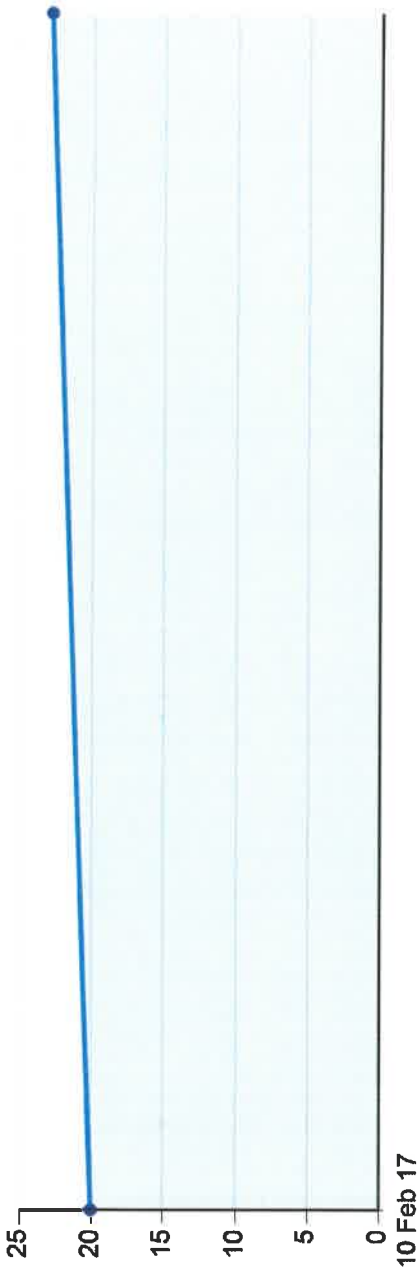


AGENDA ITEM 2
ANNEXE 14

Male Vs Female



Age



Time of Arrival



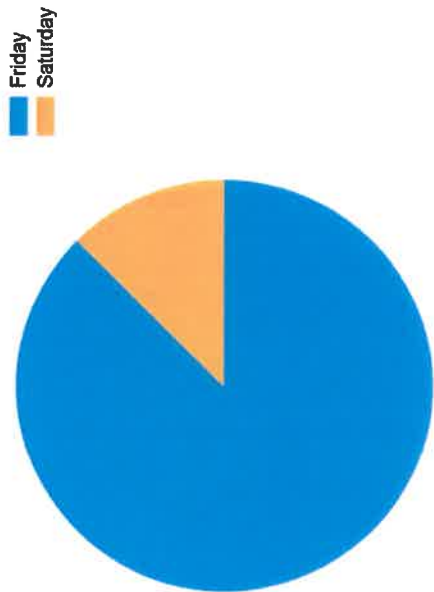
Alert 1.94 %

Underage 0.00 %

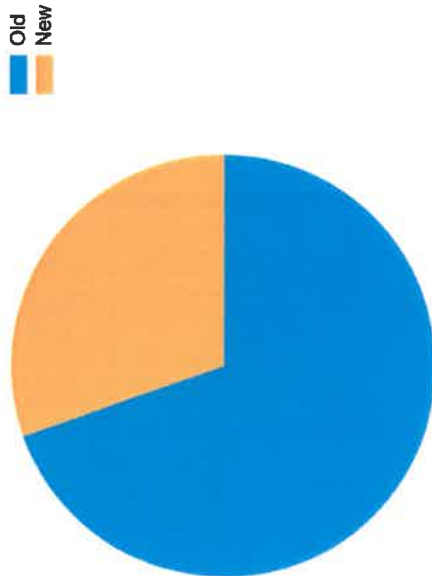
Expired 0.32 %

AGENDA ITEM 2
ANNEXE 14

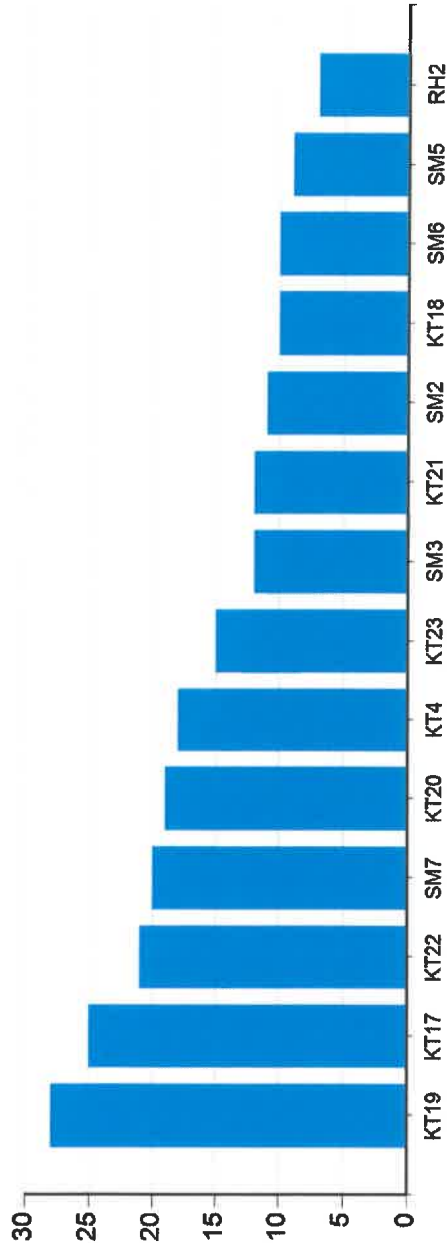
Busiest Days



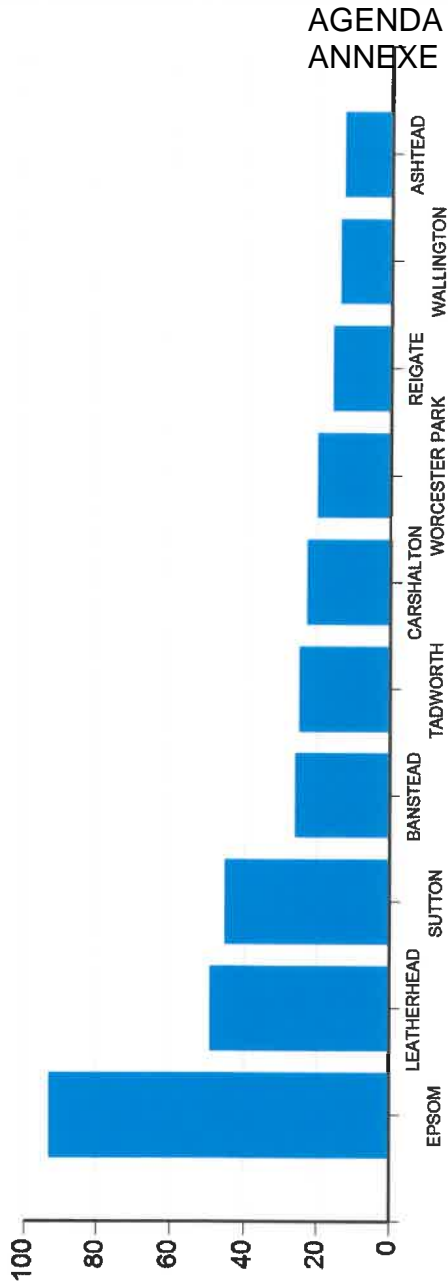
Old Vs New



Post/Zip Code Top 15

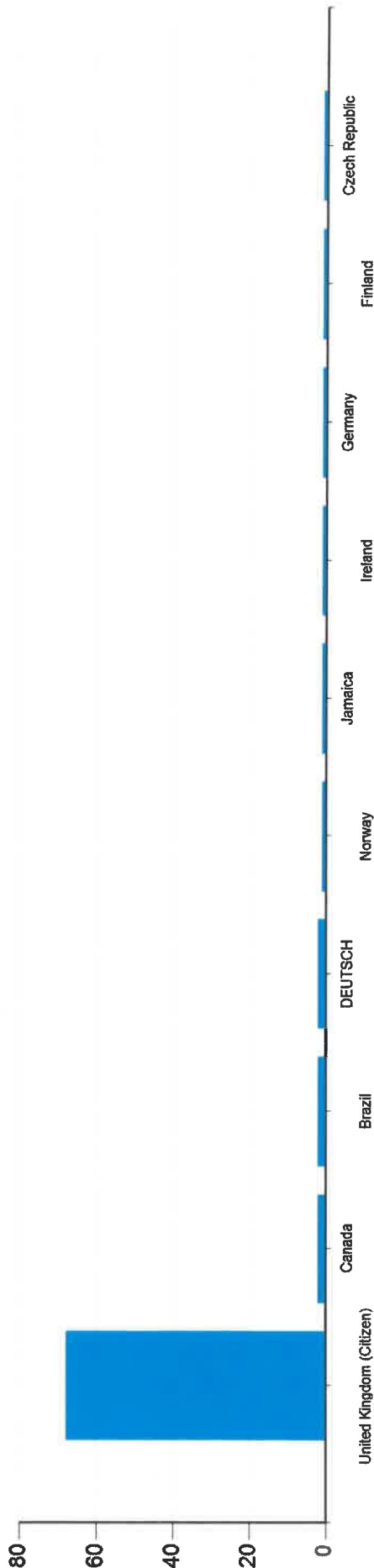


Top 10 Cities

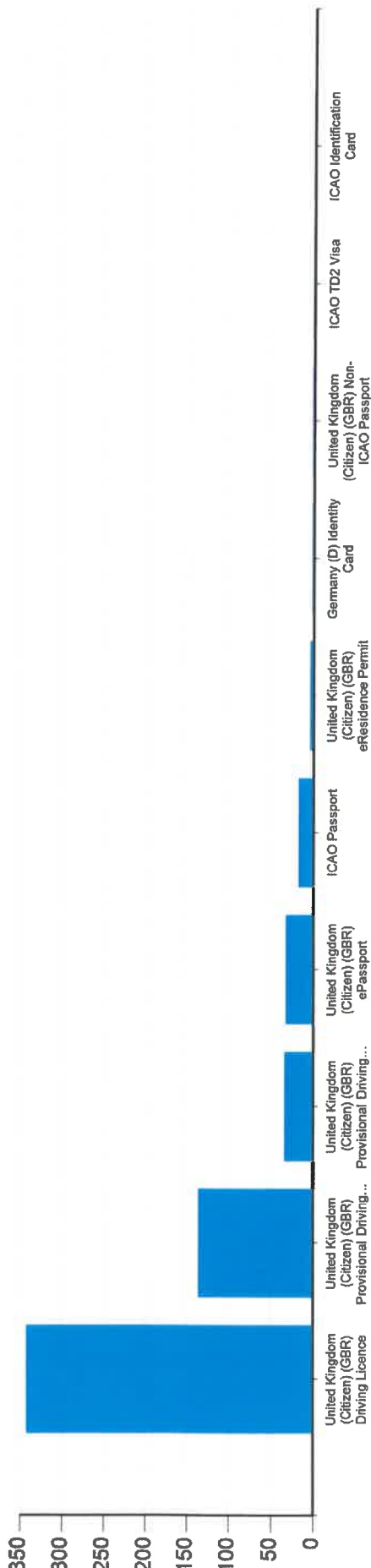


AGENDA ITEM 2
ANNEXE 14

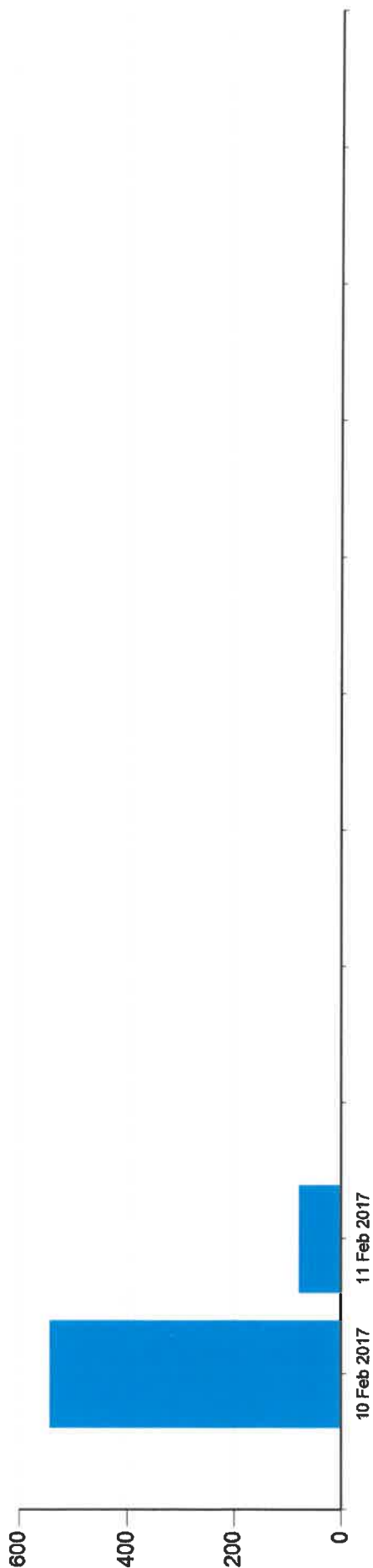
Top 10 Nationalities



Top 10 Documents



Busiest 10 Days



Session Details

Opened by: superadmin @ 17/03/2017 21:34:18

Closed by: superadmin @ 18/03/2017 03:00:49

Duration: 5 Hours, 26 Minutes

Scans: 626

Venue Name: FEVER AND BOUTIQUE EPSOM SCANNET - FLOOR

Company Name: IDscan Biometrics

Terminal Name: DESKTOP-L41KRMJ

Address: United Kingdom, London, E14 9TS,

Contact:

Web Site: www.idscan.co.uk

Email:

