

MINIATURE RESTAURANT & MONO LOUNGE

11-13

Upper High Street

Epsom

Surrey

KT17 4QY

Operational Plan

Licensing Procedures & Policies

31st March 2021

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INTRODUCTION:

The Miniature Restaurant/Mono Lounge is currently owned and managed by **DORSA LTD**. It is a venue set in Epsom Town Centre. **MORTEZA DERAYZADEH** is the current premises licence holder and he is the applicant for this premise licence variation.

The venue is currently split into two parts which are as follows:

The Miniature Restaurant is located on the ground floor with the entrance on the high street. This currently operates from the hours of 11:00 - 23:30 every day with the last supply of alcohol at 23:00. There is a bar that serves alcohol on this floor and also a kitchen.

Mono Lounge is a shisha bar which is located at the back of the venue. The entrance to the Mono Lounge is also from the high street and has the same opening and closing times as the Miniature Restaurant. The Mono Lounge is outdoors and has a detachable roof. All the sides are open to comply with the shisha guidelines. There is a bar situated in this area also (please see attached property plan).

The venue currently has various staff working here including bar staff, kitchen staff and SIA approved door supervisors.

The capacity of the venue (which relates to the whole premises) is broken down as follows:

- Indoor capacity (Miniature Restaurant and Mono Lounge) = 40 people
- Outdoor capacity = 50 people
- New basement bar = 35 people

PROPOSAL

The applicant would like the following to be considered for the purpose of extending their licence conditions:

It has been proposed to change the basement area of the venue into a late-night bar allowing customers the option of a meal and also to be able to have a drink, chill out and listen to some music. **(Please see the attached floor plan)**

Timing Change:

The current licence allows the venue to serve alcohol up to 23:00 and the venue closes at 23:30.

The proposed change is as follows:

The bar (in the basement area of the venue) to open at 18:00 with the last sale of alcohol at 01:00 with the venue to close at 01:30. We would also like to propose this change for Miniature Restaurant and Mono Lounge. Therefore, the new opening/closing times of the premises will be 11:00 – 01:30. The new supply of alcohol times of the premises will be 11:00 – 01:00. Mono Lounge forms part of these variations.

Reason for the change:

As you are aware COVID 19 has affected us as a business significantly and as a family run business, we would like to use the above to increase our income and support our business.

Within this document, we will explain how the venue adheres to the four licensing objectives and how our plan meets the set criteria. Also, according to the Licensing Policy, our premises will fall within the licensing red zone. Please find below information setting out how our premises satisfies the criteria listed in the Licensing policy and how we will demonstrate that the premises will not add to the cumulative impact for the area.

TERMS OF ENTRY (for basement bar)

The aim of this policy is to ensure that we can prevent any problems arising before customers enter the venue this will help us keep our customers and staff safe.

This policy will be consistent and followed at all times.

- Any customer who is deemed to be intoxicated by door staff or management will be refused entry.
- Any customer who refuses to be searched when asked will be refused entry.
- Any customer who refuses to provide ID and does not meet the challenge 25 criteria will also be refused.
- Any customer suspected of carrying any offensive weapon or drugs will also be refused entry.
- Any customer who has previously been involved in any criminal activity or anti-social behaviour will be refused entry.
- Any person under the age of 18 will be refused entry to this bar whenever the venue is operating.
- Any customer who refuses to have their ID scanned on the ID scanner will be refused entry. ID Scanner will be used for both Miniature Restaurant and Mono Lounge from 11:00 - 01:30 every day. For those using Mono Lounge, those who appear to be under 25 will be ID checked using ID Scanner. For those using the Miniature Restaurant, ID Scanner will be used at the discretion of the staff.
- Any customer wearing tracksuits will be refused entry.
- Challenge 25 will be in operation at all times with clear signage displayed.

YOUNG PEOPLE

This policy has been put in place for the following reasons:

- Prevent harm to children
- To prevent licence breaches
- To prevent underage entry to the premises.

