

Wednesday, 25 March 2026

**STATUTORY LICENSING SUB-COMMITTEE**

A meeting of **Statutory Licensing Sub-Committee** will be held on

**Thursday, 2 April 2026**

commencing at **3.00 pm**

The meeting will be held in the Banking Hall, Castle Circus entrance on the left corner of the Town Hall, Castle Circus, Torquay, TQ1 3DR

**Members of the Committee**

Councillor Spacagna (Chair)

Councillor Douglas-Dunbar

Councillor Long

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**A Healthy, Happy and Prosperous Torbay**

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**Governance Support, Town Hall, Castle Circus, Torquay, TQ1 3DR**

Email: [governance.support@torbay.gov.uk](mailto:governance.support@torbay.gov.uk) - [www.torbay.gov.uk](http://www.torbay.gov.uk)

# STATUTORY LICENSING SUB-COMMITTEE AGENDA

1. **Election of Chair**  
To elect a Chair for the meeting.
2. **Apologies**  
To receive apologies for absence, including notifications of any changes to the membership of the Sub-Committee.
3. **Minutes** (Pages 3 - 8)  
To confirm as a correct record the Minutes of the meeting of a Sub-Committee held on 19 February 2026.
4. **Declarations of interests**
  - (a) To receive declarations of non pecuniary interests in respect of items on this agenda  
**For reference:** Having declared their non pecuniary interest members may remain in the meeting and speak and, vote on the matter in question. A completed disclosure of interests form should be returned to the Clerk before the conclusion of the meeting.
  - (b) To receive declarations of disclosable pecuniary interests in respect of items on this agenda  
**For reference:** Where a Member has a disclosable pecuniary interest he/she must leave the meeting during consideration of the item. However, the Member may remain in the meeting to make representations, answer questions or give evidence if the public have a right to do so, but having done so the Member must then immediately leave the meeting, may not vote and must not improperly seek to influence the outcome of the matter. A completed disclosure of interests form should be returned to the Clerk before the conclusion of the meeting.  
  
(**Please Note:** If Members and Officers wish to seek advice on any potential interests they may have, they should contact Governance Support or Legal Services prior to the meeting.)
5. **Urgent items**  
To consider any other items that the Chairman decides are urgent.
6. **Application for a Variation of a Premises Licence** (Pages 9 - 66)  
To consider an application for a Variation of the Premises Licence in respect of No 18/Hyde Dendy, 18 Esplanade Road, Paignton, TQ4 6BD

**Minutes of the Statutory Licensing Sub-Committee**

**19 February 2026**

**-: Present :-**

Councillors Douglas-Dunbar, Foster and Spacagna

(Also in attendance: Councillors Chris Lewis, David Thomas and Jacqueline Thomas)

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**19. Election of Chair**

Councillor Spacagna was elected as Chair for the meeting.

**20. Minutes**

The Minutes of the meeting of the Sub-Committee held on 2 October 2025 were confirmed as a correct record and signed by the Chair.

**21. Licensing Act Review in respect of Mollys, North Quay, Paignton**

Members considered a report on an Application for a Review of a Premises Licence in respect of Molly's, North Quay, Paignton.

Written Representations were received from:

Name	Details	Date of Representation
Public Protection Officer (Applicant)	Application and supporting correspondence for a Review of the Premises Licence in respect of Molly's, North Quay, Paignton.	30 December 2025
Public Health Specialist	Statement from Torbay Council as the Responsible Authority for Public and Statutory Noise.	6 January 2026
Service Manager – Development Management, Spatial Planning	Statement from Torbay Council as the Responsible Authority for Planning.	12 January 2026
Members of the Public	Fourteen Representations supporting the Application for a Review of the Premises Licence.	31 December 2025, 7 January 2026, 16 January 2026, 20 January 2026, 21 January 2026, 22 January 2026, 23 January 2026, 24 January 2026,

		25 January 2026 and 26 January 2026
The Respondent	Representation objecting to the Application for a Review of the Premises Licence.	11 February 2026
Members of the Public	Fifteen Representations objecting to the Application for a Review of the Premises Licence.	30 December 2025, 31 December 2025, 3 January 2026, 4 January 2026, 23 January 2026, 24 January 2026, 25 January 2026 and 26 January 2026

## Additional Information:

At the Hearing, the Public Protection Officer (Applicant) played four sound recordings.