Total Scans **626**

Unique Scans **605**

Fingerprint Enrolled **0**

More Than 5 Visits **185**

More Than 10 Visits **78**

Alert **12**

Underage **0**

Expired **3**

Average Age **21.28**

Average Age Male **22.00**

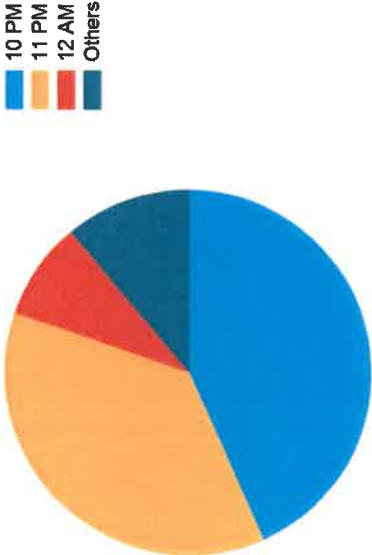
Average Age Female **20.76**

Ave Distance Travelled **15.346153**

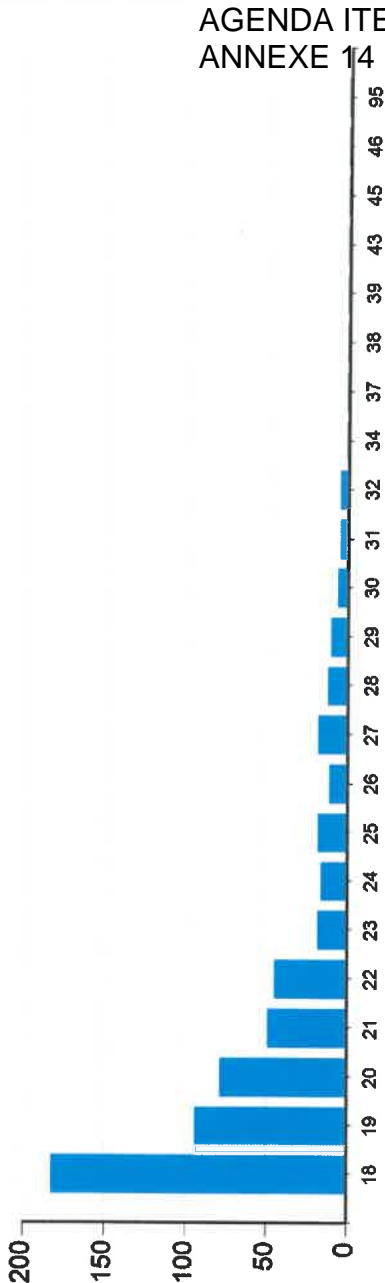
Average Scan Time **20:12**

Birthdays Next 4 Weeks **46**

Arrival Time Top 3

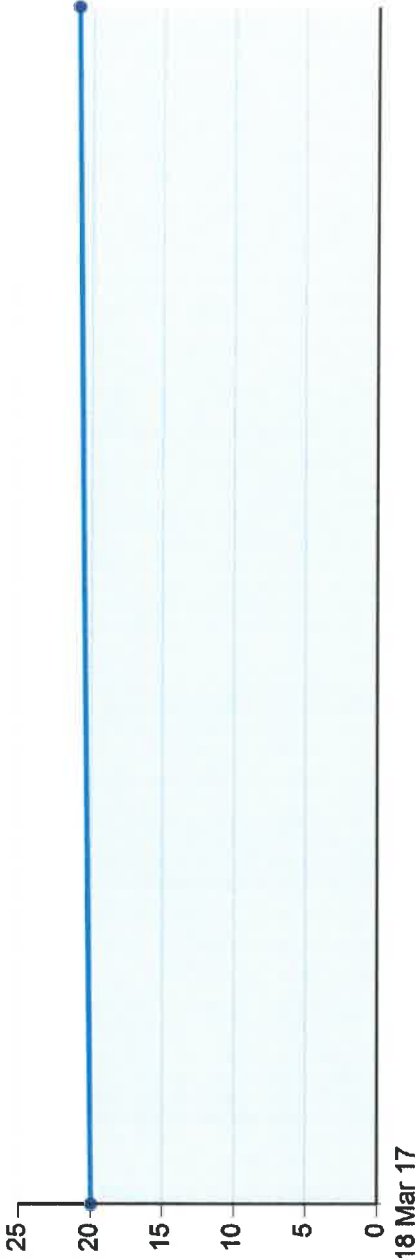
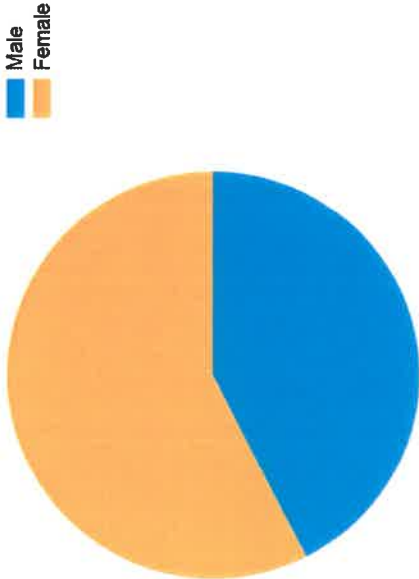