The following conditions will be implemented by security and management:

- A strict challenge 25 policy will be in place where any guests who appear to be under the age of 25 will have to show proof of ID.
- Anyone suspected of being under 25 will have to be scanned on the ID Scanner. ID Scanner will be used for both Miniature Restaurant and Mono Lounge from 11:00 - 01:30 every day. For those using Mono Lounge, those who appear to be under 25 will be ID checked using ID Scanner. For those using the Miniature Restaurant, ID Scanner will be used at the discretion of the staff.
- Whilst the Mono Lounge and bar (basement) are open and operating there shall be no under 18s in these areas.
- Only accepted proofs of IDs will be accepted.
- When checking ID staff will look for the following: check that the 3D hologram is not stuck on. Check the photo to ensure it is the correct person. Check the date of birth, also checking the ID has not been tampered with. If there is any suspicion the ID scanned will be used otherwise, they would be refused entry
- If any customer cannot prove their age, they will not be let in.
- Clear signage will be displayed
- All persons refused will be recorded.
- All staff are trained within the challenge 25 Policy.

SEARCHING

A search policy will be operating for the entire venue:

This will include the following:

- Random searches of customers prior to entry
- Searches will be carried out by same sex and two door staff present
- Anyone who refuses to be searched will be refused entry.
- Anyone found with any illegal prohibited items will be banned from the venue and refused entry and the police will be called.
- Customer will be detained if safe to do so.
- All searches will be recorded.
- Body worn video cameras to be in use while search is carried out.

- Signage will be displayed on the front of the venue, so customers are aware that this policy is in place.

This policy is aimed at preventing crime and disorder and also preventing any harm from drug use or assaults. All door staff are trained in regard to searching

DEALING WITH INTOXICATION

- Security and management will regularly patrol the venue monitoring customers behaviours and looking for the signs of intoxication.
- Anyone who appears to be intoxicated will be escorted outside to get some air but will be told straight away the reasons why.
- Bottles of water will be given out free of charge.
- We operate a lone person policy so if someone attempts to leave while intoxicated, they will be held back until friend's family can be called.
- All walk outs will be logged.
- Taxis will be arranged for people who will struggle to get home.
- All door staff are first aid trained along with staff who will deal with incidents accordingly.
- Staff are trained on the signs of intoxication so will refuse service to anyone who appears to be intoxicated and security will be informed.
- Security will engage with customers leaving the venue making sure they know anyone they are leaving with.

CRIME PREVENTION

- SIA approved door supervisors will be present every day the venue is open (11:00 - 01:30). TUE- Thursday (1) one door supervisor. FRI and SAT (2) two door supervisors.
- CCTV will be installed at the venue for Local Authority Authorised Officers/Police Officers satisfaction. The cameras will be observing the entrance exit both inside and outside. The cameras will capture head and shoulder images of all customers coming inside the venue for identification purposes. Cameras also located all over the floor area ensuring adequate cover. Monitor to ensure footage is available to be reviewed at any time by the police this footage will be stored for 31 days.
- ID Scanner is already in use in the venue so this will let us know what customers are coming into the venue and if they have committed any previous offences in other venues this will prevent and deter any potential trouble. ID Scanner will be used for both Miniature Restaurant and Mono Lounge from 11:00 - 01:30 every day. For those using Mono Lounge, those who appear to be under 25 will be ID checked using ID Scanner. For those using the Miniature Restaurant, ID Scanner will be used at the discretion of the staff.

- Door supervisor will have their door badges displayed and wear Hi- Viz jackets to be easily recognised on CCTV.
- There will be a terms of entry policy in place (please see above)
- Door supervisors will all wear body worn video.
- Any incidents will be reported to the police.
- Search policy is in place.
- Intoxicated customers will be turned away from the venue if security of management deem them to be drunk.
- We will participate with any pub watch meetings.

PUBLIC SAFETY

- Fire safety procedures in place including fire extinguisher, fire blankets, illuminated signs for fire exits. Smoke detectors in use along with emergency lighting. Fire evacuation point has been decided. All equipment tested annually.
- Adequate number of staff will be first aid trained. On busier nights I have gained a quote from a private ambulance company to have a FREC 3 medic on site.
- Health and safety risk assessments will be carried out.
- CCTV will be working at all times.
- Fire signs will be displayed.
- Air conditioning also installed.
- Venue will be set to a capacity. Manager and door staff will ensure this is not broken.
- Dynamic risk assessments being carried out throughout the night.

