

Application to vary a premises licence 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/We Punch Taverns Limited *(Insert name(s) of applicant)*
being the premises licence holder, apply to vary a premises licence under section 34 of the Licensing Act 2003 for the premises described in Part 1 below

Premises licence number PL0033

Part 1 – Premises Details

Postal address of premises or, if none, ordnance survey map reference or description Mermaid Inn The Bank Hugh Town St Mary's			
Post town	Isles of Scilly	Postcode	TR21 0HY

Telephone number at premises (if any)	
Non-domestic rateable value of premises	£50,750

Part 2 – Applicant details

Daytime contact telephone number			
E-mail address (optional)			
Current postal address if different from premises address	Jubilee House, Second Avenue, Burton Upon Trent		
Post town	Staffordshire	Postcode	DE14 2WF

Part 3 - Variation

Please tick as appropriate

Do you want the proposed variation to have effect as soon as possible? ☒ Yes

☐
No

If not, from what date do you want the variation to take effect?

DD	MM	YYYY
<input type="text"/>	<input type="text"/>	<input type="text"/>

Do you want the proposed variation to have effect in relation to the introduction of the late night levy? (Please see guidance note 1) ☐ Yes ☒ No

Please describe briefly the nature of the proposed variation (Please see guidance note 2)

This application is to extend sale of alcohol, all regulated entertainment currently permitted on the licence and the opening hours as follows -

Supply of alcohol & Regulated entertainment

Sunday – Wednesday until 00:00 (currently 23:30 Monday – Wednesday & 23:00 Sunday)

Thursday – Saturday until 01:30 (currently 00:00)

Hours of opening:

Sunday – Wednesday until 00:30 (currently 00:00 Monday – Wednesday & 00:00 Sunday)

Thursday – Saturday until 02:00 (currently 00:30)

This application amends the current conditions under annex 2 so the amended conditions will now read as follows –

General

1. The Premises Licence Holder or DPS will fully train all staff involved in the sale of alcohol in their responsibilities under The Licensing Act, this will include Challenge 25 training. Written, signed training records will be kept and made available by one of the responsible authorities on request.

2. A refusals register shall be in place and retained for 12 months and be available for inspection upon request by the responsible authorities.

3. A complaints log ('the log') will be kept at the premises. All and any complaints received will be date recorded along with the name of the complainant if known and nature of the complaint along with any actions taken to deal with the complaint (if any). Paper copies of complaints will be retained within the log. The log will be retained for a period of 6 months from the date of the last entry and be available on request by responsible authorities. Where a complaint is received and the complainant provides contact details the complainant is to be contacted to advise what corrective action, if any has been taken.

4. CCTV

1. CCTV will be installed at the premises.

2. The Premises Licence Holder will ensure that the CCTV system is fully compliant with the guidance contained in the Information Commissioner's Office (ICO) guidance document.

3. The CCTV system shall cover all areas of the premises to which the public have access.

4. Images shall be retained for a minimum of 30 days.

5. The CCTV system shall be capable of downloading images to a recognisable viewable format.

6. At all times the premises are open for business a member of staff shall be present, or contactable, who can operate the CCTV system and download images at the request of police or other authorised officer.

7. If the CCTV equipment (including any mobile units in use at the premises) breaks down the Premises Licence Holder shall ensure the Designated Premises Supervisor, or in his/her absence other responsible person, verbally informs the Licensing Authority and the Police as soon as reasonably practicable. This information shall be contemporaneously recorded in the incident report register and shall include the time, date and means this was done and to whom the information was reported. Equipment failures shall be repaired or replaced as soon as is reasonably practicable and without undue delay. The Licensing Authority and the Police shall be informed when faults are rectified.

5. Should live music be played in the main bar staff from the premises to inform the Council's Environmental Health Officer, if practical to do so, prior to such entertainment.

6. A management scheme shall be prepared and implemented which shall take into account any advice offered by the Police, Isles of Scilly Environmental Health, Licensing Service, any relevant complaint received and any corrective measures to be undertaken because of the requirements of this licence.

This scheme shall identify the potential for disturbance and the corrective measures to be undertaken in relation to

1) The arrival of customers.

2) The dispersal of customers

3) Regulated entertainment held at the premises and;

4) Customers and staff who may be outside the premises with a view to re-entry e.g. when smoking.