Age Count



AGENDA ITEM 2
ANNEXE 14

Male Vs Female

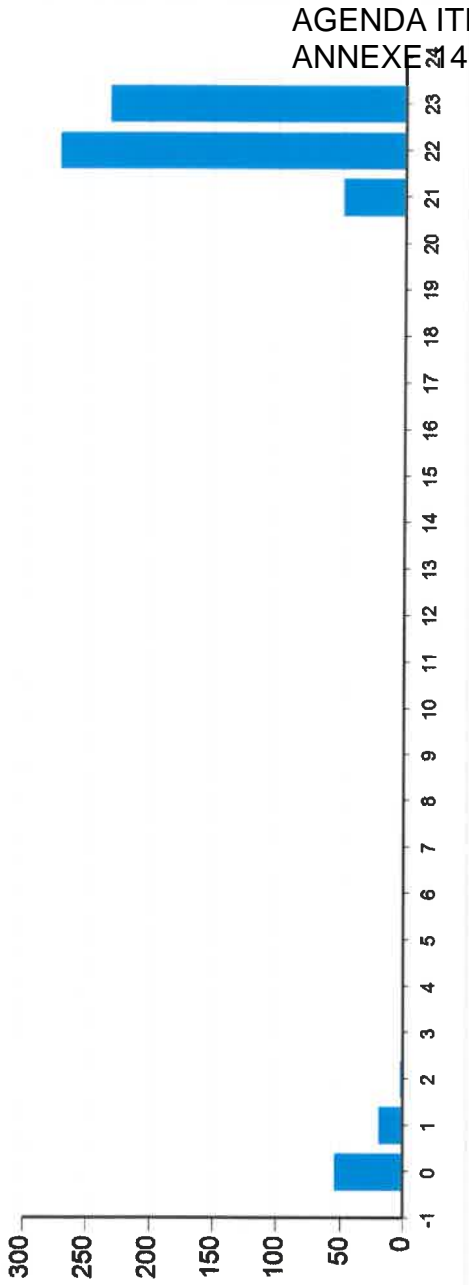


Alert **1.92 %**

Underage **0.00 %**

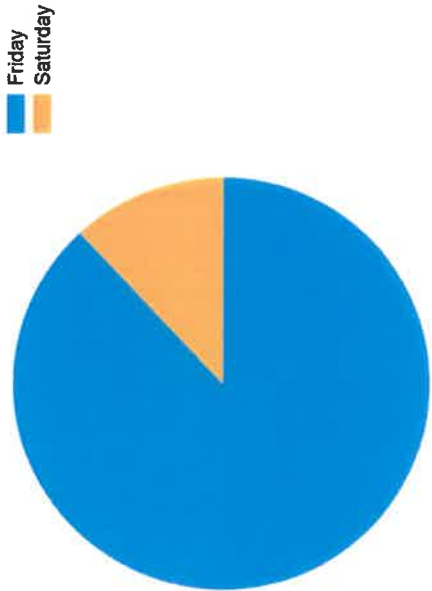
Expired **0.48 %**

Time of Arrival

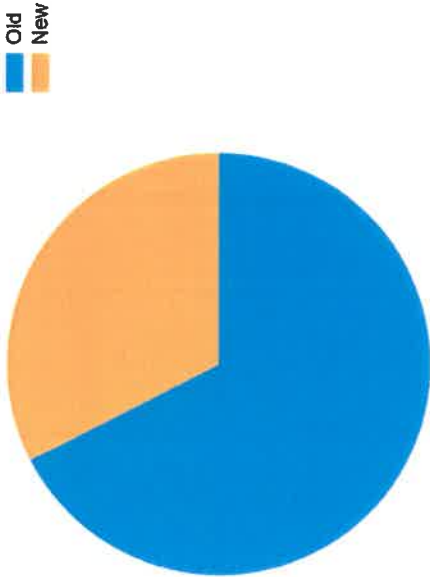


AGENDA ITEM 2
ANNEXE 4

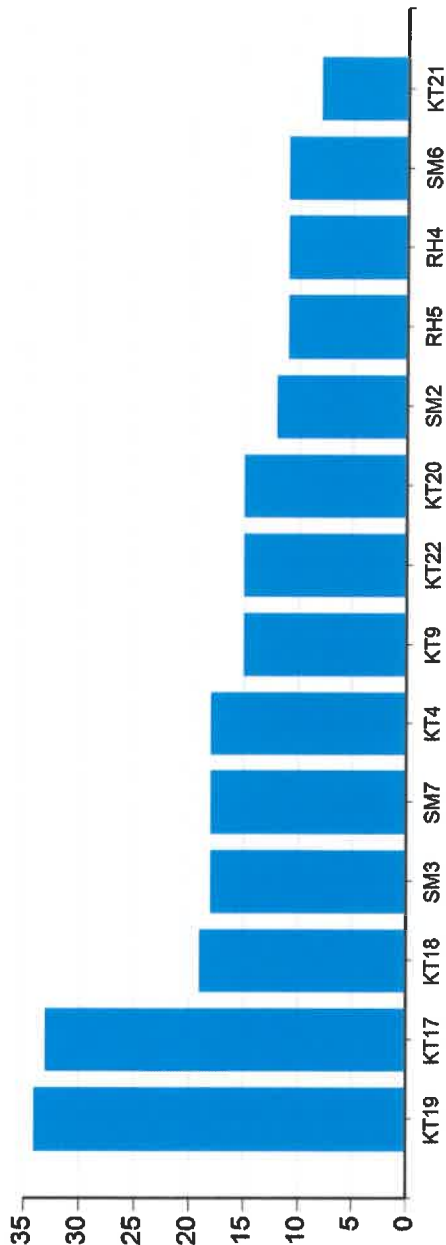
Busiest Days



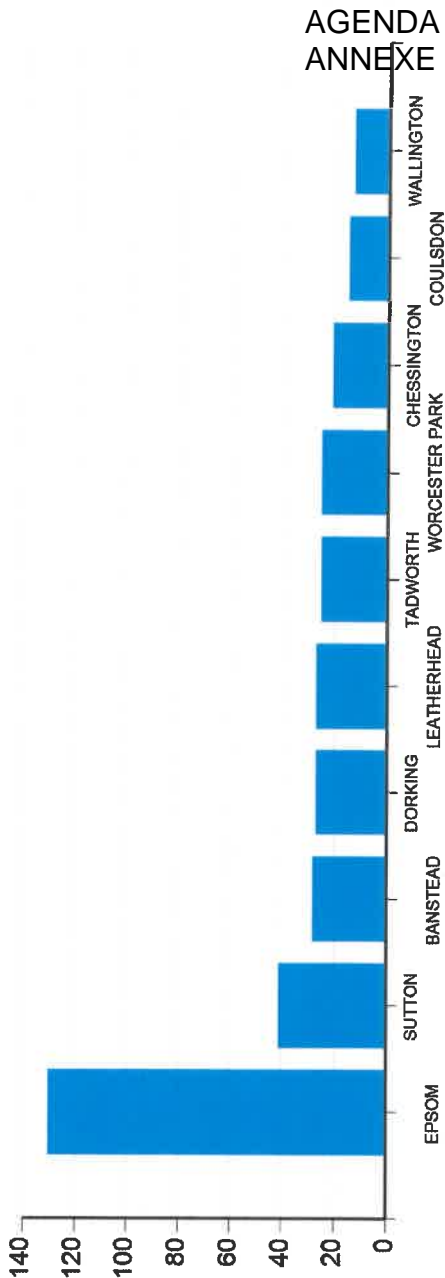
Old Vs New



Post/Zip Code Top 15

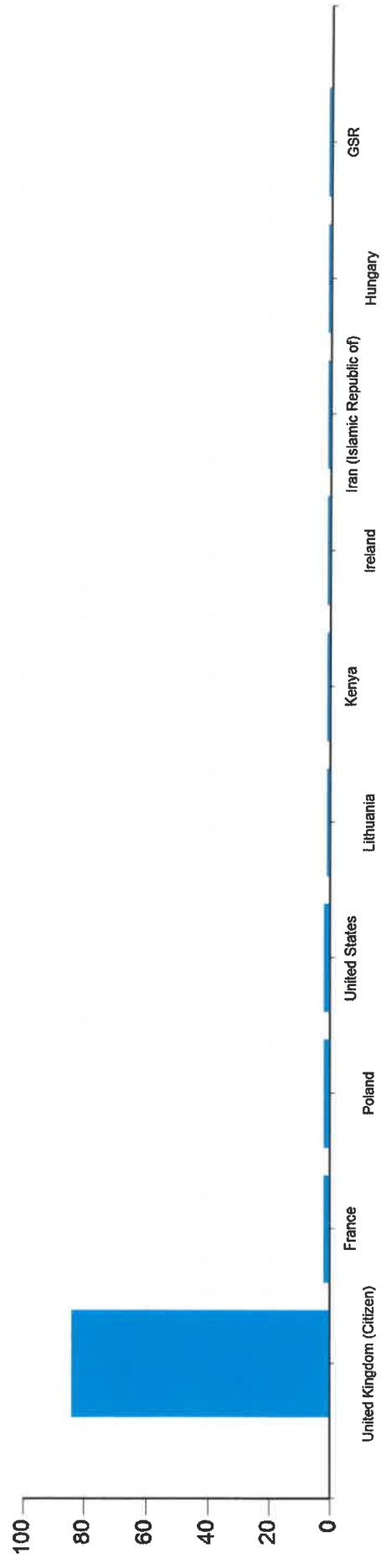


Top 10 Cities

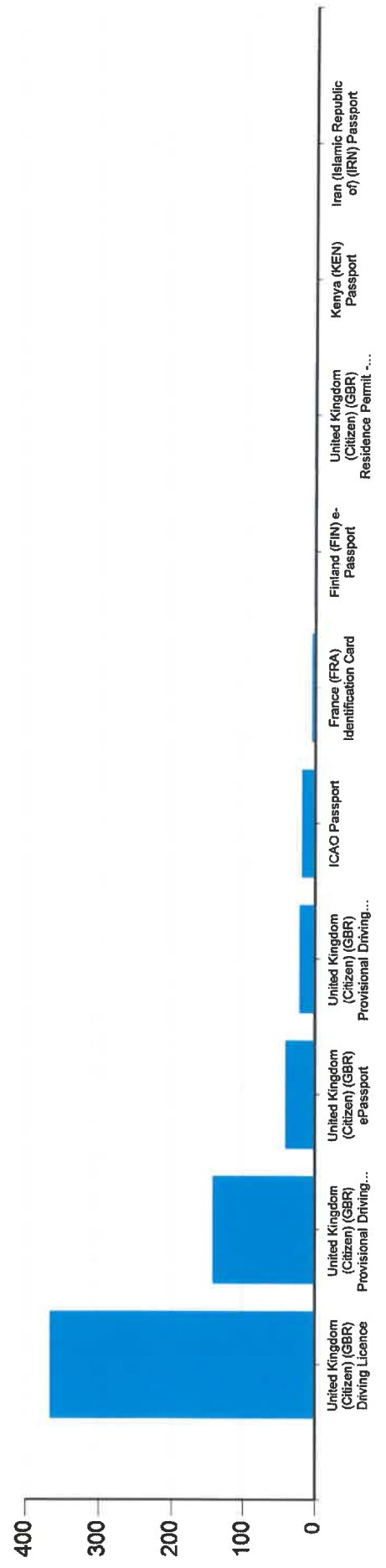


AGENDA ITEM 2
ANNEXE 14

Top 10 Nationalities

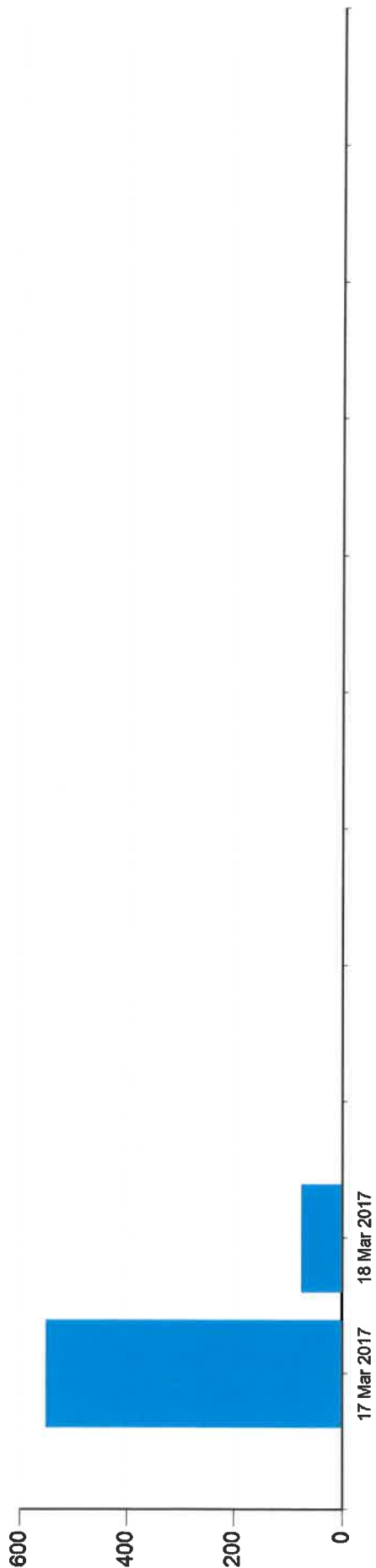


Top 10 Documents



U3

Busiest 10 Days



Carole Collingwood

10/2, 20/2, 1/3
AGENDA ITEM 2
ANNEXE 14
2823
C1k

From: Andrew Woods
Sent: Wednesday, March 1, 2017 20:21
To: Carole Collingwood
Subject: FW: Fever & Boutique Epsom

C

Can you print the e mail thread below , save it to the system and print me a hard copy for the file
Andy

Andrew Woods

Woods Whur 2014 Ltd
Tel: +44 (0)113 234 3055
Mobile: 07738 170138

andrew@woodswhur.co.uk

Devonshire House, 38 York Place, Leeds LS1 2ED.

From: Andy Thornton [mailto:andy@feverepsom.com]
Sent: 1 March 2017 16:08
To: Andrew Woods
Cc: Nigel Blair
Subject: FW: Fever & Boutique Epsom

Andy W,

Please see below the thread of emails starting with me asking for the meeting with Ian.

Thanks

Andy T

From: Andy Thornton <andy@feverepsom.com>
Date: Wednesday, 1 March 2017 at 14:03
To: "Sandwell, Ian 16079" <ian.Sandwell@surrey.pnn.police.uk>
Cc: "Smith, Oliver 3448" <Oliver.Smith@surrey.pnn.police.uk>, Nigel Blair <nigel@feverbars.com>
Subject: Re: Fever & Boutique Epsom

Ian,

Thank you for your reply,
I will meet you at 1pm at the Reigate Police Station on Thursday 9th.

Regards,

Andrew Thornton
Fever & Boutique Epsom

From: "Sandwell, Ian 16079" <ian.Sandwell@surrey.pnn.police.uk>
Date: Wednesday, 1 March 2017 at 08:48
To: Andy Thornton <andy@feverepsom.com>

Cc: "Smith, Oliver 3448" <Oliver.Smith@surrey.pnn.police.uk>

Subject: RE: Fever & Boutique Epsom

AGENDA ITEM 2
ANNEXE 14

C17

Dear Andy,

Thank you for your e mail.

Please can I suggest 1pm on Thursday 9th March at Reigate Police Station ,Reigate Road, Reigate.

Please be advised that on behalf of surrey police I have recently submitted a section 51 review application for 'Fever and Boutique' to the licensing Authority.

Many Thanks

Ian Sandwell
Licensing Enforcement Officer(LEO)
Eastern Community Safety Team
Reigate Police station
Surrey Police

Telephone Surrey 101 Ext-31465

Postal Address : PO Box 101, Guildford, GU1 9PE.

From: Andy Thornton [<mailto:andy@feverepsom.com>]

Sent: 23 February 2017 22:45

To: Sandwell, Ian 16079 <ian.Sandwell@surrey.pnn.police.uk>

Cc: 'Nigel Blair' <nigel@feverbars.com>

Subject: FW: Fever & Boutique Epsom

Ian,

I sent you an email on 10th of February. I wanted to check that you received the email as I have not had a reply.

I was also still hoping we could arrange to have a meeting at your earliest convenience, please just let me know a date and time and I will make myself available.

Regards

Andrew Thornton
Fever & Boutique Epsom

From: Andy Thornton <andy@feverepsom.com>

Date: Friday, 10 February 2017 at 18:09

To: "Sandwell, Ian 16079" <ian.Sandwell@surrey.pnn.police.uk>

Cc: Nigel Blair <nigel@feverbars.com>

Subject: Fever & Boutique Epsom

Ian,

Further to our meeting on the 5th of January, I would like to book in a date with yourself to discuss our initiatives and any feedback.

Please come back to me with a date we can meet within the next 14 days.

Regards

Andrew Thornton
Fever & Boutique Epsom

AGENDA ITEM 2
ANNEXE 14

CS

This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>

Emma Holmes

From: Andrew Woods
Sent: 2 March 2017 13:50
To: Emma Holmes
Subject: FW: Fever and Boutique: Notes from meeting held 5/1/17
Attachments: The Fever Group Dispersal Policy.docx; Response Email For Ian Sandwell Licesning Epsom.docx

Pls print e mail below and attachments

Andrew Woods

Woods Whur 2014 Ltd
Tel: +44 (0)113 234 3055
Mobile: 07738 170138

andrew@woodswhur.co.uk

Devonshire House, 38 York Place, Leeds LS1 2ED.

From: Duncan Squires [mailto:duncan@feverbars.com]
Sent: 15 January 2017 19:59
To: Ian.Sandwell@surrey.pnn.police.uk; ASlaughter@epsom-ewell.gov.uk; RJackson@epsom-ewell.gov.uk; Tom.Arthur@surrey.pnn.police.uk; CScott@epsom-ewell.gcsx.gov.uk; Jacquie.Clark@surrey.pnn.police.uk; Andy Thornton; Andrew Woods; Nigel Blair; Andy Grieve
Cc: Penny.Goodale@surrey.pnn.police.uk; Oliver.Smith@surrey.pnn.police.uk; Jenny.Billin@surrey.pnn.police.uk
Subject: Fever and Boutique: Notes from meeting held 5/1/17

Hello Ian

Please find attached a reply to your previous email and questions.

Please also find attached a copy of our dispersals policy.

Anything else you require the please don't hesitate to give me a call.

Thanks

Duncan Squires

Sales & Marketing Director
Fever | MooMoo | Bierkeller
Tel: 07863 180500

The Fever Group Dispersal Policy

The venue recognises the need for a comprehensive and considered dispersal policy to avert potential disorder and disturbance at the end of the night. The following policy outlines the steps necessary to minimise this potential risk and ensure a safe, orderly and quiet egress by customers.

The venue recognises that it has neither authority nor responsibility beyond the immediate vicinity of the licensed premises but also the importance of a managed and orderly end to the night to all in its area, and as such will endeavour to ensure that all customers leave the premises and its immediate vicinity without causing disturbance.

Ensuring that this policy is adhered to is the responsibility of the Duty Manager. Where music, whether recorded or live, is being played, it will be progressively quietened during the final 30 minutes of operation or after alcohol sales cease. Music played during this period will be of a slower tempo and calmer nature than that preceding it. Lighting levels will be progressively raised during the same period.

Customers are forbidden from taking alcohol or glassware off the premises. This will be indicated by staff announcements. If door supervisors are on duty they will have particular responsibility for ensuring that no alcohol or glassware leaves the premises.

Customers will be asked to leave the venue in a quiet and responsible fashion. This will be indicated by both clear signage near relevant exits and staff announcements.

Customers will be encouraged to leave gradually over the course of the permitted drinking up period and not herded out when licensable activity ceases. Any customers found loitering outside the premises will be asked politely to leave quietly. If conflict develops, staff are to contact the authorities.

Details of public transport and taxi services will be available to customers

Cleaning equipment will be kept within reasonable distance of exits to ensure that any urination or litter is cleared as soon as practical

If staff are required to contact the authorities, all incidents will be logged in accordance with the venue's policies and the terms of its licence.

Fever & Boutique Epsom Ltd

5-9, Spread Eagle Walk

High Street, Epsom

KT19 8DN

15 / 01 / 17

Hello Ian

Meeting with the Management Team of 'Fever and Boutique' Night Club Epsom, to discuss concerns in the promotion of the Licensing Objectives Thursday the 5th of January 2017

I am writing to you further to our recent meeting and your meeting notes sent to me last week via of email. I would like to assure you that my company is wholly committed to working in partnership with you and the other responsible authorities so as to promote the Licensing Objectives. We have taken very seriously all of your points and have implemented a number of measures which I am confident will deal with those points. We operate venues throughout the UK and our relationships with the local police and authorities is paramount. I am of course aware of the various enforcement options open to you under the Licensing Act 2003 but I hope that you will allow me the opportunity to implement all measures below so as to deal with your concerns and I will contact you on a regular basis so that you can update me.

As discussed in the meeting we have increased our prices recently. We believe our prices are reasonably priced and in line with competitors. We will conduct a full pricing review on all trading nights on a regular basis.

As discussed our staff are given regular training, however moving forwards now all our staff will sign documentation confirming this has been performed. We have carried out a full team training session on the Friday just gone. The company policy of we serve drinks not drunks is an attached part of an initial training manual for every member of staff also. In addition to this staff are empowered to give free bottles of water to patrons refused more alcohol over the bar.

We currently operate a robust system for ID checking and identifications. This includes challenge 25 and had the use of the ID Scan provided by the police in Epsom from the moment of opening. You raised concerns on how it was possible for underage identification to pass through the ID Scan so I just want to touch on this. Due to extensive use of these machines within our venues we explained that the machine does not perform facial recognition. Should a 17yr old obtain a second driving license from a sister/friend then the ID would be valid and the machine only confirms that this is a legitimate identification. It is then the task of the team to prove the person isn't the owner of the license by means of identification. After the recent meeting we have decided to triple check ID which would involve three phases. 1. The ID scan, 2. Physical checks on ID, 3. Any backup material/bank cards, etc where we suspect the person is under 25. We have always caught underage people trying to gain access and refused them. However in many zones where we operate the police and licensing have requested that we don't seize ID which is possibly used fraudulently, instead we are told to just

refuse them entry and send them on their way. Since the issue we now started seizing ID and in the two weeks leading up to Christmas submitted in excess of 9 legitimate driving licenses and one passport fraudulently being used by underage patrons which the ID scan would not have recognised. These were given to PC Tom Arthur who confirmed we had done this. Tom explained how he is now dealing with these minors trying to access venues within the town through deception. Hopefully with us seizing the IDs this will soon send a strong message to deter the flow. I am lead to believe that no other venue within Epsom is doing this. Andy Thornton will be taking all confiscated ID's to PC Tom Aurther at the monthly pub watch meeting. This venue also operates a strict entry policy and refuses in excess of around 100 Patrons a trading session. This can be for casual dress, large groups of lads and attitude in the queue and has been witnessed by the patrol police. This is a lot higher than any other venue in our chain and a lot stricter than most of our opposition venues.

