

**Sports & Community Hub
Estover Pavilion and Playing Field**

**Estover Road
March
Cambridgeshire
PE15 8SF**

Operating Schedule

Opening Hours

Sunday to Wednesday 1200-2300
Thursday to Saturday 1100-0000
NYE to 0200 hours on NYD

Licensable Activities

Plays, Films, Dance, Boxing/Wrestling Entertainment
Sunday to Wednesday 1200-2300
Thursday to Saturday 1100-0000

Live/Recorded Music & Late Night Refreshment
Thursday to Saturday 2300-2345
NYE to 0130 hours on NYD

Sales of Alcohol
Sunday to Wednesday 1200-2230
Thursday to Saturday 1100-2330
NYE to 0130 hours on NYD

General

1. An incident log shall be kept at the premises, and made available on request to an authorised officer of the council or the police, which will record the following:
 - a. all crimes reported to the venue.
 - b. all ejections of patrons
 - c. any complaints received concerning crime and disorder.
 - d. any incidents of disorder
 - e. All seizures of drugs or offensive weapons
 - f. any faults in the CCTV system
 - g. any visit by a relevant authority or emergency service.
2. There shall be at least 1 personal licence holder on duty at all times the venue operating with licensable activities.
3. A recognised member of the premises management must attend all police/council licensing forums/meetings when invited.
4. Contact details for the management will be placed in a prominent position so that interested parties can make contact at short notice to deal with any issues.
5. The premises licence holder shall inform the Fenland Safety Advisory Group (SAG) (or alike) of any events taking place within the licensed area where the attendance may exceed 200 people giving, where possible, a minimum of 3 months prior notice and attend a SAG meeting when deemed relevant.
6. Any Licensable activity taking place in the area of Estover Field as marked on the licensing plan will not exceed a maximum of eight events each calendar year and such use will be subject to the following;
 - An event management Plan (EMP) will be drawn up by the licensee for each event. The event will not take place until the EMP is agreed and signed off by the local authority. The EMP will include but not be limited to the following;
 1. Communication
 2. Electrical & Technical Safety Checks
 3. Evacuation Plan
 4. ACT Security Plan and alert protocols.
 5. Health & Safety Policy
 6. Staff and Stewarding Policy
 7. First Aid / Medical Cover Provisions
 8. Safe Arrival & Departure protocols
 9. Crowd Control Measures
 10. A Noise Management Plan
 11. Lost Persons / Property procedures

12. A Waste Management Plan
13. Additional Public Conveniences
14. Local Transport Details – including On-Site Parking
15. An event specific plan of the playing fields licensable area

7. The premises licence holder shall, to ensure the safety of patrons, risk assess the requirement for the provision of SIA registered door supervisors at the premises where the attendance may exceed 200 people. Or upon request from the Police and/or the Licensing Authority.
8. The premises licence holder shall, to ensure the safety of patrons, risk assess the requirement for medical provision at the premises where the attendance may exceed 200 people, or upon request from a relevant responsible authority.
9. All external licensable activity will cease at 2200 hours.

Prevention of Crime and Disorder

10. CCTV shall be installed, operated and maintained at all times that the premises is open for licensable activities, so as to comply with the following criteria;
 - The licensee will ensure that the system is checked every two weeks to ensure that the system is working properly and that the date and time are correct. A record of these checks, showing the date and time of the person checking, shall be kept and made available to police or authorised council officers on request.
 - The police must be informed if the system will not be operating for longer than one day of business for any reason.
 - One camera will show a close-up of the entrance to the premises, to capture a clear, full length image of anyone entering.
 - The system must have security function (such as password protection) to prevent recordings being tampered with.
 - The system will provide coverage of any exterior part of the premises accessible to the public.
 - The system shall record in real time and recordings will be date and time stamped.
 - Recordings will be kept for a minimum of 31 days and downloaded footage will be provided free of charge to police or authorised council officers on request, (subject to the Data Protection Act 1998) within 24 hours of any request, and
 - At all times the premises are open for licensable activity, there will be a person on the premises who can operate the system sufficiently to allow police or authorised council officers to view footage on request.
11. Signage stating that CCTV is in operation at the premises will be clearly displayed at the premises.