Oral Representations were received from:

Name	Details
Public Protection Officer (Applicant)	The Applicant outlined the Application for a Review of a Premises Licence and responded to Members' questions.
The Respondent's Legal Representative	The Respondent's Legal Representative responded to the Application for a Review of a Premises Licence and responded to Members' questions.
Member of the Public	A Member of the Public outlined their support for the application for a Review of a Premises Licence and responded to Members' questions.
Member of the Public	A Member of the Public outlined their support for the application for a Review of a Premises Licence and responded to Members' questions.
Member of the Public	A Member of the Public outlined their support for the application for a Review of a Premises Licence and responded to Members' questions.
Member of the Public	A Member of the Public outlined their support for the application for a Review of a Premises Licence and responded to Members' questions.
Member of the Public	A Member of the Public outlined their support for the application for a Review of a Premises Licence and responded to Members' questions.
Member of the Public	A Member of the Public outlined their support for the application for a Review of a Premises Licence and responded to Members' questions.
Member of the Public	A member of the Public outlined their objection to the Application for a Review of a Premises Licence and responded to Members' questions.
Member of the Public	A member of the Public outlined their objection to the Application for a Review of a Premises Licence and responded to Members' questions.

Member of the Public	A member of the Public outlined their objection to the Application for a Review of a Premises Licence and responded to Members' questions.
Member of the Public	A member of the Public outlined their objection to the Application for a Review of a Premises Licence and responded to Members' questions.

**Decision:**

That the premises licence in respect of Molly's, North Quay, Paignton be modified as follows:

1. the Live Music exemption under s.177A of The Licensing Act 2003 shall be removed; and
2. no regulated entertainment shall take place at any time.

Furthermore, conditions 1 and 2 under the Prevention of Public Nuisance licensing objective in Annexe 2 of the operating schedule of the licence be removed and replaced with the following condition:

Sufficient measures must be in place to remove litter or waste arising from customers and to prevent such litter/waste accumulating in the immediate vicinity of their premises. Where necessary, adequate measures must be in place to provide customers with sufficient receptacles for the depositing of waste materials such as food wrappings, drinks containers, smoking related litter etc.

To note: if the Premises Licence Holder wishes to undertake future regulated entertainment at these premises, they must apply for a licence variation to include regulated entertainment as a licensable activity.

**Reasons for Decision:**

The Members of the Statutory Licensing Sub-Committee carefully considered all the written and oral representations made in respect of the review of the Premises Licence for Molly's, North Quay, Paignton. In doing so, the Sub-Committee took account of the Licensing Act 2003, the statutory guidance issued under section 182 of the Licensing Act 2003, the Council's own Licensing Statement of Principles, the oral submissions at the hearing, and the need to promote the Licensing Objectives.

Having heard from all parties, the Sub-Committee was satisfied, on the balance of probabilities, that live and recorded music at the premises had caused, and would likely to continue to cause, a public nuisance to local residents in the immediate vicinity and in the wider area. Members accepted the evidence from Environmental Health, bringing the review as a Responsible Authority, that 9 complaints were received from four separate complainants between August and December 2025, and that the complaints were consistent in describing significant disturbance arising from amplified music to the extent that it had been necessary to serve a Noise Abatement Notice on the premises.

Of the fourteen representations in support of the Review Application, Members heard oral Representations of six persons affected by noise emanating from the premises. Additionally, the Sub-Committee were played video recordings presented by Environmental Health, which demonstrated that music emanating from the premises was clearly audible inside nearby residential properties, including bedrooms and living rooms, even when windows were closed.

Residents who addressed the Sub-Committee gave accounts of frequent and intrusive noise occurring on multiple days per week, including Sunday afternoons, which prevented them from relaxing in their homes, watching television, reading, concentrating on work or study, and, in some cases, forced them to leave their homes for respite. The Sub-Committee accepted that the disturbance was substantial and had been experienced over a sustained period. Members were additionally mindful of the written Representation received from Public Health as a Responsible Authority, around the impact that continuing noise nuisance can have on mental health and wellbeing.