When a new venue is being prepared a director or owner meets with the relevant licensing departments to discuss changes/improvements to the current licenses. On this occasion Nigel Blair 'Owner' had a positive meeting to introduce the company with Jackie Clarke and Angela Slaughter. During this variations were agreed. One of these was for the use of spirit, wine and champagne bottles to be served to booths as glass bottles are currently fine to be served over the standard bar. Previously the condition to remove PET bottles from standard bar sale and introduce glass had been amended; it was therefore not seen as an issue for this variation to be made. Booth bottle service is a business strategy implicated in all of our sites. As you are aware this is a key part of our business model. Due to some confusion between all parties this appears to not have been auctioned correctly. It was agreed by Rachel Jackson from the council that they were under the impression that this should have been changed also and they don't feel that we operated with any intention of deceit at any point and that this was a genuine confusion.

Since opening we have chaired residents meetings which also involve the parish council to work with local home owners and others affected by our business. These have been really positive. Councillor Axlerod had commented on how we are the only venue to perform this and that he thought it was useful with the community. We also have had two charity events to raise money. One was to support the street pastors.

Since this meeting we have met with our security provider and we have agreed to have more senior support on the site from both our company and the door security company. We appreciate your comments about our good operation of which you witnessed on cctv. We will continue or good practices.

The smoking area has two members of SIA security. One of which is now a senior door supervisor to manage customer care and noise. We are currently in consultations with of sound management team to look at improvements here.

There was a discussion about how a member of staff commented to police on patrol that we'd had 650 customers. It seemed apparent that the police had assumed this meant at one time. Our venue regularly has between 600-700 patrons through the doors but not at any one time. Capacity is clearly set at 500 and rigorously maintained at this or as discussed below depending on movement through the premise. Tally clickers are used on the front door to manage the numbers inside the venue and on every 30min interval these figures are recorded to ensure the numbers are managed

inside the venue correctly. This is a standard operation in all of our businesses and records are filed and available. If the venue should hit capacity we then operate a strict one in one out policy.

We continue to work with the EHO and our noise consultants to improve any noise issues. Residents from the house to the rear have not attended our residents meetings held.

Summary

We have replaced the head doorman

We have arranged a training session from the door security company. Door staff training – next date 18/1/17

We have agreed to seize ID being used fraudulently and submit to PC Tom Arthur at every pub watch meeting.

We have employed a senior doorman for the smoking area.

We operate a free water dispersal. This is available for any patrons leaving our site.

Bar staff are allowed to give patrons free bottles of water over the bar should they be refused alcohol prior to security removing them.

We have now created a managed seating area on exit from the club for any patrons we feel may have had a little too much to drink, feeling unwell or any other issues.

We operate a full bespoke dispersal policy on the streets, witnessed by Councillor Axelrod (Parish Council) and the Police and Crime Commissioner on the lead up to Christmas. They both agreed it was to a high standard as delivered at our residents meeting.

We run a commercial venue and have no externally promoted nights or underage events.

Customers are now allowed to use the front passage of Spread Eagle Walk for use of mobiles to avoid using the smoking area.

We are currently arranging a date for our noise management team to fully assess the rear of the site.

We have now arranged a monthly incident meeting with Specialist Neighbourhood Officer.

We have had meetings with UCA to ensure the venue is student friendly.

We have installed a direct taxi call button to assist with anyone requiring transport home so that they are not waiting on the street. Anyone who has fallen or feeling ill are provided with a free taxi by Fever & Boutique should they require it.

If there is anything further you believe we can do please do not hesitate to contact me

CH

Kind Regards

Duncan Squires

Sales & Marketing Director

Fever Bars

07863 180500

25

Emma Holmes

From: Andrew Woods
Sent: 2 March 2017 13:51
To: Emma Holmes
Subject: FW: Fever and Boutique Epsom
Attachments: Fwd: Fever and Boutique: Notes from meeting held 5/1/17; Premises Licence.pdf

E mail below and attachments

Andrew Woods

Woods Whur 2014 Ltd
Tel: +44 (0)113 234 3055
Mobile: 07738 170138

andrew@woodswhur.co.uk

Devonshire House, 38 York Place, Leeds LS1 2ED.

12/11
Considering a review.
Waiting for a response

From: Carole Collingwood
Sent: 12 January 2017 12:23
To: Andrew Woods; Nigel Blair
Subject: Fever and Boutique Epsom

Andy - please see the email trail below regarding the above. I have also attached the premises licence and the emails with the council from yesterday. There is a condition which states "All draught beers, spirits, wine and champagne will be served in polycarbonate vessels." Bottles of champagne and wine have been served to customers in bottles and this has been brought to the police's attention after an incident at the venue. The council were suggesting a minor variation of the condition so that bottles could be served but you will see from the the police email below that the police are asking for the current condition to be complied with and they are considering a review of the licence. Could you advise how we should respond under the circumstances.

Carole Collingwood

Woods Whur 2014 Limited
Tel: +44 (0)113 234 3055

carole@woodswhur.co.uk

Woods Whur 2014 Limited, Devonshire House, 38 York Place, Leeds LS1 2ED.

From: Rachel Jackson [<mailto:RJackson@epsom-ewell.gov.uk>]
Sent: Thursday, January 12, 2017 11:47
To: Carole Collingwood <carole@woodswhur.co.uk>; nigel@feverbars.com
Cc: ian.sandwell@surrey.pnn.police.uk; Angela Slaughter <ASlaughter@epsom-ewell.gov.uk>; Lisa Rasores <LRasores@epsom-ewell.gov.uk>
Subject: RE: Fever and Boutique

Dear Carole and Nigel

Please see the response from Surrey Police regarding the proposed minor variation. In light of this, I would suggest you give consideration to a proposed re-worded condition which the Police may find acceptable.

In the interim, please ensure that all staff are aware of the conditions on the premises Licence to ensure compliance.

Yours sincerely

Rachel Jackson

AGENDA ITEM 2
ANNEXE 14

C26

Rachel Jackson
Licensing, Grants and HIA Manager
Epsom and Ewell Borough Council
Town Hall
The Parade
Epsom
Surrey
KT18 5BY

Tel: 01372 732449

Web: www.epsom-ewell.gov.uk

Email: rjackson@epsom-ewell.gov.uk

Email: rjackson@epsom-ewell.gcsx.gov.uk

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From: Sandwell, Ian 16079 [<mailto:Ian.Sandwell@surrey.pnn.police.uk>]

Sent: 12 January 2017 11:37

To: Rachel Jackson

Subject: RE: Fever and Boutique

Dear Rachel,

I thank you for your email. I have read the email from Nigel. Following our meeting on the 5th January 2017 and the reference I made to an incident on the 26th November 2016, where a female was assaulted in the face by a glass champagne type bottle, resulting in the victim sustaining a broken nose, I would have hoped the operator may reconsider this variation to the license.

In light of this assault and in view of further assaults in the premises since our meeting, we are considering review proceedings and I have to object to this proposed variation.

In light of this objection, I would ask the operator is kindly advised to comply with the condition as shown on the current premise license and I await any response from the operator's solicitor.

Many Thanks

Ian

Ian Sandwell
Licensing Enforcement Officer (LEO)

Eastern Community Safety Team
Reigate Police station
Surrey Police

AGENDA ITEM 2
ANNEXE 14

22

Telephone Surrey 101 Ext-31465

Postal Address : PO Box 101, Guildford, GU1 9PE.

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From: Nigel Blair <nigel@feverbars.com>
Sent: 11 January 2017 14:07
To: Carole Collingwood; Rachel Jackson
Subject: Fwd: Fever and Boutique: Notes from meeting held 5/1/17

Hi Carole

I am not accepting any additional Eho conditions / changes whatsoever at this stage as we are working tirelessly with them at present

Nigel

Begin forwarded message:

From: Rachel Jackson <RJackson@epsom-ewell.gov.uk>
Date: 11 January 2017 at 13:26:15 GMT
To: 'Carole Collingwood' <carole@woodswhur.co.uk>, 'Nigel Blair' <nigel@feverbars.com>
Cc: Oliver Nelson <ONelson@epsom-ewell.gov.uk>, Charlotte Scott <CScott@epsom-ewell.gov.uk>, Angela Slaughter <ASlaughter@epsom-ewell.gov.uk>
Subject: RE: Fever and Boutique: Notes from meeting held 5/1/17

Hi Carol

There were two conditions on the Licence – Annexe 2 – condition 5 refers to noise levels outside the building, and Annexe 3, condition 17 relating to noise measuring. At the meeting last week I think the latter condition seemed perhaps to be causing not necessarily concern but perhaps confusion/relevance - but I have copied in Charlotte and her manager Oliver Nelson in Environmental Health, who can advise if they would recommend any amendments.

Best wishes

Rachel

From: Carole Collingwood [<mailto:carole@woodswhur.co.uk>]
Sent: 11 January 2017 13:21
To: Rachel Jackson; 'Nigel Blair'
Subject: RE: Fever and Boutique: Notes from meeting held 5/1/17

Rachel

I have noticed that the last line of your email this morning states "I would therefore recommend that a minor variation is submitted immediately, and subject to Charlotte's views, a removal/alteration of the conditions relating to noise be also submitted the same time to avoid confusion." Could you advise what this relates to?

Kind regards

Carole Collingwood

Woods Whur 2014 Limited
Tel: +44 (0)113 234 3055

carole@woodswhur.co.uk

Woods Whur 2014 Limited, Devonshire House, 38 York Place, Leeds LS1 2ED.

C29

From: Rachel Jackson [<mailto:RJackson@epsom-ewell.gov.uk>]
Sent: Wednesday, January 11, 2017 12:19
To: 'Nigel Blair' <nigel@feverbars.com>; Carole Collingwood <carole@woodswhur.co.uk>
Subject: RE: Fever and Boutique: Notes from meeting held 5/1/17

Thanks Nigel and Carole

I shall email the Police and check they are happy with the wording, as that will make the variation process much easier for us all.

Best wishes

Rachel

From: Nigel Blair [<mailto:nigel@feverbars.com>]
Sent: 11 January 2017 12:18
To: Rachel Jackson; 'Carole Collingwood'
Subject: RE: Fever and Boutique: Notes from meeting held 5/1/17

Yes that works

From: Rachel Jackson [<mailto:RJackson@epsom-ewell.gov.uk>]
Sent: 11 January 2017 12:16
To: Nigel Blair; 'Carole Collingwood'
Subject: RE: Fever and Boutique: Notes from meeting held 5/1/17

Thanks Nigel, but to cover the spirits sale would you not be better with "All draught beers and spirits will be served in polycarbonate vessels. Bottles of Spirits, Champagne and wine will be served in bottles together with polycarbonate glasses."

Rachel

From: Nigel Blair [<mailto:nigel@feverbars.com>]
Sent: 11 January 2017 12:05
To: Rachel Jackson; 'Carole Collingwood'
Subject: RE: Fever and Boutique: Notes from meeting held 5/1/17

Hi Rachel

A customer buying a bottle of wine or champagne may not have a seated area so I would like them to have this anywhere in the venue. All wine and champagne glasses will be polycarbonate

Kind Regards

Nigel

From: Rachel Jackson [<mailto:RJackson@epsom-ewell.gov.uk>]
Sent: 11 January 2017 11:58
To: 'Carole Collingwood'
Cc: Nigel Blair
Subject: RE: Fever and Boutique: Notes from meeting held 5/1/17

Thanks Carole

I would be happy with this wording, but what about the spirits, which I know are a problem for the bottle to the private booth bookings?

AGENDA ITEM 2
ANNEXE 14

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The original condition which the Police did not oppose was "All drinks shall either be supplied in plastic or aluminium containers/bottles, or shall be decanted into polycarbonate drinking vessels, with the exception of sparkling or still wine and spirit bottles. The glass bottles for sparkling or still wine and spirit bottles shall be taken to and from all tables by a member of staff."

The Police may have concerns if the staff are not taking the bottles to/from the bar – but happy to run this by them if you wish (once you have agreed with Nigel about the spirits side).

Best wishes

Rachel

From: Carole Collingwood [<mailto:carole@woodswhur.co.uk>]
Sent: 11 January 2017 11:15
To: Rachel Jackson
Cc: Nigel Blair
Subject: Fever and Boutique: Notes from meeting held 5/1/17

Dear Rachel

We have been forwarded your email regarding the condition relating to condition 3 of Annex 3 - All draught beers, spirits, wine and champagne will be served in polycarbonate vessels.

We have spoken with Nigel Blair and we would like to amend the condition by way of a minor variation. We should be obliged if you would confirm the following wording would be acceptable "All draught beers and spirits will be served in polycarbonate vessels. Champagne and wine will be served in bottles together with polycarbonate glasses."

Kind regards

Carole Collingwood

Woods Whur 2014 Limited
Tel: +44 (0)113 234 3055

carole@woodswhur.co.uk
Woods Whur 2014 Limited, Devonshire House, 38 York Place, Leeds LS1 2ED.

From: Rachel Jackson [<mailto:RJackson@epsom-ewell.gov.uk>]
Sent: 11 January 2017 09:17
To: 'Sandwell, Ian 16079'; Angela Slaughter; Arthur, Tom 2617; 'Charlotte Scott (Secure)'; Clark, Jackie 9143; Andy Thornton; Duncan Squires; Nigel Blair
Cc: Goodale, Penny 1176; Smith, Oliver 3448; Billin, Jenny 16229; Lisa Rasores
Subject: RE: Fever and Boutique: Notes from meeting held 5/1/17

Hello all, and thank you Ian for the notes.

Just to confirm the Licence we referred to dated September 2016 is correct.