PREVENTION OF PUBLIC NUISANCE

- Customers will be asked to leave quietly.
- Signs will be displayed to remind people to consider our neighbours.
- Door staff will do a street clearance at the end of the night ensuring that people are moved on quietly
- Staff will deal with any litter outside the venue and will dispose of glass bottles quietly.
- Anyone causing a disturbance will be banned from future attendance.
- Any issues with individuals will be added on the ID scanner.
- The venue is situated within the Public Space Protection Order area which does not permit open vessels of alcohol in this area. Staff will ensure that all bottles are disposed of and will make sure no open vessels of alcohol are left in this area.

NOISE CONTROL

- There are flats opposite and above the venue. Door staff will ensure that customers who are queuing for entry are quiet and customers will be asked to leave quietly so

that those who are occupying the flats are not disturbed. Internal noise will be controlled so it does not disturb those occupying the flats above the venue.

- To keep noise pollution to a minimum, all staff and door supervisors will encourage customers to leave the premises in a quiet and orderly manner and will ensure that no drinks are taken outside the venue.
- If a group of customers are found to be loitering near the venue, then they will be politely asked to move on as quickly as possible.
- All staff and door supervisors will ensure that customers do not cause any disturbance or nuisance to any local residents within the vicinity of the premises.
- All staff and door supervisors will adequately manage and control customers when arriving, during their stay and when leaving.
- Dispersal shall take place through the front door(s) of the premises onto the high street.
- Allocation of staff in the last 30 minutes prior to closing will be reviewed, to ensure that the collecting of glasses and the clearing of other waste is prioritised; this provides a message to customers that the premises is in the process of closing and encourages them to finish their drinks and prepare for departure.
- A suitable member of staff or a door supervisor will be visible at each public entrance / exit to control the dispersal, to remind people to leave quietly and to prevent patrons from re-entering the premises.
- Staff will make an announcement at the end of the evening to encourage patrons to disperse gradually and to leave the area quietly.
- We will ensure adequate signage is available at each exit asking people to leave quietly and not to congregate outside or in the local area. We will direct patrons' attention to these signs as they leave.
- We will remove drinks and glass vessels from patrons as they leave to ensure no glass leaves the premises.
- Door supervisors will be tasked with management of the queue to enter the premises. Where a queue forms, they will monitor to ensure the behaviour of those queuing is conducive with the entry policy. Any person who appears to be drunk or intoxicated will, where possible, be removed from the queue prior to them reaching the front.
- While monitoring the queue, the door supervisor should remove alcohol from anyone consuming alcohol while queuing or if they are unwilling to give up their alcohol remove them from the queue and advise them they will be refused entry as a result.
- Door supervisors will seek to control the noise from any person queuing outside the premises in order to reduce the potential for noise to disturb people living and working in the local community. This is achieved by politely reminding customers that anyone not complying with the request will be refused entry to the premises.
- Once the premises is closed, the door supervisors shall assist with the dispersal of customers from the area. The purpose of an effective dispersal is to ensure that patrons leave the area quickly, quietly and in an orderly manner.
- Door supervisors will encourage patrons to leave gradually via the appropriate exits at the end of the night and try and avoid large numbers of patrons all leaving at the same time.
- A 'soft closure' is in place at the premises. This is designed to close the premises more slowly and thus to encourage a more even dispersal rather than everyone being asked

to leave at the same time. This in turn seeks to minimise the potential for noise and anti-social behaviour which can occur when larger numbers of people leave a venue at the same time.

- The music volume will be turned down 30 minutes prior to the premises closing and turned off 20 minutes before closure of the premises. This advises patrons that the premises is closing and also allows them to finish their drinks in a quieter environment; this in turn will reduce the noise patrons make when they leave.
- On the plan submitted there is a door shown leading to the Mono Lounge to be used as a shisha/bar area. This door is going to be used as access/egress but will be managed by door supervisors who will control capacity levels and will ensure noise is controlled.
- There are sufficient toilet facilities for staff and customers. These are situated in the Miniature Restaurant/Mono Lounge and basement bar (see plans). Staff will control these areas so there is no disturbance or excessive noise.