The Sub-Committee gave significant weight to the evidence that the premises consists of a temporary gazebo-type structure with openings and no effective sound insulation. In the absence of any noise insulation, Members accepted the professional view of Environmental Health, that the structure was essentially an open-air venue within a mixed-use area, and that usual noise attenuation measures whether through insulation, noise limiters, or repositioning of speakers would be unlikely to address the noise nuisance emanating from within the existing building structure. The Sub-Committee noted that the Premises Licence Holder acknowledged that no formal Noise Management Plan was in place and that the sound monitoring undertaken consisted only of mobile phone apps, which Environmental Health described as unreliable and inappropriate for managing noise emissions.

Although the Premises Licence Holder had expressed a willingness to implement further measures, the Sub-Committee was disappointed that no Noise Management Plan was before them for consideration and / or that the Premises Licence Holder had not secured the attendance of a Noise Consultant appointed by the premises, to attend the hearing. The Sub-Committee could not therefore be persuaded that the Premises Licence Holder had a sufficient and suitable plan in place to prevent noise escape at the premises.

In determining what steps were appropriate, the Sub-Committee deliberated whether conditions, time restrictions, or further management measures could reasonably prevent the recurrence of nuisance. However, Members concluded that without evidence before them in that regard, in the form of a Noise Management Plan, or otherwise, they could not be certain what appropriate and proportionate conditions and whether such measures would be effective in such unique premises which accorded with the Premises Licence Holders intended operation of the premises. It was clear to Members of the Sub-Committee, that the fundamental issue was the physical nature of the premises itself, which allowed amplified sound to escape easily into the surrounding area and that expert advice particularly in respect of noise management at such unique premises was required to inform how these premises

could operate regulated entertainment in a manner which did not undermine the Licensing Objectives.

Whilst Members noted those conditions proposed by the Premises Licence Holder, which were intended to form part of the Noise Management Plan, they further noted that these were considered to be insufficient by Environmental Health, and upon consideration of the same, noted them to be general in nature for such a nonstandard premises.

The Sub-Committee took account of submissions made on behalf of the Premises Licence Holder that the venue contributes to local tourism and community life, and noted the fifteen Representations in support of the premises, though noting that many were from those who performed at the premises, and whilst keen for this to continue, also recognised the rights of residents to enjoy the peaceful occupation and enjoyment of their homes and the impact of not being able to as a direct result of this premises regulated entertainment. On balance, and in view of the extent, frequency, and impact of the disturbance experienced by residents, the Sub-Committee determined that removing the Live Music Act exemption and prohibiting regulated entertainment at the premises at this time, was both necessary and appropriate in the circumstances and regrettably was the only effective and proportionate step available to promote the Licensing Objectives, namely; the Prevention of Public Nuisance.

The Sub-Committee emphasised that this prohibition does not prevent the Premises Licence Holder from applying for a variation to their premises licence in the future, further to structural improvements at the premises, and the implementation of measures to effectively control noise escape from the premises.

The Sub-Committee further agreed to remove the existing conditions relating to nuisance under Annex 2 of the licence, as these were outdated and imprecise. It replaced them with an enforceable condition requiring the Premises Licence Holder to ensure that sufficient measures were in place to prevent litter or waste arising from their premises from accumulating in the vicinity of the premises, and to provide appropriate receptacles for customer waste when necessary.

Having taken all matters into account, the Sub-Committee was satisfied that the modifications to the licence were necessary, appropriate, and proportionate to address the ongoing problems of public nuisance and to ensure the continued promotion of the Licensing Objectives.

Members noted that should any issues arise, a further Review of the Premises Licence can be sought by a Responsible Authority or any other person.

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Chair

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## **TORBAY COUNCIL**

Briefing Report No:

Public Agenda Item: **Yes**

Title: Licensing Act 2003 – An application for a Variation of the Premises Licence in respect of No 18/Hyde Dendy, 18 Esplanade Road, Paignton, TQ4 6BD

Wards Affected: **Roundham with Hyde**

To: **Licensing Sub Committee**

**02 April 2026**

Contact Officer: **Carrie Cottell**

☎ Telephone: **01803 208025**

✉ Email: **licensing@torbay.gov.uk**

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### **1. Key points and Summary**

1.1 To consider and determine an application, in respect of the Premises detailed above, for a Variation to a Premises Licence.