In December 2015 a variation application was submitted by Poppleston Allen Solicitors to make two amendments, the first related to the last admission time which (following representations from Councillors) was subsequently withdrawn, the second was to amend the condition relating to

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bottles/polycarbonate glasses so as to read "All drinks shall either be supplied in polycarbonate aluminium containers/bottles, or shall be decanted into polycarbonate drinking vessels with the exception of sparkling or still wine and spirit bottles. The glass bottles for sparkling or still wine and spirit bottles shall be taken to and from all tables by a member of staff." As there were no valid representations, the licence was subsequently amended.

However, on 28 July 2016 an application to vary the Premises Licence was submitted by Woods Whur Solicitors,, one of the amendments being to replace conditions with the following "all draught beers, spirits, wine and champagne will be served in polycarbonate vessels" – following consultations, the licence was amended and granted on 1 September 2016.

It therefore appears that some confusion occurred, I *assume* perhaps the new solicitors had referred to a previous licence, but as it stands, there was therefore a breach of the licence conditions relating to the customer having a champagne bottle, **however I do not feel this breach was actually intended at all**, due to the fact the Licensing Authority, Police and premises all made reference to the condition being amended at meetings with the company prior to the premises opening.

I would therefore recommend that a minor variation is submitted immediately, and subject to Charlotte's views, a removal/alteration of the conditions relating to noise be also submitted the same time to avoid confusion.

Best wishes

Rachel

Rachel Jackson
Licensing, Grants and HIA Manager
Epsom and Ewell Borough Council
Town Hall
The Parade
Epsom
Surrey
KT18 5BY

Tel: 01372 732449
Web: www.epsom-ewell.gov.uk
Email: rjackson@epsom-ewell.gov.uk
Email: rjackson@epsom-ewell.gcsx.gov.uk

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From: Sandwell, Ian 16079 [<mailto:Ian.Sandwell@surrey.pnn.police.uk>]

Sent: 10 January 2017 14:47

To: Rachel Jackson; Angela Slaughter; Arthur, Tom 2617; 'Charlotte Scott (Secure)'; Clark, Jacquie 9143; ANDY@FEVEREPSOM.COM

Cc: Goodale, Penny 1176; Smith, Oliver 3448; Billin, Jenny 16229
Subject: Fever and Boutique: Notes from meeting held 5/1/17

AGENDA ITEM 2
ANNEXE 14

C32

Dear All ,

Please find attached the notes I made from the meeting for your information .

Andy

Please can you forward to Andy G, Duncan and Nigel

Many Thanks

Ian

Ian Sandwell
Licensing Enforcement Officer(LEO)
Eastern Community Safety Team
Reigate Police station
Surrey Police

Telephone Surrey 101 Ext-31465

Postal Address : PO Box 101, Guildford, GU1 9PE.

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From: Andrew Woods
Sent: 29 March 2017 11:14
To: Emma Holmes
Subject: FW: Fever & Boutique Licensing Review
Attachments: Fever & Boutique proposed amendments to licence conditions.docx

Please print the above and below
A

Andrew Woods

Woods Whur 2014 Ltd
Tel: +44 (0)113 234 3055
Mobile: 07738 170138

andrew@woodswhur.co.uk

Devonshire House, 38 York Place, Leeds LS1 2ED.

From: Andrew Woods
Sent: 29 March 2017 11:13
To: Charlotte Scott (CScott@epsom-ewell.gov.uk); Andrew Woods
Subject: FW: Fever & Boutique Licensing Review

Hi Charlotte

Apologies for the delay in coming back to you. I have now been able to visit the site and take instructions.

No issue with the new condition 17 Annex 3 – that is agreed.

My clients have considered the proposed changes to the smoking area and clearly want to work with you to promote the Licensing Objectives and ensure that there is no nuisance. It seems that the use of the rear smoking area may be the problem and we are aware that there is a Premier Inn opening soon as well. We also have concerns that limiting the rear area to 20 may cause different problems with customers queuing inside the premises to use the area, wanting to join friends outside etc etc. There is then the issue of closing the area at 1am and dealing with smokers after 1am!

We believe that it may be better not to use the rear of the premises at all for smoking but to revert to the position that was previously operated with an enclosed smoking area to the immediate left as you walk out the entrance to the shopping arcade. There is a natural area for it and we could place it there so as to avoid any potential conflict at the back.

Would that be acceptable? I am in Epsom on Monday if you would like to meet at the venue and have a look with me – 1pm any good?

Look forward to hearing from you.

Andy

Andrew Woods

Woods Whur 2014 Ltd
Tel: +44 (0)113 234 3055
Mobile: 07738 170138

C35

From: Charlotte Scott [<mailto:CScott@epsom-ewell.gov.uk>]
Sent: 15 March 2017 14:17
To: Andrew Woods
Subject: Fever & Boutique Licensing Review

Dear Andrew

I have been provided with your details by Angela Slaughter from the Licensing Team at Epsom & Ewell Borough Council. I understand that you have requested any correspondence or documentation in relation to the licensing hearing to be provided to you.

The Environmental Health Team will be making representations as part of the review. We are proposing to request the removal of Condition 5 in Annex 2 in the licence schedule and amendments to two conditions in the licence schedule. I have attached a copy of a document including the proposed amendments to conditions. If you wish to discuss the proposed conditions please do not hesitate to contact me on the number below.

Angela also said that she will be providing me with any documentation you submit prior to the committee hearing. If I have any questions in relation to the content of these documents I will contact you directly.

Thank you for assistance with this matter.

Regards
Charlotte Scott
Environmental Health Officer
Epsom and Ewell Council
01372732407

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From: Andrew Woods
Sent: 29 March 2017 10:53
To: Emma Holmes
Subject: FW: Fever and Boutique Epsom

And this one pls

Andrew Woods

Woods Whur 2014 Ltd
Tel: +44 (0)113 234 3055
Mobile: 07738 170138

andrew@woodswhur.co.uk

Devonshire House, 38 York Place, Leeds LS1 2ED.

From: Andrew Woods
Sent: 29 March 2017 10:44
To: joanne.booth@surreycc.gov.uk; Angela Slaughter (ASlaughter@epsom-ewell.gov.uk); Andrew Woods
Cc: trading.standards@bucksandsurreytradingstandards.gov.uk
Subject: Fever and Boutique Epsom

Hi Joanne/Gareth

I represent Fever and Boutique and have been forwarded your representations by Angela (copied in) with regard to the review application.

I would welcome the opportunity to meet with you to show you the procedures and policies we have in place and to discuss matters generally.

I am in Epsom on Monday and wonder if 12 noon at the premises is convenient?

Regards
Andy

Andrew Woods

Woods Whur 2014 Ltd
Tel: +44 (0)113 234 3055
Mobile: 07738 170138

andrew@woodswhur.co.uk

Devonshire House, 38 York Place, Leeds LS1 2ED.

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Emma Holmes

From: Andrew Woods
Sent: 29 March 2017 13:31
To: Emma Holmes
Subject: FW: Fever and Boutique Epsom

Can you print the below pls and put it with the last one you printed
Andrew Woods

Woods Whur 2014 Ltd
Tel: +44 (0)113 234 3055
Mobile: 07738 170138

andrew@woodswhur.co.uk

Devonshire House, 38 York Place, Leeds LS1 2ED.

From: Nigel Blair [mailto:nigel@feverbars.com]
Sent: 29 March 2017 12:59
To: Andrew Woods
Subject: FW: Fever and Boutique Epsom

FYI, will keep you updated

From: Nigel Blair
Sent: 29 March 2017 12:58
To: 'Tony Axelrod'; Tella Wormington
Subject: Fever and Boutique Epsom

Good Afternoon Councillor Axelrod & Councillor Wormington.

I met with you several times in August last year to discuss my plans for my business Fever and Boutique, My solicitor has sent me copies of your representations you have submitted to the Council with reference to the Upcoming review, I would like to meet with you to discuss your concerns raised in the representations.

I am in Epsom this Monday the 3rd of April between 12pm and 2pm if you were free ? if this date is not convenient can you let me know a date that is convenient to meet with you both ?

Kind Regards

Nigel Blair

APPROACH OF BAR FEVER STAFF TO INCIDENTS

1. Although this incident took place outside of the venue, the victim had been inside the venue and door supervisors acted quickly to break up the fight.
2. This incident occurred when door supervisors were preventing a member of the public leaving the premises with a bottle.
3. This incident was called into the police by the Designated Premises Supervisor and door staff detained the aggressors.
4. This incident was called into the police by the Designated Premises Supervisor. One of the males involved had been evicted from the club by the door staff and following the eviction the person became aggressive.
5. This incident was called into the police by the Designated Premises Supervisor.
6. The club were not aware of this incident as it was reported the next day.
7. This incident was called into the police by the Designated Premises Supervisor and CCTV captured the incident.
8. This relates to a lost handbag. The club staff looked throughout the club for the handbag but couldn't find it.
9. After the incident, staff took the victim upstairs into a private room and members of staff gave the victim a new shirt to wear and cleaned the victim up. Staff booked a taxi for the victim to take the victim to the Accident and Emergency Department of the Hospital in Epsom.
10. This is a report of door supervisors acting inappropriately. The club completely agrees with this and dismissed all door supervisors.

11. Following the incident, the staff at the club look after the victim and try and persuade the victim to go to hospital but the victim refuses. The victim does however call a friend and staff remain with the victim until the friend picks her up.
12. This incident was reported after the club had closed and was not known to the club at the time.
13. Similarly, this incident was reported to the police after the club had closed and the club were not aware that this incident had occurred.
14. This incident occurred in a taxi outside the club.
15. A meeting with the police.
16. This incident occurred in the toilets and the club ejected and banned those who had been aggressive.
17. This incident was not reported until the following day and the club were not aware of it.
18. Although the police report indicates that this incident occurs when a female had left the club, in fact, the female had been evicted from the club by door staff.
19. CCTV from the club was provided and assisted in detecting the aggressors.
20. This incident was reported to the police by the Designated Premises Supervisor.
21. This incident involves a male who had been ejected from the club and was complaining about been ejected.
22. Another incident involving a male been ejected from the club.
23. A further incident after a male had been ejected from the club.

FEVER AND BOUTIQUE EPSOM - INCIDENTS/SUMMARY

1. Saturday 17 September 2016 02:55

- The victim had left the venue and it is not known if the attackers had anything to do with the club.
- The fight was broken up by door supervisors.
- There had been 780 people through the door but the occupancy had never been exceeded – customers are only let in as other customers leave to ensure that capacity is not exceeded.
- No supporting documentation from the police.

2. Sunday 18 September 2016 03:44

- Allegation of assault by door staff which is clearly unsubstantiated.
- Door staff doing their job and preventing somebody from taking a bottle of vodka from the premises.
- Not clear what the level of intoxication was when the customer obtained the bottle of vodka.

3. Saturday 24 September 2016

- DPS reported an assault himself. Proactive calling of the police.
- Altercation between two groups over a girl.
- Offender detained by door staff.
- Victim and aggressor were friends and the incident happened outside of the club.
- The incident occurred because one man touched the other man's girlfriend's bottom.
- Supporting statements from the police.

4. Saturday 8 October 2016 02:24

- Again the incident was called in by the DPS.
- Door supervisor evicting somebody who had too much to drink.
- Incident occurred off the premises and was an unprovoked attack outside the club.
- The aggressor had been evicted from the club and launched the unprovoked attack away from the club. The aggressor was detained by door staff.

C41

- Supporting police statements.

5. Saturday 22nd October 03.14

- Fight outside the venue reported by both safer Runnymede CCTV operators and the DPS at Fever.
- Police arrived and there was no fighting.

6. 30 October 2016 02:00

- A report at 17:48 the following day by a female alleging an assault at 02:00.
- Swelling on cheek. Club not aware of the incident at the time.
- CCTV operational but no incident detected.
- No supporting statement.

7. 12 November 2016 02:00

- Incident called in by the DPS of Fever of an assault inside the venue.
- CCTV handed over and shows communication between two males.
- Offender was a 17 year old who had been able to gain access with fake/ false ID .

8. Sunday 20 November 2016 03:30

- Handbag reported missing from Fever. Victim was 17 must have used fake/false ID to get into the premises.
- Club could not find the bag after looking for it.

9. Friday 25 November 2016 23:57

- Girl spills a drink accidentally. Male retaliates by pouring drink over her head. Male strike victim with bottle.
- Assistant Manager was dismissed for not complying with entry policy.
- CCTV captures the incident.
- Victim did not want to go to hospital despite club trying to persuade her to go.

C42

- Victims statement states that security and members of staff took her to a private room, cleaned her up and later booked a taxi to take her to A&E in Epsom Hospital.
- Police report refers to a suspected fractured cheek bone. Witnesses statement states that she was told that the cheekbone was not fractured.
- Witness statement confirms that staff at Fever called a taxi to take victim to Epsom General Hospital.
- Although witness statements also says that Fever could do more to make it safe for everyone.
- Supporting police statements.
- Witness was a 17 year old who had used false ID to enter the premises and is believed to be the same 17 year old who claims her handbag was stolen in the previous incident.

10. Friday 2 December 2016

- PS Parish witnesses door supervisors using inappropriate techniques.
- DPS completely agrees with police and dismisses security staff.
- Supporting police statements.

11. Saturday 3 December 2016 02:00

- Victim is a girl who is punched by a man.
- Witness statement states clearly that Staff want the victim to go to A&E but the victim wanted to go home. Victim called a friend who picked her up and took her home.
- CCTV operational but did not pick up the assault.

12. Saturday 3 December

- Female reports an alleged assault in the club.
- Police contact victim. Victim does not wish to provide any information and the matter is closed.

13. 11 December 01:00

- Victim in club. Felt somebody pulling at her shoulder and turned around and had a drink thrown over her. Victim went to speak to the perpetrator who punched her.
- Police statements.

- Victim statements confirms the aggressor is her half-sister, there is a long history between them as she was 13 when she found out that she was her half-sister on her dad's side. Not mentioned in Police summary.
- Didn't know that each other were in the club.