SMOKING AREAS

- Customers who are using the new basement bar and Miniature Restaurant will be able to use the Shisha element of the business which has a smoking area outside and a detachable roof. This will be managed by door staff who will ensure that capacity is controlled so there is no disruption from customers who are smoking in this outside space.

HEALTH & SAFETY

- The access to the side of the business contains a shared alley containing bins storage, parked mopeds from the adjacent take away premises and provides the sole access to the residential accommodation above. Risk assessments will be carried out by staff so that there are no health and safety implications.

SMOKE FREE

- Mono Lounge (the Shisha element of the business) is an outdoors venue and has a detachable roof. All the sides are open to comply with the shisha guidelines. The Mono Lounge is not enclosed or substantially enclosed and adheres to the smoke free guidelines.
- Any fabric blinds which are temporarily covering the mesh fence will be removed when customers are using the Mono Lounge for smoking. The venue will not be substantially enclosed.

COVID RESTRICTIONS/CONTROLS

- We will fully comply with the COVID-19 regulations and we will ensure we are familiar with the relevant legal requirements and alter our business practices accordingly.

FURTHER INFORMATION

- The venue will be showing live football on the TV (i.e. Euros 2021)

LICENSING POLICY: RED ZONE CRITERIA

No.	RED ZONE CRITERIA	DETAILS
1	Location of entry and departure points	Please see 'Prevention of Public Nuisance' section and attached floor plans)
2	Door control	<p>Please see the following sections of this document:</p> <ul style="list-style-type: none"> - Terms of Entry - Public Safety - Crime Prevention - Young People - Dealing with Intoxication - Searching - Noise Control
3	Control and prevention of queuing	Venue will be set to a capacity. Manager and door staff will ensure this is not broken and will control and prevent excessive queuing (see Prevention of Public Nuisance section and Noise Control).
4	Put in place robust systems to monitor and control the access of young people	Please see 'Young People' section of this document.
5	Ensure door supervisors are trained and empowered to deal with underage drinking	<p>Please see the following sections of this document:</p> <ul style="list-style-type: none"> - Terms of Entry - Young People - Crime Prevention
6	The premises age policy to include "Challenge 25"	<p>A strict challenge 25 policy will be in place where any guests who appear to be under the age of 25 will have to show proof of ID (see 'Young People' section of this document).</p> <p>ID Scanner will be used for both Miniature Restaurant and Mono Lounge from 11:00 - 01:30 every day.</p>