1.2 The matters raised relate to the Licensing Objectives, "The Prevention of Crime and Disorder" and "The Prevention of Public Nuisance".

1.3 The matter must be considered on its merits having received details of the issues arising either at a hearing or by written Representation if all parties have agreed that a hearing is not necessary. Having regard to the Representation, a decision must be made to take such steps as are necessary for the promotion of the Licensing Objectives. These are either:-  
(a) to modify the conditions of the licence, or  
(b) reject the application in whole or in part.

For this purpose, the conditions of the licence are modified if any of them is altered or omitted or any new condition is added.

1.4 Reasons for the decision must be given for inclusion in the appropriate Notices required to be served on the Interested Parties at the determination of the matter.

### **2. Introduction**

2.1 An application has been made under Section 34 of the Licensing Act 2003 (the Act) for a Variation to a Premises Licence to permit regulated activities at the premises detailed above.

Details of the application are shown in Appendix 1. Only the relevant pages of the application are shown.

A description of the proposed variation is as follows:

A change in the floor plan of the premises to divide the premises into 3 different zones. Each area has its own entrance/exit.

Zone 1 is a ground floor bar/restaurant. Zone 2 is for indoor street golf and a bar. Zone 3 is known as No 18 and is an entertainment venue with a mix of live music, dance, disco and televised sports.

For **Zones 1 and 2** - To extend the hours for the Provision of Films from 0900 hrs until 0100 hrs Monday to Sunday. For **Zone 3** the applicant has requested 0900 hrs until 0200 hrs Sunday to Thursday and from 0900 hrs until 0300 hrs on Friday and Saturday.

Currently the Premises Licence authorises the Provision of Films from 1000 hrs until 0100 hrs Monday to Sunday.

For **Zones 1 and 2** - To extend the hours for the Provision of Indoor Sporting Events from 0900 hrs until 0100 hrs Monday to Sunday. For **Zone 3** the applicant has requested 0900 hrs until 0200 hrs Sunday to Thursday and from 0900 hrs until 0300 hrs on Friday and Saturday.

Currently the Premises Licence authorises the Provision of Indoor Sporting Events from 1000 hrs until 0100 hrs Monday to Sunday.

For **Zones 1 and 2** -To extend the hours for the Provision of Live Music, indoors and outdoors from 0900 hrs until 0100 hrs Monday to Sunday. Live music outside on the terrace to cease at 2200 hrs. From the close of business on New Year's Eve to the start of business on New Year's Day. For **Zone 3** the applicant has requested 0900 hrs until 0200 hrs Sunday to Thursday and 0900 hrs until 0300 hrs on Friday and Saturday, and from the close of business on New Year's Eve to the start of business on New Year's Day.

Currently the Premises Licence authorises the Provision of Live Music from 1000 hrs until 0100 hrs Monday to Sunday with music on the terrace to cease at 2200 hrs.

For **Zones 1 and 2** - To extend the hours for the Provision of Recorded Music, indoors and outdoors, from 0900 hrs until 0100 hrs Monday to Sunday. From the close of business on New Year's Eve to the start of business on New Year's Day. For **Zone 3** the applicant has requested 0900 hrs until 0200 hrs Sunday to Thursday and 0900 hrs until 0300 hrs on Friday and Saturday and from close of business on New Year's Eve to the start of business on New Year's Day.

Currently the Premises Licence authorises the Provision of Recorded Music from 1000 hrs until 0100 hrs Monday to Sunday.

For **Zones 1 and 2** - To extend the hours for the Performance of Dance indoors, from 0900 hrs until 0100 hrs Monday to Sunday. From the close of business on New Year's Eve to the start of business on New Year's Day. For **Zone 3** the applicant has requested 0900 hrs until 0200 hrs Sunday to Thursday and 0900 hrs until 0300 hrs on Friday and Saturday and from the close of business on New Year's Eve to the start of business on New Year's Day.

Currently the Premises Licence authorises the Performance of Dance from 1000 hrs until 0100 hrs Monday to Sunday.

For **Zones 1 and 2** - To extend the hours for Entertainment of a Similar Description to Live Music, Recorded Music or Performances of Dance, indoors, from 0900 hrs until 0100 hrs Monday to Sunday. From the close of business on New Year's Eve from to the start of business on New Year's Day. For **Zone 3** the applicant has requested 0900 hrs until 0200 hrs Sunday to Thursday and 0900 hrs until 0300 hrs on Friday and Saturday, and from close of business on New Year's Eve to the start of business on New Year's Day.