5) The numbers of customers at the premises. The scheme will detail practical measures that shall be adopted to prevent a public nuisance or antisocial behaviour from occurring, including at least a check of the areas immediately outside of the premises every 15 minutes after 23.00 hours.

The scheme will be reviewed on at least an annual basis to ensure that it is effective. The Scheme shall not be amended unless at least 10 working days written notice has been provided to the police or the Isles of Scilly Environmental Health and Licensing Services and there has been no objection to the amendment in this period. The scheme shall be disseminated to all staff required to implement it and door supervisors employed at the premises and a copy shall be kept behind the bar for inspection. Staff required to implement the scheme and door supervisors will be instructed to implement the policy and the licence holder will monitor to ensure compliance.

7. The premises licence holder to have a zero tolerance to violent behaviour. Any person who behaves in a violent manner to be ejected from the premises and a report made to the police as soon as reasonably practicable. In the case of emergency or if it is believed that the behaviour will continue after being ejected, the police will be called immediately. All incidents which are pertinent to one or more of the licensing objectives shall be recorded in the incident register with such register made available to, and on request by, the responsible authorities.

8. Customers will not be permitted to consume drinks outside the premises or in the lobby of the main bar towards the front door after 23.00 hours on any day. Including on any day that a temporary event notice is in force. Signs will be displayed at all exits notifying customers of the prohibition on drinking outside after 23:00 hrs. From 21:00 hrs, customers outside will be encouraged to stand in the area nearest to the sea wall away from the frontage of Pier House, weather permitting.

9. Smokers will be requested to use a designated smoking area in order to smoke. The area that has been designated will be referred to in the management scheme by means of a plan, along with the instigation of the management and monitoring of smokers. After 21 :00 hours smokers weather permitting will be encouraged to smoke on the seaward side of the premises.

10. There will be no entry or re-entry to the premises after the end of retailing hours for the sale of alcohol (whether by way of hours on this licence or where the premises intends to trade under a Temporary Event Notice), except for customers who have exited to smoke.

Prevention of Crime and Disorder

11. The DPS or designated manager will be a member of any Pub Watch scheme that exists for on licensed premises on the Isles of Scilly. The DPS or designated manager will be expected to attend any scheduled meetings of the relevant scheme unless there are exceptional and extenuating circumstances for not doing so.

12. For nights where the premises intends to open to the public past midnight (whether by way of hours on this licence or where the premises intends to trade later under a Temporary Event Notice) the DPS/manager will risk assess (as far as is practicable) whether door supervisors or additional staff will be required to enforce the conditions on the premises licence, taking in any advice offered by a responsible authority. Where required by the risk assessment, door supervisors shall be on duty from the times and in the numbers set out therein. Where SIA registered door supervisors are required but are not available, and where the DPS or designated manager have made all reasonable attempts to secure such door supervisors, such provision can be made by replacing the SIA registered door supervisors with dedicated staff in the numbers and for the times identified in the risk assessment.

A full record will be made in the incident log, including the name of the door supervisor (individuals or companies) contacted and the reason why they could not be provided. Where door supervisors cannot be provided under this condition, the DPS or designated manager will make provision to manage customers outside and dispersal at closing time in line with any noise management and/or dispersal policy in place at the premises the premises dispersal at closing. If disorder does arise each member of staff shall notify the responsible person immediately together with door supervising staff and the police if necessary.

13. The DPS or designated manager will maintain and operate a customer dispersal policy ("the dispersal policy") to the satisfaction of responsible authorities to ensure as far as practicable, that customers leaving the premises do so as quickly, safely and quietly as possible. The dispersal policy will be disseminated to all staff and door supervisors employed at the premises who will be responsible for its implementation and a current copy kept for reference behind the bar. A further copy of the policy will be made available to responsible authorities on request.

The dispersal policy will specifically make reference to any additional measures put in place for trading after 23:30hrs on any occasion, whether covered by this licence or a Temporary Event Notice.

14. An incident register (the register) will be kept at the premises. All incidents to be recorded in the incident register with such register to be made available to, and on request by, the responsible authorities. The register will record the date, time, incident and the names (if Known) of the party involved this will then be signed by the member of staff making the record.

Public Safety

15. An alarm shall be fitted to all fire doors which alerts staff when they are opened without authorisation.

16. Staff serving alcohol must not serve alcohol to, or for, any individual who appears to them or the responsible person to be intoxicated.