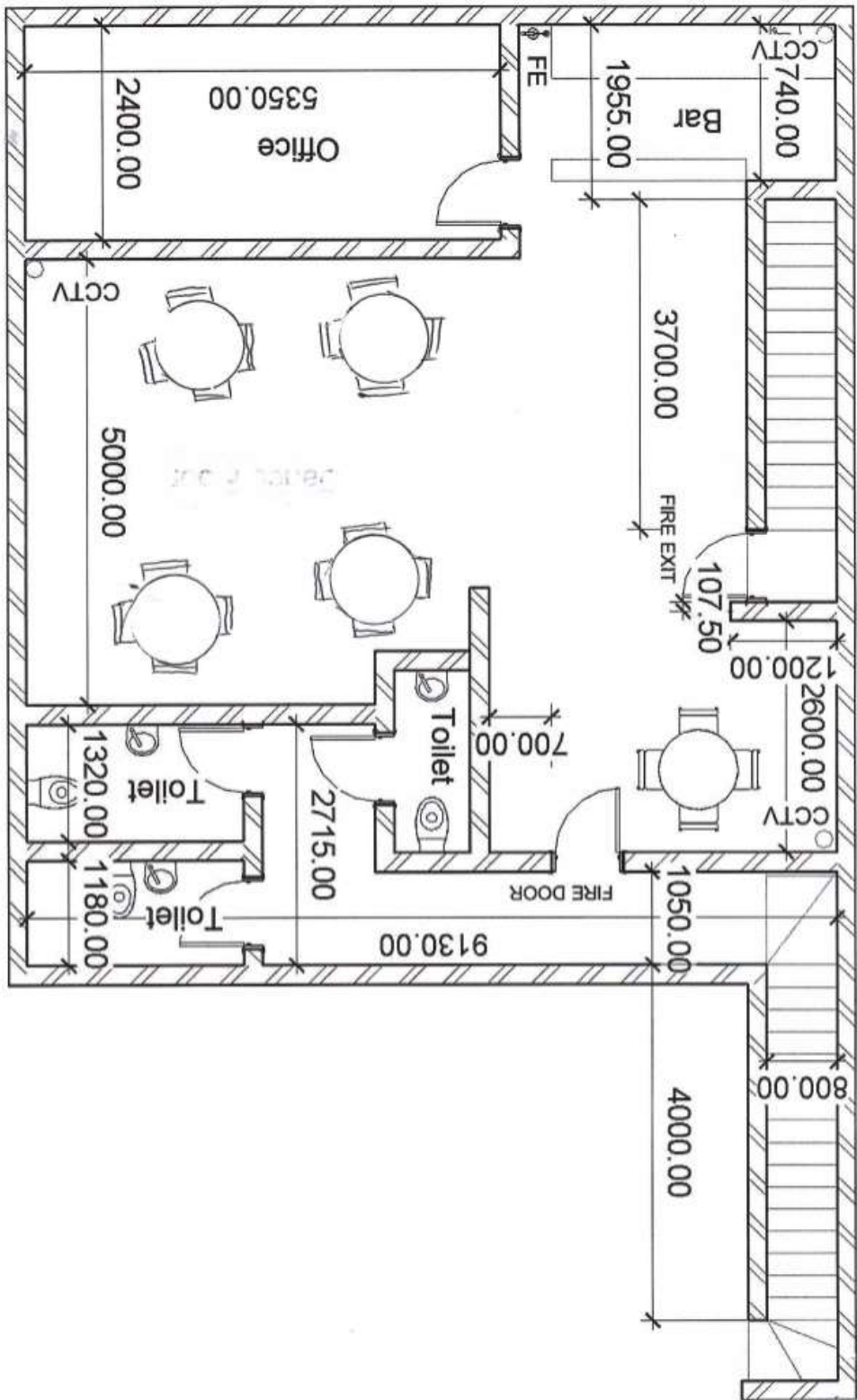
		For those using Mono Lounge, those who appear to be under 25 will be ID checked using ID Scanner. For those using the Miniature Restaurant, ID Scanner will be used at the discretion of the staff.
7	The age policy on checking age to be displayed	Challenge 25 will be in operation at all times with clear signage displayed. (see 'Young People' and 'Terms of Entry' sections)
8	Consider whether the design and layout of the premises are likely to lead to local overcrowding	Venue will be set to a capacity. Manager and door staff will ensure this is not broken and will prevent local overcrowding
9	Put in place measures to discourage excessive drinking and drunkenness	Anyone causing a disturbance will be banned from future attendance. CCTV will be working at all times. Intoxicated customers will be turned away from the venue if security of management deem them to be to be drunk (see 'Dealing with Intoxication' section)
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	Bottles of water will be given out free of charge (see 'Dealing with Intoxication' section)
11	Regard paid to good practice guides and industry codes; e.g. on advertising, packaging, labelling and drink promotions	All staff will comply with all practice guides and industry codes relating to the advertising, packaging, labelling and drink promotions
12	Consider whether drinking vessels are made of toughened glass or plastic and are designed to not have a sharp edge when broken.	All staff will ensure drinking vessels are durable and safe to use.
13	Consider whether drinks are to be supplied in glass bottles	Some drinks will be supplied in glass bottles. All staff will ensure these are collected after use and disposed of correctly.