Currently the Premises Licence authorises Entertainment of a Similar Description from 1000 hrs until 0100 hrs Monday to Sunday.

For **Zones 1 and 2** – No change to the current standard timings for Late Night Refreshment indoors and outdoors, of 2300hrs until 0100 hrs Monday to Sunday; the addition of the non-standard timing from the close of business on New Year's Eve to the start of business on New Year's Day. For **Zone 3** the applicant has requested 2300 hrs until 0200 hrs Sunday to Thursday and 2300 hrs until 0300 hrs on Friday and Saturday, and from close of business on New Year's Eve until start of business on New Year's Day.

Currently the Premises Licence authorises Late Night Refreshment from 2300 hrs until 0100 hrs Monday to Sunday.

For **Zones 1 and 2** - To extend the hours for the supply of alcohol on and off the premises from 0900 hrs until 0100 hrs Monday to Sunday. On New Year's Eve from the end of business to the start of business on New Year's Day. For **Zone 3** the applicant has requested 0900 hrs until 0200 hrs Sunday to Thursday and 0900 hrs until 0300 hrs on Friday and Saturday, and on New Year's Eve from the end of business to the start of business on New Year's Day.

Currently the Premises Licence authorises the supply of alcohol from 1000 until 0100 Monday to Sunday.

The Applicant has made an error with regards to the opening hours of the premises. They have applied for opening hours for Zones 1 and 2 from 0900 hrs until 0130 hrs Monday to Sunday. For Zone 3 they have applied for 0900 hrs until 0230 hrs Sunday to Thursday and 0900 hrs until 0330 hrs on Friday and Saturday. On New Year's Eve from the end of business to the start of business on New Year's Day. However, currently the Premises Licence states 0700 until 0130 Monday to Sunday and on New Year's Eve from the end of business to the start of business on New Year's Day. Albeit that the opening hours of the premises are not a licensable activity, the applicant would like to retain the same hours as the existing licence for clarity.

- 2.2 A copy of the current Premises Licence showing the licensable activities, timings, conditions and the current floor plan is shown at Appendix 2 of this report.
- 2.3 A copy of the proposed new Plan of the premises is shown at Appendix 3
- 2.4 The Council as Licensing Authority, is satisfied that the Applicant has met the

administrative requirements of Section 35(1) but is unable to issue the amended Licence as a relevant Representation has been received, either from an Interested Party or a Responsible Authority. The Authority is also satisfied that such Representation has been received within the appropriate time-scale, has not been subsequently withdrawn and is not vexatious or frivolous.

1 Representation has been received from an Interested Party in respect of the Licensing Objectives “The Prevention of Crime and Disorder” and “The Prevention of Public Nuisance”. This is shown at Appendix 4.

No Representations have been received from any Responsible Authority.

2.5 The Applicant has provided the premises Dispersal Policy, Drugs Policy and Door Supervisor Policy, which are shown at Appendix 5.

2.6 The Authority is required to conduct a hearing by the provisions of Section 35(3) unless all parties agree that this is not necessary.

2.7 Appropriate Notices have been issued to all parties, as required by the Licensing Act 2003 (Hearing Regulations) 2005, including, where appropriate, details of the Representations and the procedure to be followed at the hearing.

2.8 In making its decision, the Committee are required to have regard to:

- the Representations (including supporting information) presented by all the parties; and
- the Revised Guidance issued under section 182 of the Licensing Act 2003 (revised February 2026), with the following paragraphs relevant to this application:
  - 2.24, 2.26, 10.13, 10.14 and
- The Council’s own Licensing Policy with the following sections being relevant to this application:
  - The Prevention of Public Nuisance – Pages 56 and 57, paragraphs 6,8,9,10 and 11.

2.9 If the application is refused, in whole or in part, a Right of Appeal to the Magistrates’ Court is granted by Section 181 of the Act and, by Paragraph 1 of Schedule 5, to the Applicant.