14. Sunday 1 January 03.00

- Male detained in the vicinity of Fever and Boutique nightclub.
- Male had been aggressive towards a taxi driver.
- Male assaults police.

15. Thursday 5 January

- Meeting between the police and Fever.

16. 7 January 01:30 (weekend after the meeting)

- Female in the ladies toilet.
- Argument as one lady wanted to go into a cubicle that was being used.
- As a result of the argument, two females punched the victim.
- Victim does not want to support a police prosecution.
- The club ejected the two aggressors and has subsequently banned them.

17. Saturday 7 January 02:45 (Weekend after the meeting)

- Scuffle in the club and the victim reports a bloody nose.
- Victim subsequently declines to support any police case.
- Venue provides CCTV which allows the Police to identify the suspect.

18. Saturday 7 January 03:30 (Weekend after the meeting)

- Police report says a female left the club. In fact she was ejected from the club and was not happy at being ejected.

- PC Linell on duty outside the venue and has he approached the female lashed out and caught his mouth with one of her fingers.

19. Sunday 8 January 02:00 (Weekend after the meeting)

- Police approached by a male who claims he was assaulted.
- CCTV looked at and as a result of the CCTV, a male was identified and interviewed.
- Another male started to chat up his girlfriend and he took him to one side to have a chat.
- He head-butted him and said it was stupid.

20. Saturday 14 January 01:28

- DPS contacts the police to report two females fighting on the dancefloor.
- One female pours a drink over the second female.
- Neither female confirmed any assault to the police but did confirm throwing drinks at each other.

21. Sunday 5 February 03:00

- Door staff eject person from premises.
- Male initially complaints of an assault but subsequently does not wish to support any prosecution.

22. Saturday 11 February

- Door staff eject male from venue.
- Outside the venue, male assault another male.
- Police review application, states that there appears to be no organisation from the door staff.
- The Police Officer who is on duty, Robert Tracy does not say this in his statement. He does confirm that door staff detained the aggressor.

23. 18 February 01:16

- Incident outside of the nightclub because the offender had been ejected from the premises.

C43

- Door staff detain male.
- No further action.

24. Drinks promotion on the website at 15:30 on 8 February 2017

- This drinks promotion had been removed from part of the website but had been kept on another part. It has now been removed.

25. Annex C – Duncan Squires Letter

- The letter from Duncan Squires (Fever Group) to Ian Sandwell and sends the proposed Action Plan agreed at the meeting of the 5th January. Despite requests for follow up meetings made by Fever with the Police no meetings took place (The Police did not respond to e mails) and the review proceedings were issued.

PREMISES LICENCE CONDITIONS

(a) ID Scan condition 11

It is a requirement to have an electronic identification scanning system for customers entering the premises. All persons entering the premises shall be scanned with the exception being that any customers who appear to be over the age of 25 can be admitted to the premises without being scanned providing that the name and DOB of customers are recorded and a photographic image of them is obtained. It is not correct therefore to state that every customer has to go through the ID scanner.

This condition is complied with and there is a detailed entry policy which involves 3 stages of process. It is regrettably the case in 2017 that some young people try and use fake/false ID to gain entry to the premises. Any fake/false ID which is noted is retained by the staff and returned to the police. No person under the age of 18 should be admitted to these premises.

(b) Polycarbonate vessels

The condition in Annex 3(3) states that "all draft beers, spirits, wine and champagne will be served in polycarbonate Vessels". The condition used to read "all drinks shall either be supplied in plastic or aluminium containers/bottles, or shall be decanted into polycarbonate drinking vessels with the exception of sparkling or still wine and spirit bottles. The glass bottles for sparkling or still wine and spirit bottles shall be taken to and from tables by a member of staff". This condition was amended in July 2016 to read "all draft beers, spirits, wine and champagne will be served in polycarbonate vessels".

There has been some confusion over this condition as Rachel Jackson sets out in her email of the 11 January at 09:17. "It therefore appears that some confusion occurred, I assume perhaps the new solicitors had referred to a previous licence, but as it stands, there was therefore a breach of the licence conditions relating to the customer having a champagne bottle, however I do not feel this breach was actually intended at all, due to the fact the Licensing Authority, police and premises all made reference to the condition being amended at meetings with the company prior to premises opening".

Fever Group had always made it clear that spirit and champagne bottles would be served to tables but that customers would drink out of polycarbonate vessels. It may be that this condition can be varied with the following add '..... and can remain at tables in the booth areas'. This would allow wine , champagne and spirit bottles to remain with the customers seated in the booth areas. These areas will of course be supervised by members of staff.

(c) Door staff

Annex 3 condition 5: "a minimum of 4 SIA door staff shall be employed at all times the premises is open to the public. An additional member of SIA door staff shall be employed at the premises for each 150 customers (or part thereof) over and above the initial 200 customers. All door staff shall wear high visibility orange or yellow reflective jackets or waistcoats inside and outside the premises".

This condition therefore requires 4 SIA door staff for the first 200 and an additional member of door staff for every 150 customers or part thereof over. If the premises have 500 customers in the premises, the requirement is to have 6 SIA door staff. Since January 2017 a minimum of 12 SIA door staff have been employed at the premises on a Friday and Saturday night.

(d) Policy on injuries etc

There is criticism in the police review application on two occasions for customers not been sent to hospital following head injuries. The Fever Group policy is to send customers to hospital and to call for an ambulance if there is a head injury but if the customer flatly refuses and ambulance, Fever Group cannot be calling ambulances if the customer refuses one. In both cases referred to by the police, there was a duty of care exercise to the customer. The first customer was placed in a taxi by Fever Group staff and sent to the hospital and the second customer called a friend whilst being looked after by Fever Group staff and was picked up by the friend.

There is no specific condition on this point. It is a matter of Fever Group policy that these matters are dealt with seriously and with a duty of care shown to all customers.

(e) Condition 8 Annex 2

Any person who is intoxicated or behaving disorderly being allowed entry to the premises. This condition is complied with and customers are often not admitted to the premises because of their disorderly behaviour and refusal and ejection logs are maintained.

(f) Condition 4 Annex 3

The Challenge 21 condition should be updated to a Challenge 25 Policy.

(g) Condition 17 Annex 3

The Environmental Health Officer requires this condition to be amended to a new condition which states as follow: "throughout the normal opening hours of the premises, patrols of the perimeter of the premises shall be carried out by staff every half an hour. During these patrols, observations/measurements of noise and disturbance shall be made and documented and shall be kept in a written log together with any resulted action taken. Documents shall be made available for inspection by an authorised officer of any responsible authorities.

This new condition is agreed.

(h) Condition 12 Annex 3

The current condition reads "a dedicated smoking area shall be provided at the rear of the premises which will be covered by in house CCTV, copies of recording shall be made available to an officer of the Licensing Authority or police upon demand. This area to be supervised by door staff and for the sole use of patrons from the premise."

EHO request an amendment of this condition to read as follows "a dedicated smoking area to be used only by individual smoking shall be provided at the rear of the premises. The number of people shall be restricted to a maximum of 20 people at any one time. This area will be covered by an in house CCTV and copies of recordings shall be made available to an authorised officer of the Licensing Authority or any responsible authority upon demand. This area shall be supervised

by two door staff and for the sole use of patrons from the premises. The smoking area shall be closed at 1:00am.”

It is clear that the Environmental Health Officer has received complaints regarding noise nuisance connected to the rear smoking area. The premises licence holder accepts that complaints have been made and sees no reason to continue with the rear smoking area. There was a smoking area to the right of the entrance to the Spread Eagle Centre (as you enter the Shopping centre) which was used for many years by the previous operator without issues. It is not part of the public highway but part of the Shopping Centre demise. The premises licence holder suggests this condition is deleted and replaced with a condition that the rear of the premises will not be used at any times by customers for smoking or any other purposes. A smoking area will be provided at the entrance to the Spread Eagle Centre.

FEVER AND BOUTIQUE EPSOM - HEARING 25 APRIL 2017

FEVER EVIDENCE

APPENDIX D

Example Admission Logs	D1 - D2
Example Drug Find Log	D3
Example Ejection Logs	D4 - D6
Example ID Confiscated Logs	D7 - D9
Example Refusal Logs	D10 - D27
List of regular door supervisors	D28
Attendance at Pubwatch	D29
Comparison Drink prices - Epsom	D30
Admissions since opening	D31 - D34
Interactions with Police and Council since opening	D35 - D36

Fever & Boutique Epsom

Weekly Admissions Log

Week Ending: 5/2/17

Day / Date	THURSDAY 2/2/17						FRIDAY 3/2/17						SATURDAY 4/2/17							
	In	Out	Hold	LW in	LW hold	In (+/-)	In	Out	Hold	LW in	LW hold	In (+/-)	Hold (+/-)	In	Out	Hold	LW in	LW hold	In (+/-)	Hold (+/-)
20.30																				
21.00																				
21.30							0	0	0	0	0	0	0	0	0	0	0	0	0	0
22.00				0	0		61	0	61	35	35	+26	+26	26	0	26	28	28	-2	-2
22.30				0	0		160	0	160	143	143	+16	+17	129	3	126	96	96	+33	+30
23.00	2	0	2	0	0		289	1	288	262	262	+20	+26	768	70	258	214	213	+54	+45
23.30	19	0	19	4	4		448	1	447	389	381	+59	+66	403	18	385	332	327	+71	+58
00.00	38	0	38	15	11		516	18	498	-	-	-	-	516	27	489	503	486	+13	+3
00.30	47	10	37	40	29	+7	524	27	497	-	-	-	-	552	58	494	555	499	-3	-5
01.00	53	26	27	48	36		556	80		582	489			588	96	492	569	495	+19	-3
01.30	53	29	24	48	35		556	159	397	582	458	-26	-61	634	169	465	611	496	+23	-31
02.00	53	41	12	46	0		556	182	374	582	371	-26	3	634	250	384	625	452	+23	-68
02.30	53	53	0				556	217	339	582	342	-26	-3	634	283	351	625	425	+23	-74
03.00							556	300	256	582				634	353	276	625	326	+23	-50
03.30							556	556	0					634	654	0	625	299	+23	
04.00																	625			

AGENDA ITEM 2
ANNEXE 15

Fever & Boutique Epsom

Week Ending: 13-02-2017

Weekly Admissions Log

Day/ Date	THURSDAY 09/02/17						FRIDAY 10/02/17						SATURDAY 11/02/17								
	In	Out	Hold	LW in	LW hold	In (+/-)	Hold (+/-)	In	Out	Hold	LW in	LW hold	In (+/-)	Hold (+/-)	In	Out	Hold	LW in	LW hold	In (+/-)	Hold (+/-)
20.30																					
21.00																					
21.30																					
22.00	0	0	0					15	0	15					32	7	25	26	26	+6	-1
22.30	0	0	0					96	3	93					137	8	129	129	126	+3	+3
23.00	11	4	7	2	2	+9	+5	202	7	195					235	10	225	258	258	-33	-33
23.30	11	8	3	19	19	-7	-16	330	8	322					372	10	362	403	385	-31	-23
00.00	13	8	10	33	33	-20	-28	492	13	479					471	25	446	516	489	-45	-43
00.30	18	10	8	47	37	-24	-24	527	28	499					524	36	488	552	494	-28	-6
01.00	21	10	11	53	27	-32	-16	561	62	499					563	65	478	538	492	-25	+6
01.30				53	24			584	101	483					576	117	459	634	465	-58	-6
02.00				53	12			584	147	437					576	197	379	634	394	-58	-5
02.30				53	0			584	205	379					576	256	320	634	394	-58	-31
03.00															576	235	241	634	276	-58	-35
03.30															576			634	0	-58	
04.00																					

Date 2/2/17 Day 14:153

- IC1 White – North European
- IC2 Mediterranean – South European
- IC3 Afro-Caribbean
- IC4 Asian
- IC5 Chinese, Japanese or other (South) East Asian
- IC6 Arabic or North African
- IC9 Unknown

Refusal Log

Date 06/17 Day THURSDAY

Time	IC						Age			M/F	Location	Intox	Reason		Staff Member
	1	2	3	4	5	6	18-25	25-30	30+				Dress Code	Other (explain)	
22:22	✓						✓			F	Front D			Unusable ID	ANDY
22:26	✓						✓			M	Front D			code white on screen	JT
23:13	✓							✓		F	Queue			Expired ID	Will
23:14	✓							✓		M	Queue				Will
23:19	✓							✓		M	Queue				Will
23:20	✓						✓			M	Queue	✓			lan
23:22	✓						✓			M	Queue	✓		pub watch	Stewart
00:00	✓									M	Queue	✓		AG & INFOX	JT
00:20	✓									M	Queue	✓		Police advisement	JT
"	✓									M	"	✓		"	JT
"	✓									M	"	✓		"	JAMES
00:25	✓						✓			F	Queue			NO ID & after 01:30	
01:30	✓									M					
	✓									M					
	✓									M					
	✓									F					

- IC1 White – North European
- IC2 Mediterranean – South European
- IC3 Afro-Caribbean
- IC4 Asian
- IC5 Chinese, Japanese or other (South) East Asian
- IC6 Arabic or North African
- IC9 Unknown

Date 10.12.2017 Day Friday

Refusal Log

Time	IC						Age			M/F	Reason				Staff Member
	1	2	3	4	5	6	18-25	25-30	30+		Location	Intox	Dress Code	Other (explain)	
10:00	x						x			m	FRONT DOOR			KETCHUP ON FACE	GRAHAM
10:00	x						x			m	"				GRAHAM
10:25	x						x			m	"			ID - SIGNATURE	SHANE
10:40	x						x			m	SCANNER			ID NOT SCANNING	WILL
10:45				x			x			m	FRONT DOOR			OUT OF DATE ID	IAN
10:15	x								x	f	FRONT DOOR			NO ID	IAN
10:30	x								x	f	FRONT DOOR		x		IAN
10:50	x								x	f	"		x		IAN
10:50	x								x	m	"		x		IAN
10:30	x									m	"		x		IAN
10:40	x						x			m	SCANNER				IAN
10:45	x						x			m	FRONT DOOR			ALERT - AGGRESSION	IAN
11:01		x								m				BAN	JAMES
11:01		y								m			x		IAN
11:01	x									m			x		IAN
11:01	x									m			x		IAN
11:01										m			x		IAN
11:01	x									m			x		IAN
11:05	x									m				CONDUCT	
11:05	x									m				CONDUCT	
11:05	x									f				CONDUCT	
11:05	x									f				CONDUCT	
11:40	x									f					
11:40	x									f			x		STUART
11:40	x									m			x		STUART
11:10	x						x			m			x		STUART
11:19	y						x			m			x		STUART

IC1 White - North European
 IC2 Mediterranean - South European
 IC3 Afro-Caribbean
 IC4 Asian
 IC5 Chinese, Japanese or other (South) East Asian
 IC6 Arabic or North African
 IC9 Unknown

Date 12/1/17 Day 144

IC1 White – North European
IC2 Mediterranean – South European
IC3 Afro-Caribbean
IC4 Asian
IC5 Chinese, Japanese or other (South) East Asian
IC6 Arabic or North African
IC9 Unknown

Date 4/1/17 Day Sat.....