Prevention of Public Nuisance

17. The DPS or Duty Manager of the premises will ensure that after 23:00 hours until the premises is closed to the public, the noise from any regulated entertainment at the premises will be kept to such a level as not to cause a public nuisance to the bedrooms of any residential dwellings".

18. The secondary glazing that has recently been installed within the ground floor bar area, or glazing similar thereto will remain in place and be maintained to a satisfactory standard.

19. Regulated entertainment provided at the premises should not be played at a volume such that it is likely to constitute a public nuisance.

After 20:00 hours, the DPS or designated manager will be responsible for ensuring that checks are carried out at the facade of the nearest noise sensitive premises at the start of regulated entertainment and periodically thereafter. (At least once per hour) to ensure that the levels are unlikely to cause public nuisance. A record of the check shall be made in a log book and shall be kept available for inspection at the premises for a period of not less than 6 months from the last date of entry.

20. A contact telephone number shall be conspicuously displayed so that it is conveniently legible from the external exterior of the premises. This telephone number shall be answered whilst the premises are trading, unless there are reasonable circumstances to prevent such, and any complaints received shall be logged in the complaints log.

21. The windows will be closed after 23:00 hours.

22. From 23:00 (including occasions when A Temporary Event Notice is in force) the internal door to the main bar will be kept closed apart from when being used at the time for ingress and egress.

23. Acoustic doors with self-closing devices must be fitted where indicated in green on the licensing plans

24. Prominent clear notices shall be displayed at all exits requesting that customers respect the needs of local residents and leave the premises and the area quietly.

25. Regulated entertainment in the form of live amplified music will be held in the cellar bar unless the cellar bar, due to adverse weather conditions or other seasonal factors, prevent it being open to the public. Where the cellar bar is unavailable as set out in this condition, regulated entertainment can be held elsewhere in the premises. Providing that a conveniently legible notice shall be published on the exterior of the premises advising of the reason for the relocation. Noise (including vibration) arising from licensable activities shall be controlled so as not to cause a public nuisance to the occupants of nearby properties. All other forms of regulated entertainment are not limited to the cellar bar.

26. Main bar door not to be propped open after 21 :00 hours

27. From 20:00 hrs external doors (including fire doors, but except the main bar door) shall not be propped or otherwise kept open. Periodic checks will be undertaken by the manager or other staff member designated for the purpose to ensure that doors remain closed at these times except for access and/or egress.

28. The DPS or other responsible member of staff acting on behalf of the DPS will carry out Physical checks within the area immediately outside the premises at regular intervals. These intervals will be:

At least once every half hour until the premises closes to the public on Friday and Saturday Nights between 1 May and 31 October annually and once every 45 minutes until close between 1 November and 30 April annually.

At least once every half hour until the premises closes to the public on any evening when live regulated entertainment is being provided, or until live entertainment ceases.

At any other time the DPS or manager considers it necessary, this is to include days (from 21:00) when the outside area is more likely to be used by customers due to clement

weather and at peak times during the tourist season. Notwithstanding the above, during busy periods, staff will be tasked with ensuring that they check outside on a regular basis as they clear glasses and are otherwise out on the floor (as opposed to behind the bar). Whilst these will not be part of the systematic checking, it will be undertaken to ensure that there is additional supervision to that prescribed above.

29. During external Physical checks the DPS or other responsible member of staff acting on behalf of the DSP, will:

- a. Monitor the behaviour of the customers and, where they consider it appropriate, to ask them to regulate it, re-enter the premises, or leave the area quietly.
- b. Notify the police if necessary should disturbance occur.
- c. Check for empty glasses or litter and, if those items are present, remove them.
- d. Re-enforce messaging about the sensitivities of residents and others and encourage smokers to reduce any adverse impact of their own activities.
- e. Ensure there are no unnecessary delays in closing the doors as patrons leave or enter the premises.

Protection of Children from Harm

30. Unaccompanied persons under the age of 18 will not be allowed on the premises at any time.

31. Challenge 25 policy - if a young person, who appears to be 25 or under asks for alcohol, they will be required to prove their age before being served, unless the staff are certain (from personal knowledge or because they have seen proof of age on a previous occasion) that the person is 18 or over. Proof of age accepted documents are a passport, a photo driving licence, a proof of age card having the PASS accreditation hologram on it or any other form of ID (including digital ID) approved by the Home Office for the purpose of age verification of sales of alcohol. Photocopies will not be accepted. All staff will be trained in this policy and records of this training will be kept. A notice advising customers that they may be required to prove their age before they can be supplied with alcohol will be displayed.