2.10 If the application is granted, a Right of Appeal to the Magistrates’ Court is granted by Section 181 of the Act and, by Paragraph 4(2) of Schedule 5 to :-

(a) The Applicant for the Variation of the licence against any decision to modify the conditions

(b) Any person who made a relevant Representation in relation to the application who desires to contend

(i) that any variation made ought not to have been made, or

(ii) that, when varying the licence, the Licensing Authority ought to have modified the conditions of the licence or ought to have modified them in a different way.

2.11 Following such Appeal, the Magistrates’ Court may:-

(a) dismiss the appeal,

(b) substitute for the decision appealed against any other decision which could

have been made by the Licensing Authority, or  
(c) remit the case to the Licensing Authority to dispose of it in accordance with the  
direction of the court,  
and may make such order as to costs as it thinks fit.

**Rachael Hind**  
**Regulatory Services Manager - Commercial**

### **Appendices**

Appendix 1	Relevant parts of the application form
Appendix 2	Copy of the Premises Licence and floor plan
Appendix 3	Copy of Proposed New Plan
Appendix 4	Representation from Interested Party
Appendix 5	Supporting information from Applicant - Policies

### **Documents available in members' rooms**

None

### **Background Papers:**

The following documents/files were used to compile this report:

Torbay Council Licensing Statement of Principles 2026 - 2031

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\* required information

### Section 1 of 18

You can save the form at any time and resume it later. You do not need to be logged in when you resume.

System reference

Not Currently In Use

This is the unique reference for this application generated by the system.

Your reference

Hyde Dendy December 25

You can put what you want here to help you track applications if you make lots of them. It is passed to the authority.

Are you an agent acting on behalf of the applicant?

Yes  No

Put "no" if you are applying on your own behalf or on behalf of a business you own or work for.

### Applicant Details

\* First name

Stephen

\* Family name

Narvidge

\* E-mail

[REDACTED]

Main telephone number

[REDACTED]

Include country code.

Other telephone number

[REDACTED]

Indicate here if the applicant would prefer not to be contacted by telephone

Is the applicant:

Applying as a business or organisation, including as a sole trader  
 Applying as an individual

A sole trader is a business owned by one person without any special legal structure. Applying as an individual means the applicant is applying so the applicant can be employed, or for some other personal reason, such as following a hobby.

### Applicant Business

Is the applicant's business registered in the UK with Companies House?

Yes  No

Note: completing the Applicant Business section is optional in this form.

Registration number

09208882

Business name

East Street Pub Company Limited

If the applicant's business is registered, use its registered name.

VAT number

- 194507193

Put "none" if the applicant is not registered for VAT.

Legal status

Private Limited Company

Continued from previous page...

Applicant's position in the business

Home country

The country where the applicant's headquarters are.

**Registered Address**

Address registered with Companies House.

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

**Agent Details**

\* First name

\* Family name

\* E-mail

Main telephone number

Include country code.

Other telephone number

Indicate here if you would prefer not to be contacted by telephone

Are you:

- An agent that is a business or organisation, including a sole trader
- A private individual acting as an agent

A sole trader is a business owned by one person without any special legal structure.

**Agent Business**

Is your business registered in the UK with Companies House?  Yes  No

Note: completing the Applicant Business section is optional in this form.

Is your business registered outside the UK?  Yes  No

Business name

If your business is registered, use its registered name.

VAT number

Put "none" if you are not registered for VAT.

Legal status

*Continued from previous page...*

Your position in the business

Home country

The country where the headquarters of your business is located.

**Agent Business Address**

If you have one, this should be your official address - that is an address required of you by law for receiving communications.

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

**Section 2 of 18**

**APPLICATION DETAILS**

**This application cannot be used to vary the licence so as to extend the period for which the licence has effect or to vary substantially the premises to which it relates. If you wish to make that type of change to the premises licence, you should make a new premises licence application under section 17 of the Licensing Act 2003.**

I/we, as named in section 1, being the premises licence holder, apply to vary a premises licence under section 34 of the Licensing Act 2003 for the premises described in section 2 below.

\* Premises Licence Number

Are you able to provide a postal address, OS map reference or description of the premises?

- Address     OS map reference     Description

**Postal Address Of Premises**

Building number or name

Street

District

City or town

County or administrative area

Postcode

Country

**Premises Contact Details**

Telephone number

Continued from previous page...