Andy had
to push
female
away as
she got
into his
face.

D13

Page 378

Date 6/2/17 Day Thurs

D14

Refusal Log

Date 17/12/17 Day Fri

Time	IC						Age			M/F	Location	Intox	Reason		Staff Member
	1	2	3	4	5	6	18 - 25	25 - 30	30+				Dress Code	Other (explain)	
22:12	1						✓			M	Queue	✓			Graham
22:15	1						✓			M	Scanner			Scanner code 2	JT + Rick
22:23	1									M	Queue		✓		Ian
"		1					✓			M	"		✓		"
"			1				✓			M	"		✓		"
"				1			✓			M	"		✓	Due to staff	"
"					1		✓			M	"		✓		"
22:25	1						✓			M	Queue	✓			Ian
22:47	1						✓			M	Queue	✓			Graham
22:47	1						✓			M	Queue	✓			
22:48	1						✓			M	Scanner	✓			Andy
22:52	1						✓			F	QED	✓		Expired ID	Graham
23:12	1						✓			F	FD	✓			Ian
23:17	1						✓			F	Queue	✓			Ian
23:22	1						✓			M	Scanner			Banned	Ian
23:40	1									M	Queue	✓	✓		Stewart
"		1								M	"		✓		"
"			1							M	"		✓		"
01:25	1						✓			M	Queue				Stewart
01:25	1						✓			M	Queue	✓			VI

- IC1 White – North European
- IC2 Mediterranean – South European
- IC3 Afro-Caribbean
- IC4 Asian
- IC5 Chinese, Japanese or other (South) East Asian
- IC6 Arabic or North African
- IC9 Unknown

Date: 1/17/17 Day: Friday

Refusal Log

Time	IC						Age			M/F	Reason				Staff Member
	1	2	3	4	5	6	18-25	25-30	30+		Location	Intox	Dress Code	Other (explain)	
22:12	1						✓			M	Queue			MC	Andy
"	1						✓			M	"			MC	"
"	1						✓			M	"			MC	"
22:21	1						✓	✓		M	"		✓		Stewart
"	1						✓			M	"		✓		"
22:31	1						✓			M	search			drug bag	Lukas
"	1						✓			M	search		✓		"
22:40	1						✓			M	Queue		✓	AG	lan
"	1						✓			M	"		✓		"
22:54	1						✓-18			F	Scanner			No there ID	Andy
22:59	1						✓-18			F	"			"	Andy
23:16	1						✓			M	Queue		✓		Stewart
23:35	1						✓			M	Queue			Involvement in baggage fight last week	Ian
"	1						✓			M	Queue			Alde	Ian
23:39	1						✓			M	Queue			rude to staff	Stewart
"	1						✓			F	Scanner	✓			Task + Stewart
23:29	1						✓			M	Queue				Andy
23:52	1						✓			M	Queue		✓		Stewart
00:14	1						✓			M	Queue			code white on scene	Andy - police attended
00:17	1						✓			M	FD			IP out of date	IT
00:19	1						✓			M	Queue		✓	Previous behaviour	Stewart
00:29	1						✓			M	Queue		✓		Stewart
"	1						✓			M	"		✓		"
"	1						✓			M	"		✓		"
01:18	1						✓			M	"	✓	✓		lan
"	1						✓			F	"				"

IC1 White – North European

IC2 Mediterranean – South European

IC3 Afro-Caribbean

IC4 Asian

IC5 Chinese, Japanese or other (South) East Asian

IC6 Arabic or North African

IC9 Unknown

Date 11/17 Day Sat

Refusal Log

Time	IC						Age			M/F	Reason				Staff Member
	1	2	3	4	5	6	18-25	25-30	30+		Location	Intox	Dress Code	Other (explain)	
21:30	1						✓			M	Queue		✓		Will
"	1						✓			"	"		✓		"
"	1						✓			"	"		✓		"
"	1						✓			"	"		✓		"
"	1						✓			"	"		✓		"
22:06	1						✓			M	"		✓		Ian
"	1						✓			M	"		✓		Ian
22:28	1						✓			F	"		✓		James
"	1						✓			F	"		✓		"
"	1						✓			M	"		✓		"
"	1						✓			M	"		✓		"
22:30	1						✓			M	"			smell of weed	James
"	1						✓			M	"			"	"
"	1						✓			M	"				"
22:33	1						✓			M	Scanner				
22:38	1						-18			F	Scanner			Not the right ID	Andy
22:46	1						-18			F	Search			"	Andy
22:50	1						✓			M	Queue	✓		AG	Ian
23:00	1						✓			M	"	✓			"
"	1						✓			M	"				"
"	1						✓			M	"	✓			"
"	1						✓			M	"				"
23:38	1						✓			M	Queue			AG previous AG	IT
23:38	1						-18			F	Scanner			ID NOT HERE	Andy Jr
23:49	1						✓			M	Scanner			Scanner code 6	Stewart

IC1 White – North European
 IC2 Mediterranean – South European
 IC3 Afro-Caribbean
 IC4 Asian
 IC5 Chinese, Japanese or other (South) East Asian
 IC6 Arabic or North African
 IC9 Unknown

Date: 12/11/17 Day: Fri.....

Refusal Log

Time	IC						Age			M/F	Reason				Staff Member
	1	2	3	4	5	6	18 - 25	25 - 30	30+		Location	Intox	Dress Code	Other (explain)	
22:01	1						✓			M	Queue		✓		IAN
22:01		1					✓			M	"		✓		IAN
22:15	1						✓			M	"		✓		IAN
22:39							✓			M	"			AG in the queue	GRAHAM
22:44	1						✓			M	"		✓		IAN
22:44	1						✓			M	"		✓		IAN
22:44	1						✓			M	FP		✓		IAN
22:44	1						✓			M	queue		✓		IAN
22:44	1						✓			M	"		✓		IAN
22:44	1						✓			M	"		✓		IAN
22:59	1								✓	M	Scanner		✓	AG	IAN
"	1								✓	M	"		✓	Attitude	IAN
"	1								✓	M	"		✓	"	IAN
"	1								✓	M	Queue		✓	"	IAN
"	1						✓		✓	M	"		✓	"	IAN
"	1						✓		✓	M	"		✓	"	IAN
"	1						✓		✓	M	"		✓	"	IAN
"	1						✓		✓	M	"		✓	Attitude	IAN
"	1						✓		✓	M	"		✓	"	IAN
22:53	1						✓			M	"		✓	Attitude	GRAHAM
"	1						✓			M	"		✓	Attitude	GRAHAM
23:01	1						✓		✓	M	"		✓	AG	GRAHAM
23:11	1						✓		✓	M	"		✓		GRAHAM
23:18	1						✓			M	"		✓		GRAHAM
00:58	1						✓			M	Scanner		✓	Scanner code 14	Andy

- IC1 White – North European
- IC2 Mediterranean – South European
- IC3 Afro-Caribbean
- IC4 Asian
- IC5 Chinese, Japanese or other (South) East Asian
- IC6 Arabic or North African
- IC9 Unknown

AGENDA ITEM 2
ANNEXE 15

019

Date.../.../... Day... Hours...

IC1 White – North European
IC2 Mediterranean – South European
IC3 Afro-Caribbean
IC4 Asian
IC5 Chinese, Japanese or other (South) East Asian
IC6 Arabic or North African
IC9 Unknown

Date 27/1/17 Day Sat

Refusal Log

Time	IC						Age			M/F	Reason				Staff Member
	1	2	3	4	5	6	18-25	25-30	30+		Location	Intox	Dress Code	Other (explain)	
21:50	1						✓			M	FD		✓		Ian
"	1						✓			M	"		✓		"
"	1						✓			M	"		✓		"
"	1						✓			M	"		✓		"
21:57	1						✓			M	"		✓		"
"	1						✓			M	"		✓		"
"	1						✓			M	"		✓		"
22:10	1						✓			M	"		✓		Stewart
"	1						✓			M	"		✓		Stewart
22:30	1						✓			M	FD		✓		Ian
22:54	1						✓			F	Scanner			code pink previous will & Lewis	
22:54	1						✓			M	Search			suspected drug use Lucas	
23:11	1						✓			F	Queue			Rude to DS James	
23:12	1						✓			M	Scanner			Previous ban M. Lewis	
23:22	1						✓		✓	M	Scanner			NO ID	
23:40	1						✓			M	Queue			AG & Rude to Ian &	
"	1						✓			M	Queue			Door Staff James.S	
12:29	1						✓			F	front door		✓	aggression	"
"	1						✓			M	"				"
"	1						✓			M	"				"
"	1						✓			M	"				"
"	1						✓			M	"				"
00:40	1						✓			M	"	✓			Ricky
00:26	1						✓			F	"			use of fake ID	in the park

IC1 White – North European
 IC2 Mediterranean – South European
 IC3 Afro-Caribbean
 IC4 Asian
 IC5 Chinese, Japanese or other (South) East Asian
 IC6 Arabic or North African
 IC9 Unknown

AGENDA ITEM 2
 ANNEXE 15

D21

Refusal Log

Date: 28/01/2017 Day: SATURDAY

Time	IC						Age			M/F	Reason				Staff Member
	1	2	3	4	5	6	18-25	25-30	30+		Location	Intox	Dress Code	Other (explain)	
10:02	✓						✓			M	FD			causing past problems	IAN
10:02		✓					✓			M	FD			"	IAN
10:02			✓				✓			M	FD			"	IAN
10:15	✓							✓		M	FD		✓		IAN
10:15	✓							✓		M	FD		✓		IAN
10:34	✓						✓			M	FD		✓		IAN
"	✓						✓			M	FD		✓		IAN
"	✓						✓			M	FD		✓		IAN
"	✓						✓			M	FD		✓		IAN
"	✓						✓			M	FD		✓		IAN
"	✓						✓			M	FD		✓		IAN
"	✓						✓			M	FD		✓		IAN
10:45	✓						✓			M	FD			LADIES MALE GROUP	LEWIS
"	✓						✓			M				"	"
"		✓					✓			M				"	"
"		✓					✓			M				"	"
"		✓					✓			M				"	"
"	✓						✓			M				"	"
11:05	✓						✓			M	FD		✓	TEENAGERS	IAN
11:05	✓						✓			M	FD		✓	"	IAN
10:20	✓								✓	M	FD		✓	+ ATTITUDE	IAN
10:20	✓								✓	M	FD		✓	+ ATTITUDE	IAN
00:53	✓						✓			M	FD		✓	ATTITUDE + DRESS CODE	JAMES
00:55	✓						✓			M	FD			ATTITUDE	JAMES
"	✓							✓		M	FD			"	"
"	✓							✓		M	FD			"	"

IC1 White – North European
IC2 Mediterranean – South European
IC3 Afro-Caribbean
IC4 Asian
IC5 Chinese, Japanese or other (South) East Asian
IC6 Arabic or North African
IC9 Unknown

Refusal Log

Date 11/2/2021 Day: SATURDAY

Time	IC						Age				M/F	Reason				Staff Member
	1	2	3	4	5	6	18 - 25	25 - 30	30+	Location		Intox	Dress Code	Other (explain)		
10:24	x								x	m	FRONTDOOR				STUART	
10:30	x								x	m	FRONTDOOR	x			ZILKY	
10:30	x								x	m	"				"	
10:30	x								x	m	"			LARGE MALE GROUP REFUSED BECAUSE OF DRUG FIND ON SEARCH	"	
10:30	x							x	m	"					"	
10:30	x							x	m	"					"	
10:30	x							x	m	"					"	
10:30	x								x	m	"				"	
11:14	x								x	m	FRONTDOOR				"	
11:14	x								x	m	"	x			IAN	
11:14		x							x	m	"	x			"	
11:14		x							x	m	"	x			"	
11:14	x								x	m	"	x			"	
11:14		x							x	m	"	x			"	
11:14									x	m	"	x			"	
11:45	x								x	m	"	x			"	
11:45	x						x			m		x			STUART	
11:45	x						x			m		x			STUART	
11:55	x						x			m		x			STUART	
11:55	x						x			m		x			STUART	
11:57	x									m					STUART	
11:57	x						x			m		x			STUART	
12:25	x									m					STUART	
12:25	x								x	m		x			STUART	
12:25	x								x	f					STUART	

IC1 White – North European
IC2 Mediterranean – South European
IC3 Afro-Caribbean
IC4 Asian
IC5 Chinese, Japanese or other (South) East Asian
IC6 Arabic or North African
IC9 Unknown