If your proposed variation would mean that 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend:

n/a

Part 4 Operating Schedule

Please complete those parts of the Operating Schedule below which would be subject to change if this application to vary is successful.

Provision of regulated entertainment (Please see guidance note 3)

Please tick all that apply

- a) plays (if ticking yes, fill in box A) ☐
- b) films (if ticking yes, fill in box B) ☐
- c) indoor sporting events (if ticking yes, fill in box C) ☐
- d) boxing or wrestling entertainment (if ticking yes, fill in box D) ☐
- e) live music (if ticking yes, fill in box E) ☒
- f) recorded music (if ticking yes, fill in box F) ☒
- g) performances of dance (if ticking yes, fill in box G) ☐
- h) anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H) ☐

Provision of late night refreshment (if ticking yes, fill in box I)

☒

Supply of alcohol (if ticking yes, fill in box J)

In all cases complete boxes K, L and M

☒

A

Plays Standard days and timings (please read guidance note 8)			Will the performance of a play take place <u>indoors or outdoors or both – please tick</u> (please read guidance note 4)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	Please give further details here (please read guidance note 5)		
Mon					
Tue					
Wed			State any seasonal variations for performing plays (please read guidance note 6)		
Thur					
Fri			Non standard timings. Where you intend to use the premises for the performance of plays at different times to those listed in the column on the left, please list (please read guidance note 7)		
Sat					
Sun					

B

Films Standard days and timings (please read guidance note 8)			Will the exhibition of films take place indoors <u>or outdoors or both – please tick</u> (please read guidance note 4)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 5)		
Mon					
Tue					
Wed			<u>State any seasonal variations for the exhibition of films</u> (please read guidance note 6)		
Thur					
Fri			<u>Non standard timings. Where you intend to use the premises for the exhibition of films at different times to those listed in the column on the left, please list</u> (please read guidance note 7)		
Sat					
Sun					

C

Indoor sporting events Standard days and timings (please read guidance note 8)			Please give further details (please read guidance note 5)
Day	Start	Finish	
Mon			
Tue			State any seasonal variations for indoor sporting events (please read guidance note 6)
Wed			
Thur			Non standard timings. Where you intend to use the premises for indoor sporting events at different times to those listed in the column on the left, please list (please read guidance note 7)
Fri			
Sat			
Sun			

D

Boxing or wrestling entertainments Standard days and timings (please read guidance note 8)			Will the boxing or wrestling entertainment take place indoors or outdoors or both – please tick (please read guidance note 4)	Indoors	<input type="checkbox"/>			
				Outdoors	<input type="checkbox"/>			
				Both	<input type="checkbox"/>			
Day	Start	Finish	Please give further details here (please read guidance note 5)					
Mon								
Tue								
Wed						State any seasonal variations for boxing or wrestling entertainment (please read guidance note 6)		
Thur								
Fri			Non standard timings. Where you intend to use the premises for boxing or wrestling entertainment at different times to those listed in the column on the left, please list (please read guidance note 7)					
Sat								
Sun								

E

Live music Standard days and timings (please read guidance note 8)			Will the performance of live music take place <u>indoors or outdoors or both – please tick</u> (please read guidance note 4)	Indoors	<input checked="" type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 5)		
Mon					
	09:00	00:00			
Tue					
	09:00	00:00			
Wed			<u>State any seasonal variations for the performance of live music</u> (please read guidance note 6)		
	09:00	00:00			
Thur					
	09:00				
Fri		01:30	<u>Non standard timings. Where you intend to use the premises for the performance of live music at different times to those listed in the column on the left, please list</u> (please read guidance note 7)		
	09:00				
Sat		01:30			
	09:00				
Sun		01:30			
	09:00	00:00			

F

Recorded music Standard days and timings (please read guidance note 8)			Will the playing of recorded music take place <u>indoors or outdoors or both – please tick</u> (please read guidance note 4)	Indoors	<input checked="" type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> (please read guidance note 5)		
Mon					
	09:00	00:00			
Tue					
	09:00	00:00	<u>State any seasonal variations for the playing of recorded music</u> (please read guidance note 6)		
Wed					
	09:00	00:00			
Thur					
	09:00		<u>Non standard timings. Where you intend to use the premises for the playing of recorded music at different times to those listed in the column on the left, please list</u> (please read guidance note 7)		
Fri		01:30			
	09:00				
Sat		01:30			
	09:00				
Sun		01:30			
	09:00	00:00			