12. The use of CCTV at the premises will be registered with the Information Commissioners officer (ICO)
13. In the event that a serious assault is committed on the premises (or appears to have been committed) the management will immediately ensure that:
 - The police (and, where appropriate, the London Ambulance Service) are called without delay.
 - All measures that are reasonably practicable are taken to apprehend any suspects pending the arrival of the police.
 - The crime scene is preserved so as to enable a full forensic investigation to be carried out by the police; and
 - Such other measures are taken (as appropriate) to fully protect the safety of all persons present on the premises.
14. A controlled substance (drugs) policy will be in place which will provide zero tolerance to all controlled substance use. This policy will be agreed with the Police and will deal with all seizures and disposal/retention for evidence. ,

Public Safety

15. An adequate and appropriate supply of first aid equipment and materials must be available on the premises at all times.
16. A fire safety risk assessment will be completed as per government guidelines on an annual basis, and produced to authorised officers of the council, Police or the Fire Service upon request.
17. All exit routes and public areas shall be kept unobstructed, shall have non-slippery and even surfaces, shall be free of trip hazards and shall be clearly signed.

Prevention of Public Nuisance

18. All external licensable activity will cease at 2200 hours.
19. Notices shall be prominently displayed at the exit from the premises asking customers to be considerate to neighbours when leaving.
20. The removal of rubbish to outside the premises including bottling out will not take place between the hours of 2100 and 0700.

21. The licensee will ensure patrons using the smoking area are managed appropriately so as not to be the source of a noise nuisance to local residents.
22. No noise generated on the premises, or by its associated plant or equipment, shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
23. A written dispersal policy shall be in place and implemented at the premises to move customers from the premises and the immediate vicinity in such a way as to cause minimum disturbance or nuisance to neighbours.
24. The licensee will liaise and assist the local authority's environmental health protection team, so far as is practicable, should noise complaints be received by them.

The Protection of Children from Harm

25. The premises shall at all times operate a Challenge 25 policy to prevent any customers who attempt to purchase alcohol and who appear to the staff member to be under the age of 25 years without having first provided identification. Only a valid British driver's licence showing a photograph of the person, a valid passport or proof of age card showing the 'Pass' hologram are to be accepted as identification. Military ID Cards can also be accepted. Notices and/or posters advertising the Challenge 25 policy shall be placed in prominent positions at the premises.
26. A refusals record must be kept at the premises which details all refusals to sell alcohol. This record must include the date and time of the incident, a description of the customer, the name of the staff member or volunteer who refused the sale, and the reason the sale was refused. All entries must be made within 24 hours of the refusal. The record must be made available for inspection upon request by an officer of a Responsible Authority.
27. All staff and volunteers engaged, or to be engaged, in selling alcohol on the premises shall receive full training pertinent to the Licensing Act, specifically in regard to age-restricted sales, and the refusal of sales to persons believed to be under the influence of alcohol or drugs.
28. All such training is to be fully documented and signed by not only the employee but the person delivering the training. Training records shall be kept at the premises and made available upon request to either an authorised officer of the council or the police on request/ Staff employed to sell alcohol shall undergo training upon induction. This shall include, but not be limited to;
 - The premises age verification policy

- dealing with refusal of sales
- proxy purchasing.
- Identifying attempts by intoxicated persons to purchase alcohol.
- Identifying signs of intoxication

29. Such training sessions are to be documented and refreshed every twelve months. All training sessions are to be documented in English. Records of training shall be kept for a minimum of one year and be made available to an authorised officer of the council or the police upon request.

30. All management will undergo appropriate Safeguarding and Vulnerable Person Training

31. There will be no sale of alcohol permitted whilst any sporting event is taking place which involves the participation of anyone under the age of 18