Non-domestic rateable value of premises (£)

57,500

### Section 3 of 18

#### VARIATION

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

Yes  No

Do you want the proposed variation to have effect in relation to the introduction of the late night levy?

Yes  No

You do not have to pay a fee if the only purpose of the variation for which you are applying is to avoid becoming liable to the late night levy.

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

#### Describe Briefly The Nature Of The Proposed Variation

Describe the premises. For example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off-supplies, you must include a description of where the place will be and its proximity to the premises.

To divide the premises into 3 zones increase the opening time by 1 hour to 9am.  
Increase the opening times of Zone 3 to 2.30 am Sunday to Thursday and 3.30 am Friday and Saturdays.  
The Hyde Dendy is a restaurant/ bar /entertainment venue divided into 3 zones.  
Zone 1 - Ground floor Restaurant/bar with outside area.  
Zone 2 - Indoor street golf with bar. This area occupies half of the basement of the Hyde Dendy with its own entrance. This Zone closes at midnight.  
Zone 3 - Known as No 18. Entertainment venue, with a mix of live music, dance, disco and televised sports. No18 occupies half of the basement of Hyde Dendy with its own entrance and facilities.

### Section 4 of 18

#### PROVISION OF PLAYS

See guidance on regulated entertainment

Will the schedule to provide plays be subject to change if this application to vary is successful?

Yes  No

### Section 5 of 18

#### PROVISION OF FILMS

See guidance on regulated entertainment

Will the schedule to provide films be subject to change if this application to vary is successful?

Continued from previous page...

Yes

No

**Standard Days And Timings**

**MONDAY**

Start

End

Start

End

Provide timings in 24 hour clock (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

**TUESDAY**

Start

End

Start

End

**WEDNESDAY**

Start

End

Start

End

**THURSDAY**

Start

End

Start

End

**FRIDAY**

Start

End

Start

End

**SATURDAY**

Start

End

Start

End

**SUNDAY**

Start

End

Start

End

Will the exhibition of films take place indoors or outdoors or both?

Indoors       Outdoors       Both

Where taking place in a building or other structure select as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations for the exhibition of film.

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Zone 1 & 2 - 9.00 hours until 01.00 hours Monday to Sunday  
Zone 3 - 9.00 hours until 02.00 hours Sunday to Thursday 00.00 hours until 03.00 hours Friday & Saturdays

Continued from previous page...

Non standard timings. Where the premises will be used for the exhibition of film at different times from those listed above, list below.

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

**Section 6 of 18**

**PROVISION OF INDOOR SPORTING EVENTS**

See guidance on regulated entertainment

Will the schedule to provide indoor sporting events be subject to change if this application to vary is successful?

- Yes                       No

**Standard Days And Timings**

MONDAY

Start

End

Start

End

Provide timings in 24 hour clock (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

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SUNDAY

Start

End

Start

End

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations for indoor sporting events.

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Zone 1 & 2 - 9.00 hours until 01.00 hours Monday to Sunday  
Zone 3 - 9.00 hours until 02.00 hours Sunday to Thursday 09.00 hours until 03.00 hours Friday & Saturdays

Non-standard timings. Where the premises will be used for indoor sporting events at different times from those listed above, list below.

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

**Section 7 of 18**

**PROVISION OF BOXING OR WRESTLING ENTERTAINMENTS**

See guidance on regulated entertainment

Will the schedule to provide boxing or wrestling entertainments be subject to change if this application to vary is successful?

- Yes                       No

**Section 8 of 18**

**PROVISION OF LIVE MUSIC**

See guidance on regulated entertainment

Will the schedule to provide live music be subject to change if this application to vary is successful?

- Yes                       No

**Standard Days And Timings**

MONDAY

Start

End

Start

End

Provide timings in 24 hour clock (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

Continued from previous page...

TUESDAY

Start  End

Start  End

WEDNESDAY

Start  End

Start  End

THURSDAY

Start  End

Start  End

FRIDAY

Start  End

Start  End

SATURDAY

Start  End

Start  End

SUNDAY

Start  End

Start  End

Will the performance of live music take place indoors or outdoors or both?