G

Performances of dance Standard days and timings (please read guidance note 8)			Will the performance of dance take place indoors or outdoors or both – please tick (please read guidance note 4)	Indoors	<input type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish			
Mon			Please give further details here (please read guidance note 5)		
Tue					
Wed			State any seasonal variations for the performance of dance (please read guidance note 6)		
Thur					
Fri			Non standard timings. Where you intend to use the premises for the performance of dance at different times to those listed in the column on the left, please list (please read guidance note 7)		
Sat					
Sun					

H

Anything of a similar description to that falling within (e), (f) or (g) Standard days and timings (please read guidance note 8)			Please give a description of the type of entertainment you will be providing		
Day	Start	Finish	<u>Will this entertainment take place indoors or outdoors or both – please tick</u> (please read guidance note 4)	Indoors	<input type="checkbox"/>
Mon				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Tue			<u>Please give further details here</u> (please read guidance note 5)		
Wed					
Thur			<u>State any seasonal variations for entertainment of a similar description to that falling within (e), (f) or (g)</u> (please read guidance note 6)		
Fri					
Sat			<u>Non standard timings. Where you intend to use the premises for the entertainment of a similar description to that falling within (e), (f) or (g) at different times to those listed in the column on the left, please list</u> (please read guidance note 7)		
Sun					

Late night refreshment Standard days and timings (please read guidance note 8)			Will the provision of late night refreshment take place indoors or outdoors or both – please tick (please read guidance note 4)	Indoors	<input checked="" type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	Please give further details here (please read guidance note 5)		
Mon					
	23:00	00:00			
Tue					
	23:00	00:00	State any seasonal variations for the provision of late night refreshment (please read guidance note 6)		
Wed					
	23:00	00:00			
Thur					
	23:00		Non standard timings. Where you intend to use the premises for the provision of late night refreshment at different times, to those listed in the column on the left, please list (please read guidance note 7)		
Fri		01:30			
	23:00				
Sat		01:30			
	23:00				
Sun		01:30			
	23:00	00:00			

J

Supply of alcohol Standard days and timings (please read guidance note 8)			Will the supply of alcohol be for consumption – please tick (please read guidance note 9)	On the premises	<input type="checkbox"/>
				Off the premises	<input type="checkbox"/>
Day	Start	Finish		Both	<input checked="" type="checkbox"/>
Mon			<u>State any seasonal variations for the supply of alcohol</u> (please read guidance note 6)		
	09:00	00:00			
Tue					
	09:00	00:00			
Wed					
	09:00	00:00			
Thur			<u>Non-standard timings. Where you intend to use the premises for the supply of alcohol at different times to those listed in the column on the left, please list</u> (please read guidance note 7)		
	09:00				
Fri		01:30			
	09:00				
Sat		01:30			
	09:00				
Sun		01:30			
	09:00	00:00			

K

<p>Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children (please read guidance note 10).</p> <p>None</p>
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L

Hours premises are open to the public Standard days and timings (please read guidance note 8)			State any seasonal variations (please read guidance note 6)
Day	Start	Finish	
Mon		00:30	
	08:00		
Tue		00:30	
	08:00		
Wed		00:30	
	08:00		
Thur		00:30	
	08:00		
Fri		02:00	
	08:00		
Sat		02:00	
	08:00		
Sun		02:00	
	08:00		
			Non standard timings. Where you intend the premises to be open to the public at different times from those listed in the column on the left, please list (please read guidance note 7)

Please identify those conditions currently imposed on the licence which you believe could be removed as a consequence of the proposed variation you are seeking.

Given the amendments to the operating schedule, we have included in section M of this applications form a complete version of annex 2 as proposed including current conditions where we are proposing to maintain them as well as amended and new conditions.

For this reason, we have not listed all those changes here as section M, if adopted, would represent the complete operating scheduled

A document highlighting all these changes can be provided.

Please tick as appropriate

- I have enclosed the premises licence ☒
- I have enclosed the relevant part of the premises licence ☐

If you have not ticked one of these boxes, please fill in reasons for not including the licence or part of it below

Reasons why I have not enclosed the premises licence or relevant part of premises licence.