14	Consider whether the taking of drinking vessels or bottles outside the premises is proposed to be permitted	Drinking vessels and bottle will not be taken outside the premises. All staff will dispose of drinking vessels and bottles after use.
15	Consider whether licensed door supervisors are to be deployed and their responsibilities for the prevention of disorder in the vicinity of the premises	Please see the following sections of this document: <ul style="list-style-type: none"> - Terms of Entry - Young People - Prevention of Public Nuisance - Public Safety - Crime Prevention - Searching
16	Consider whether suitable use of CCTV is proposed inside and outside the premises to provide recordings of a quality to be of use in prosecutions. A fully operating and recording digital CCTV system shall be installed at the premises. At least one internal camera should achieve clear evidential images of all persons entering and exiting the premises. Access to images must be available to Police and any other responsible authority on request within 24 hours. CCTV recording shall be kept for a minimum of 28 days	Please see the 'Crime Prevention' section of this document.
17	Put in place adequate measures to prevent the use and supply of illegal drugs	Any customer suspected of carrying any offensive weapon or drugs will be refused entry (see 'Crime Prevention' and 'Searching' sections of this document)
18	Put in place adequate search procedures to prevent the bringing of illegal drugs or weapons onto the premises	Please see the 'Terms of Entry' and 'Searching' sections of this document.
19	Information displayed for staff and patrons and the training of staff on drug awareness including the spiking of drinks with drugs.	Please see the 'Dealing with Intoxication' and 'Public Safety' sections of this document.

20	Procedures agreed with the police, for searches, the surrender and seizure of drugs and weapons	Please see 'Crime Prevention' section of this document
21	Participation in the local pub watch scheme	We will participate with any pub watch meetings
22	Control of amplified and un-amplified music and voices	All staff will ensure that any amplified or un-amplified music will be controlled so it does not cause a disturbance to the neighbours general public. Customers will be asked to leave quietly.
23	Steps to be taken to achieve good behaviour within and outside the premises	Please see 'Prevention of Public Nuisance' section of this document.
24	Communication with customers (signs, announcements and other means)	Please see the following sections of this document: <ul style="list-style-type: none"> - Prevention of Public Nuisance - Public Safety - Searching
25	Management of the use of outdoor areas, (including smoking areas).	Please see the following sections of this document: <ul style="list-style-type: none"> - Terms of Entry - Public Safety - Crime Prevention - Prevention of Public Nuisance
26	Steps taken to ensure customers leave quietly.	Customers will be asked to leave quietly. Signs will be displayed to remind people to consider our neighbours. Door Staff will do a street clearance at the end of the night ensuring that people are moved on quietly.
27	Arrangements for dedicated taxi or licensed private hire vehicles to collect patrons in a manner so as to minimise any disturbance	Taxis will be arranged for people who will struggle to get home. All staff will ensure that patrons are collected in a

		manner so as to minimise any disturbance.
28	Limits set on hours for servicing and deliveries	All the deliveries and servicing will be carried out quietly and will not be carried out too early in the morning or late at night in order to minimise disturbance.
29	Guidance to drivers to limit noise during deliveries	All the deliveries and servicing will be carried out quietly and will not be carried out too early in the morning or late at night in order to minimise disturbance.
30	Providing quiet means for storage and movement of waste and recycling materials	All staff will ensure that storage, movement of waste and recycling materials is carried out quietly.
31	Provisions to control noise emissions from doors and windows	All staff will ensure doors and windows are closed in order to control noise emissions.
32	Provision for control and monitoring of entertainment noise audible external to the premises	All staff will ensure that any amplified or un-amplified music will be controlled so it does not cause a disturbance to the neighbours general public.
33	Provisions for management and control of noise and disorder from persons either in the premises or immediately external to the premises such as in a smoking area	Signs will be displayed to remind people to consider our neighbours. Anyone causing a disturbance will be banned from future attendance
34	Considerations on control of noise from fixed plant such as air conditioning and refrigeration hardware	All staff will control the noise emissions of all fixed plant/machinery
35	Policy on emptying of rubbish including glass so as to limit the impact of associated noise	Please see 'Prevention of Public Nuisance' section of this document.
36	Policy on dispersal and procedures to ensure customers and staff leave quietly	Please see 'Prevention of Public Nuisance' section of this document.
37	Consideration of avoidance of nuisance through artificial lighting and littering	Please see 'Prevention of Public Nuisance' section of this document.

38	Consideration of structure borne/air borne and flanking transmission of entertainment noise	All staff will ensure the structure borne/air borne and flanking transmission of entertainment noise is controlled.
39	Where the premises form part of the same building structure, and/or where the designated outdoor area is coterminous with the footprint of the residential areas the steps taken to minimise nuisance to residents by way of noise, smoke and odours entering windows and doors of the residential unit(s)	Please see 'Prevention of Public Nuisance' section of this document.



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07/03/2021