Refusal Log

AGENDA ITEM 2
ANNEXE 15

D24

police
attended

Date 4/2/17 Day SAT

Refusal Log

Time	IC						Age			M/F	Reason				Staff Member
	1	2	3	4	5	6	18-25	25-30	30+		Location	Intox	Dress Code	Other (explain)	
21:58	1									M	queue		✓		Stewart
"	1							✓		M	queue		✓		Stewart
22:15	1							✓		M	queue		✓		James S
22:26	1						✓			M	queue		✓		Stewart
22:43	1						✓			M	queue			Previous ban	Andy
22:45	1						✓			M	"			Previous issues	James S
"	1						✓			M	"			"	"
"	1						✓			M	"			"	"
"	1						✓			M	"			"	"
22:50	1						✓			M	Scanner queue		✓		James S
23:04	1						✓			M	Scanner queue		✓	Alert from viper	Andy
"	1						✓			M	"		✓		Stewart
23:10	1						✓			F	search			pen knife on keys	Jordan
23:23	1						✓			M	queue	✓		Previous issues	James S
23:40	1						✓			F	"			& AG towards staff	Andy
"	1						✓			F	"			"	"
"	1						✓			F	"			"	"
"	1						✓			F	"			"	"
"	1						✓			M	"			"	"
"	1						✓			M	"			"	"
23:44	1						✓			M	"		✓	AG towards staff	Andy
23:55	1						✓			M	"			Attitude	James S
"	1						✓			M	"			"	"

- IC1 White – North European
- IC2 Mediterranean – South European
- IC3 Afro-Caribbean
- IC4 Asian
- IC5 Chinese, Japanese or other (South) East Asian
- IC6 Arabic or North African
- IC9 Unknown

Refusal Log

Date 01/01/17 Day Sat NO.1

Time	IC						Age			M/F	Location	Intox	Reason		Staff Member
	1	2	3	4	5	6	18-25	25-30	30+				Dress Code	Other (explain)	
22:22	✓								✓	M	front D	✓			Andy
"	✓								✓	M	"	✓			"
"	✓								✓	M	"	✓			"
22:27	✓						✓			M	Queue		✓		Ian
"	✓						✓			M	"		✓		"
"	✓						✓			M	"		✓		"
"	✓						✓			M	"		✓		"
"	✓						✓			M	"		✓		"
"	✓						✓			M	"		✓		"
22:37	✓							✓		M	front D			No ID	Joe A
23:05	✓						✓			M	front D			Previous AG in venue	Andy
23:21	✓						✓			M	Queue		✓		ST
"	✓						✓			M	Queue		✓	Attitude	ST
"	✓						✓			M	"		✓	"	Ian
"	✓						✓			M	"		✓	"	
"	✓						✓			M	"		✓	"	
"	✓						✓			M	"		✓	"	
"	✓						✓			M	"		✓	"	
"	✓						✓			M	"		✓	"	
23:29	✓						✓			F	Queue	✓			James S
23:42	✓									M	Queue	✓			James S
"	✓									F	Queue	✓		AG	James S

- IC1 White – North European
- IC2 Mediterranean – South European
- IC3 Afro-Caribbean
- IC4 Asian
- IC5 Chinese, Japanese or other (South) East Asian
- IC6 Arabic or North African
- IC9 Unknown

Date: 07/01/17 Day: Sat No. 2

- IC1 White – North European
- IC2 Mediterranean – South European
- IC3 Afro-Caribbean
- IC4 Asian
- IC5 Chinese, Japanese or other (South) East Asian
- IC6 Arabic or North African
- IC9 Unknown

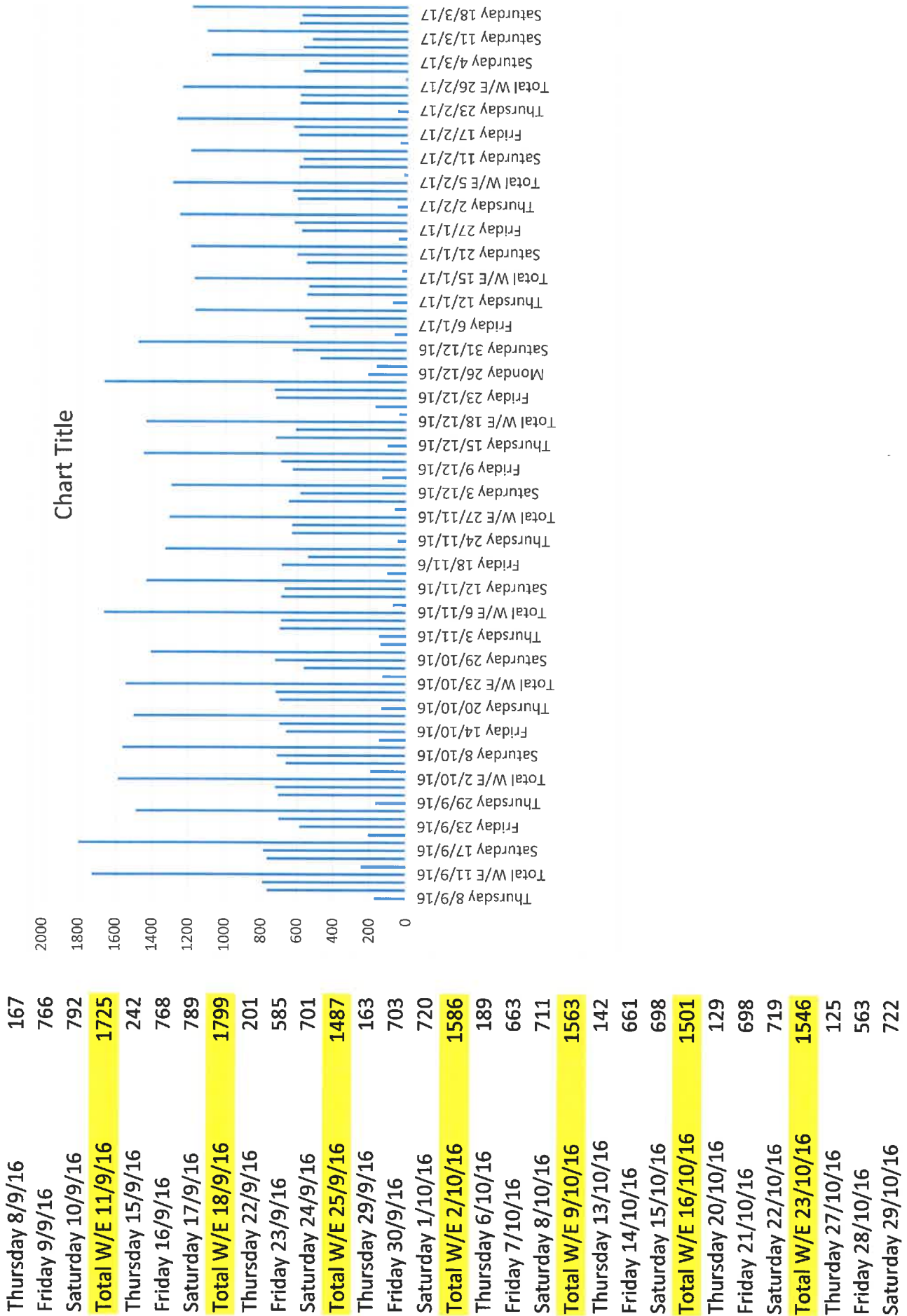
REGULAR WORKING DOOR SUPERVISORS IN FEVER & BOUTIQUE EPSOM

JAMES TURNER	0130110731489193
RICKY TOLFREE	0130019428712059
MICHAEL LEWIS	0130112064775124
GRAHAM ADAMS	0130110688848137
STUART CHANDLER	1011859953182951
IAIN POTTER	1014454676844546
JAMES PARKES	1013372596375693
ADAM WOODS	0130110429326326
MILLIE BOYCE	1018441390494749
JORDAN MILLS	0130112128878103
CHIDI AKAJIOYI	0130018879684297
MARVIN JONES	0130019941419851
REECE HARLE	1016881402665073

D30

AGENDA ITEM 2
ANNEXE 15

Fever & Boutique					
	Friday	Saturday	Weatherspoons	Slug & Lettuce	The Faraday The Marquis
Vodka & Mixer	£3.00	£4.40	£3.30	£5.10	£4.65
Double Vodka & Mixer	£4.20	£5.90	£4.30	£6.60	£6.15
Gin & Mixer	£3.00	£4.40	£2.99	£4.55	
Double Gin & Mixer	£4.20	£5.90	£3.99	£6.05	
Desperado	£4.20	£4.40	£3.39		
Budweiser 33cl	£4.00	£4.20		£3.85	£4.00
Pint	£3.85	£3.95	£2.29		£4.60
Pint Cider	£3.85	£3.95	£2.29		£4.60



Total W/E 30/10/16	1410
Monday 31/10/16	134
Thursday 3/11/16	142
Friday 4/11/16	698
Saturday 5/11/16	690
Total W/E 6/11/16	1664
Thursday 10/11/16	72
Friday 11/11/16	690
Saturday 12/11/16	672
Total W/E 13/11/16	1434
Thursday 17/11/16	102
Friday 18/11/16	687
Saturday 19/11/16	542
Total W/E 20/11/16	1331
Thursday 24/11/16	46
Friday 25/11/16	632
Saturday 26/11/16	631
Total W/E 27/11/16	1309
Thursday 1/12/16	61
Friday 2/12/16	652
Saturday 3/12/16	585
Total W/E 4/12/16	1298
Thursday 8/12/16	129
Friday 9/12/16	630
Saturday 10/12/16	693
Total W/E 11/12/16	1452
Thursday 15/12/16	104
Friday 16/12/16	722
Saturday 17/12/16	612
Total W/E 18/12/16	1438
Monday 19/12/16	42

Thursday 22/12/16	171
Friday 23/12/16	722
Saturday 24/12/16	730
Total W/E 25/12/16	1665
Monday 26/12/16	210
Thursday 29/12/16	164
Friday 30/12/16	478
Saturday 31/12/16	632
Total W/E 1/1/17	1484
Thursday 5/1/17	67
Friday 6/1/17	538
Saturday 7/1/17	564
Total W/E 8/1/17	1169
Thursday 12/1/17	79
Friday 13/1/17	553
Saturday 14/1/17	542
Total W/E 15/1/17	1174
Thursday 19/1/17	28
Friday 20/1/17	557
Saturday 21/1/17	608
Total W/E 22/1/17	1193
Thursday 26/1/17	48
Friday 27/1/17	584
Saturday 28/1/17	625
Total W/E 29/1/17	1257
Thursday 2/2/17	54
Friday 3/2/17	608
Saturday 4/2/17	634
Total W/E 5/2/17	1296
Thursday 9/2/17	21
Friday 10/2/17	598

Saturday 11/2/17	576
Total W/E 12/2/17	1195
Thursday 16/2/17	42
Friday 17/2/17	601
Saturday 18/2/17	632
Total W/E 19/2/17	1275
Thursday 23/2/17	54
Friday 24/2/17	596
Saturday 25/2/17	594
Total W/E 26/2/17	1244
Thursday 2/3/17	16
Friday 3/3/17	578
Saturday 4/3/17	492
Total W/E 5/2/17	1086
Friday 10/3/17	581
Saturday 11/3/17	530
Total W/E 12/3/17	1111
Friday 17/3/17	604
Saturday 18/3/17	588
Total W/E 19/3/17	1192
Total Customers =	37715

Interaction with police & council

1. Thursday 14.7.16
 - a. Hand over of Elements with Fred from Elements, Andy Greive, Duncan Squires & Andy Thornton. Met with Tony from Weatherspoons, chair of pubwatch and asked to be signed up for pubwatch.
2. Saturday 23.7.16
 - a. Last nights trade as Elements
3. Tuesday 2.8.16
 - a. AT went to pubwatch
4. Tuesday 30.8.16
 - a. Met with Council
5. Wednesday 7.9.16
 - a. Meeting at the venue with Angela Slaughter & Racheal Jackson
 - b. Met with Tom Arthur & Jaquie Clark (police) to talk about using the scanner
6. Friday 30.9.16
 - a. Met with Charlotte from EHO
7. Tuesday 4.10.16
 - a. AT to pubwatch
8. Wednesday 5.10.16
 - a. Tom Arthur & Jacquie Clark came to the venue to meet AT & DS, spoke about the door team they said they would like to see an older more experienced door team, we agreed and said we had already addressed this. They very happy with the number of door staff we were operating with and were very happy with everything else.
9. Thursday 6.10.16
 - a. Angela Slaughter & Racheal Jackson came to visit the venue, were very happy with everything.
10. Monday 17.10.16
 - a. Letter were distributed to residents inviting them to a residents meeting.
11. Tuesday 1.11.16
 - a. AT to pubwatch
12. Saturday 12.11.16
 - a. Sent two staff on a licensing course
13. Friday 25.11.16
 - a. Met with Charlotte from EHO
14. Wednesday 30.11.16
 - a. Residents meeting, 6 residents show.
15. WE Sunday 4.12.16
 - a. Collecting for Mark West charity
16. Tuesday 6.12.16
 - a. AT to pubwatch
17. Wednesday 14.12.16
 - a. Met with Ben from clocktower cabs, Tony Axelrod, Tella Wormington, Neil about dispersal
18. WE Sunday 25.12.16
 - a. Collecting for Mark West charity

19. Tuesday 3.1.17
 - a. AT to pubwatch
20. Thursday 5.1.17
 - a. Licensing meeting with Ian Sandwell, other police and council.
21. Tuesday 7.2.17
 - AT to pubwatch
22. Friday 10.2.17
 - a. Meeting with fire officer
23. Friday 10.2.17
 - a. Email sent to Ian Sandwell asking for a meeting
24. Wednesday 22.2.17
 - a. Residents meeting, only TA TW attended, no residents show
25. Thursday 23.2.17
 - a. Email sent to IS as still had no reply
26. Wednesday 1.3.17
 - a. Ian Replied
27. Tuesday 7.3.17
 - a. AT to pubwatch, met with Tom Arthur half an hour before.
28. Thursday 9.3.17
 - a. Jimmy Elias, DS & Andrew Woods meet with Ian Sandwell and his Sgt.

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