Copy enclosed.

M Describe any additional steps you intend to take to promote the four licensing objectives as a result of the proposed variation:

a) General – all four licensing objectives (b, c, d and e) (please read guidance note 11)

1. The Premises Licence Holder or DPS will fully train all staff involved in the sale of alcohol in their responsibilities under The Licensing Act, this will include Challenge 25 training. Written, signed training records will be kept and made available by one of the responsible authorities on request.

2. A refusals register shall be in place and retained for 12 months and be available for inspection upon request by the responsible authorities.

3. A complaints log ('the log') will be kept at the premises. All and any complaints received will be date recorded along with the name of the complainant if known and nature of the complaint along with any actions taken to deal with the complaint (if any). Paper copies of complaints will be retained within the log. The log will be retained for a period of 6 months from the date of the last entry and be available on request by responsible authorities. Where a complaint is received and the complainant provides contact details the complainant is to be contacted to advise what corrective action, if any has been taken.

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1. CCTV will be installed at the premises.

2. The Premises Licence Holder will ensure that the CCTV system is fully compliant with the guidance contained in the Information Commissioner's Office (ICO) guidance document.

3. The CCTV system shall cover all areas of the premises to which the public have access.

4. Images shall be retained for a minimum of 30 days.

5. The CCTV system shall be capable of downloading images to a recognisable viewable format.

6. At all times the premises are open for business a member of staff shall be present, or contactable, who can operate the CCTV system and download images at the request of police or other authorised officer.

7. If the CCTV equipment (including any mobile units in use at the premises) breaks down the Premises Licence Holder shall ensure the Designated Premises Supervisor, or in his/her absence other responsible person, verbally informs the Licensing Authority and the Police as soon as reasonably practicable. This information shall be contemporaneously recorded in the incident report register and shall include the time, date and means this was done and to whom the information was reported. Equipment failures shall be repaired or replaced as soon as is reasonably practicable and without undue delay. The Licensing Authority and the Police shall be informed when faults are rectified.

5. Should live music be played in the main bar staff from the premises to inform the Council's Environmental Health Officer, if practical to do so, prior to such entertainment.

6. A management scheme shall be prepared and implemented which shall take into account any advice offered by the Police, Isles of Scilly Environmental Health, Licensing Service, any relevant complaint received and any corrective measures to be undertaken because of the requirements of this licence.

This scheme shall identify the potential for disturbance and the corrective measures to be undertaken in relation to

1) The arrival of customers.

2) The dispersal of customers

3) Regulated entertainment held at the premises and;

4) Customers and staff who may be outside the premises with a view to re-entry e.g. when smoking.

5) The numbers of customers at the premises. The scheme will detail practical measures that shall be adopted to prevent a public nuisance or antisocial behaviour from occurring, including at least a check of the areas immediately outside of the premises every 15 minutes after 23.00 hours.

The scheme will be reviewed on at least an annual basis to ensure that it is effective. The Scheme shall not be amended unless at least 10 working days written notice has been provided to the police or the Isles of Scilly Environmental Health and Licensing Services and there has been no objection to the amendment in this period. The scheme shall be disseminated to all staff required to implement it and door supervisors employed at the premises and a copy shall be kept behind the bar for inspection. Staff required to implement the scheme and door supervisors will be instructed to implement the policy and the licence holder will monitor to ensure compliance.

7. The premises licence holder to have a zero tolerance to violent behaviour. Any person who behaves in a violent manner to be ejected from the premises and a report made to the police as soon as reasonably practicable. In the case of emergency or if it is believed that the behaviour will continue after being ejected, the police will be called immediately. All incidents which are pertinent to one or more of the licensing objectives shall be recorded in the incident register with such register made available to, and on request by, the responsible authorities.

8. Customers will not be permitted to consume drinks outside the premises or in the lobby of the main bar towards the front door after 23.00 hours on any day. Including on any day that a temporary event notice is in force. Signs will be displayed at all exits notifying customers of the prohibition on drinking outside after 23:00 hrs. From 21:00 hrs, customers outside will be encouraged to stand in the area nearest to the sea wall away from the frontage of Pier House, weather permitting.

9. Smokers will be requested to use a designated smoking area in order to smoke. The area that has been designated will be referred to in the management scheme by means of a plan, along with the instigation of the management and monitoring of smokers. After 21 :00 hours smokers weather permitting will be encouraged to smoke on the seaward side of the premises.

10. There will be no entry or re-entry to the premises after the end of retailing hours for the sale of alcohol (whether by way of hours on this licence or where the premises intends to trade under a Temporary Event Notice), except for customers who have excited to smoke.

b) The prevention of crime and disorder

11. The DPS or designated manager will be a member of any Pub Watch scheme that exists for on licensed premises on the Isles of Scilly. The DPS or designated manager will be expected to attend any scheduled meetings of the relevant scheme unless there are exceptional and extenuating circumstances for not doing so.

12. For nights where the premises intends to open to the public past midnight (whether by way of hours on this licence or where the premises intends to trade later under a Temporary Event Notice) the DPS/manager will risk assess (as far as is practicable) whether door supervisors or additional staff will be required to enforce the conditions on the premises licence, taking in any advice offered by a responsible authority Where required by the risk assessment, door supervisors shall be on duty from the times and in the numbers set out therein. Where SIA registered door supervisors are required but are not available, and where the DPS or designated manager have made all reasonable attempts to secure such door supervisors, such provision can be made by replacing the SIA registered door supervisors with dedicated staff in the numbers and for the times identified in the risk assessment.

A full record will be made in the incident log, including the name of the door supervisor (individuals or companies) contacted and the reason why they could not be provided. Where door supervisors cannot be provided under this condition, the DPS or designated manager will make provision to manage customers outside and dispersal at closing time in line with any noise management and/or dispersal policy in place at the premises the premises dispersal at closing.

If disorder does arise each member of staff shall notify the responsible person immediately together with door supervising staff and the police if necessary.

13. The DPS or designated manager will maintain and operate a customer dispersal policy ("the dispersal policy") to the satisfaction of responsible authorities to ensure as far as practicable, that customers leaving the premises do so as quickly, safely and quietly as possible. The dispersal policy will be disseminated to all staff and door supervisors employed at the premises who will be responsible for its implementation and a current copy kept for reference behind the bar. A further copy of the policy will be made available to responsible authorities on request. The dispersal policy will specifically make reference to any additional measures put in place for trading after 23:30hrs on any occasion, whether covered by this licence or a Temporary Event Notice.

14. An incident register (the register) will be kept at the premises. All incidents to be recorded in the incident register with such register to be made available to, and on request by, the responsible authorities. The register will record the date, time, incident and the names (if known) of the party involved this will then be signed by the member of staff making the record.

c) Public safety

15. An alarm shall be fitted to all fire doors which alerts staff when they are opened without authorisation.

16. Staff serving alcohol must not serve alcohol to, or for, any individual who appears to them or the responsible person to be intoxicated.

d) The prevention of public nuisance

17. The DPS or Duty Manager of the premises will ensure that after 23:00 hours until the premises is closed to the public, the noise from any regulated entertainment at the premises will be kept to such a level as not to cause a public nuisance to the bedrooms of any residential dwellings".

18. The secondary glazing that has recently been installed within the ground floor bar area, or glazing similar thereto will remain in place and be maintained to a satisfactory standard.

19. Regulated entertainment provided at the premises should not be played at a volume such that it is likely to constitute a public nuisance.
After 20:00 hours, the DPS or designated manager will be responsible for ensuring that checks are carried out at the facade of the nearest noise sensitive premises at the start of regulated entertainment and periodically thereafter. (At least once per hour) to ensure that the levels are unlikely to cause public nuisance. A record of the check shall be made in a log book and shall be kept available for inspection at the premises for a period of not less than 6 months from the last date of entry.

20. A contact telephone number shall be conspicuously displayed so that it is conveniently legible from the external exterior of the premises. This telephone number shall be answered whilst the premises are trading, unless there are reasonable circumstances to prevent such, and any complaints received shall be logged in the complaints log.

21. The windows will be closed after 23:00 hours.

22. From 23:00 (including occasions when A Temporary Event Notice is in force) the internal door to the main bar will be kept closed apart from when being used at the time for ingress and egress.

23. Acoustic doors with self-closing devices must be fitted where indicated in green on the licensing plans

24. Prominent clear notices shall be displayed at all exits requesting that customers respect the needs of local residents and leave the premises and the area quietly.

25. Regulated entertainment in the form of live amplified music will be held in the cellar bar unless the cellar bar, due to adverse weather conditions or other seasonal factors, prevent it being open to the public. Where the cellar bar is unavailable as set out in this condition, regulated entertainment can be held elsewhere in the premises. Providing that a conveniently legible notice shall be published on the exterior of the premises advising of the reason for the relocation. Noise (including vibration) arising from licensable activities shall be controlled so as not to cause a public nuisance to the occupants of nearby properties. All other forms of regulated entertainment are not limited to the cellar bar.

26. Main bar door not to be propped open after 21 :00 hours

27. From 20:00 hrs external doors (including fire doors, but except the main bar door) shall not be propped or otherwise kept open. Periodic checks will be undertaken by the manager or other staff member designated for the purpose to ensure that doors remain closed at these times except for access and/or egress.

28. The DPS or other responsible member of staff acting on behalf of the DPS will carry out Physical checks within the area immediately outside the premises at regular intervals. These intervals will be:

At least once every half hour until the premises closes to the public on Friday and Saturday Nights between 1 May and 31 October annually and once every 45 minutes until close between 1 November and 30 April annually.

At least once every half hour until the premises closes to the public on any evening when live regulated entertainment is being provided, or until live entertainment ceases.

At any other time the DPS or manager considers it necessary, this is to include days (from 21:00) when the outside area is more likely to be used by customers due to clement weather and at peak times during the tourist season. Notwithstanding the above, during busy periods, staff will be tasked with ensuring that they check outside on a regular basis as they clear glasses and are otherwise out on the floor (as opposed to behind the bar). Whilst these will not be part of the systematic checking, it will be undertaken to ensure that there is additional supervision to that prescribed above.

29. During external Physical checks the DPS or other responsible member of staff acting on behalf of the DSP, will:

- a. Monitor the behaviour of the customers and, where they consider it appropriate, to ask them to regulate it, re-enter the premises, or leave the area quietly.
- b. Notify the police if necessary should disturbance occur.
- c. Check for empty glasses or litter and, if those items are present, remove them.
- d. Re-enforce messaged about the sensitivities of residents and others and encourage smokers to reduce any adverse impact of their own activities.
- e. Ensure there are no unnecessary delays in closing the doors as patrons leave or enter the premises.

e) The protection of children from harm

30. Unaccompanied persons under the age of 18 will not be allowed on the premises at any time.
31. Challenge 25 policy - if a young person, who appears to be 25 or under asks for alcohol, they will be required to prove their age before being served, unless the staff are certain (from personal knowledge or because they have seen proof of age on a previous occasion) that the person is 18 or over. Proof of age accepted documents are a passport, a photo driving licence, a proof of age card having the PASS accreditation hologram on it or any other form of ID (including digital ID) approved by the Home Office for the purpose of age verification of sales of alcohol. Photocopies will not be accepted. All staff will be trained in this policy and records of this training will be kept. A notice advising customers that they may be required to prove their age before they can be supplied with alcohol will be displayed.

Checklist:


Please tick to indicate agreement

- I have made or enclosed payment of the fee; or ☒
- I have not made or enclosed payment of the fee because this application has been made in relation to the introduction of the late night levy. ☐
- I have sent copies of this application and the plan to responsible authorities and others where applicable. ☒
- I understand that I must now advertise my application. ☒
- I have enclosed the premises licence or relevant part of it or explanation. ☒
- I understand that if I do not comply with the above requirements my application will be rejected. ☒

IT IS AN OFFENCE, UNDER SECTION 158 OF THE LICENSING ACT 2003, TO MAKE A FALSE STATEMENT IN OR IN CONNECTION WITH THIS APPLICATION. THOSE WHO MAKE A FALSE STATEMENT MAY BE LIABLE ON SUMMARY CONVICTION TO A FINE OF ANY AMOUNT.

Part 5 – Signatures (please read guidance note 12)

Signature of applicant (the current premises licence holder) or applicant's solicitor or other duly authorised agent (please read guidance note 13). **If signing on behalf of the applicant, please state in what capacity.**

Signature	
Date	23 May 2025
Capacity	Solicitor to Applicant

Contact name (where not previously given) and address for correspondence associated with this application (please read guidance note 15)

Kate Bull
TLT Solicitors
One Redcliff Street

Post town	Bristol	Post code	BS1 6TP
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Telephone number (if any)	+44(0)3330 060983
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If you would prefer us to correspond with you by e-mail, your e-mail address (optional)

Kate.bull@TLT.com