- Indoors       Outdoors       Both

Where taking place in a building or other structure select as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

Live Music outside on the terrace to cease by 10:00 pm

State any seasonal variations for the performance of live music

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Zone 1 & 2 - 9.00 hours until 01.00 hours Monday to Sunday  
Zone 3 - 9.00 hours until 02.00 hours Sunday to Thursday 09.00 hours until 03.00 hours Friday & Saturdays

Non-standard timings. Where the premises will be used for the performance of live music at different times from those listed, above below.

Continued from previous page...

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Close of business New Years eve to open of business New Years Day

**Section 9 of 18**

**PROVISION OF RECORDED MUSIC**

See guidance on regulated entertainment

Will the schedule to provide recorded music be subject to change if this application to vary is successful?

Yes  No

**Standard Days And Timings**

MONDAY

Start

End

Start

End

Provide timings in 24 hour clock (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

SUNDAY

Start

End

Start

End

*Continued from previous page...*

Will the playing of recorded music take place indoors or outdoors or both?

- Indoors                       Outdoors                       Both

Where taking place in a building or other structure select as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations for playing recorded music.

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Zone 1 & 2 - 9.00 hours until 01.00 hours Monday to Sunday  
Zone 3 - 9.00 hours until 02.00 hours Sunday to Thursday 09.00 hours until 03.00 hours Friday & Saturdays

Non-standard timings. Where the premises will be used for the playing of recorded music at different times from those listed above, list below.

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Close of business New Years eve to open of business New Years Day

**Section 10 of 18**

**PROVISION OF PERFORMANCES OF DANCE**

See guidance on regulated entertainment

Will the schedule to provide performances of dance be subject to change if this application to vary is successful?

- Yes                       No

**Standard Days And Timings**

MONDAY

Start

End

Start

End

Provide timings in 24 hour clock (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

Continued from previous page...

THURSDAY

Start  End

Start  End

FRIDAY

Start  End

Start  End

SATURDAY

Start  End

Start  End

SUNDAY

Start  End

Start  End

Will the performance of dance take place indoors or outdoors or both?

- Indoors       Outdoors       Both

Where taking place in a building or other structure select as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations for the performance of dance.

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Zone 1 & 2 - 9.00 hours until 01.00 hours Monday to Sunday  
Zone 3 - 9.00 hours until 02.00 hours Sunday to Thursday 09.00 hours until 03.00 hours Friday & Saturdays

Non-standard timings. Where the premises will be used for the performance of dance at different times from those listed above, list below.

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Close of business New Years eve to open of business New Years Day

**Section 11 of 18**

**PROVISION OF ANYTHING OF A SIMILAR DESCRIPTION TO LIVE MUSIC, RECORDED MUSIC OR PERFORMANCES OF DANCE**

Continued from previous page...

Will the schedule to provide anything similar to live music, recorded music or performances of dance be subject to change if this application to vary is successful?

Yes  No

**Standard Days And Timings**

MONDAY

Start

End

Start

End

Provide timings in 24 hour clock (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

SUNDAY

Start

End

Start

End

Provide a description of the type of entertainment that will be provided.

*Continued from previous page...*

Will this entertainment take place indoors or outdoors or both?

Indoors                       Outdoors                       Both

Where taking place in a building or other structure select as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations for entertainment.

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Zone 1 & 2 - 9.00 hours until 01.00 hours Monday to Sunday  
Zone 3 - 9.00 hours until 02.00 hours Sunday to Thursday 09.00 hours until 03.00 hours Friday & Saturdays

Non-standard timings. Where the premises will be used for entertainment at different times from those listed above, list below.

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Close of business New Years eve to open of business New Years Day

**Section 12 of 18**

**PROVISION OF LATE NIGHT REFRESHMENT**

Will the schedule to provide late night refreshment be subject to change if this application to vary is successful?

Yes                       No

**Standard Days And Timings**

**MONDAY**

Start

End

Start

End

Provide timings in 24 hour clock (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

**TUESDAY**

Start

End

Start

End

**WEDNESDAY**

Start

End

Start

End

Continued from previous page...

THURSDAY

Start  End

Start  End

FRIDAY

Start  End

Start  End

SATURDAY

Start  End

Start  End

SUNDAY

Start  End

Start  End

Will the provision of late night refreshment take place indoors or outdoors or both?

- Indoors                       Outdoors                       Both

Where taking place in a building or other structure select as appropriate. Indoors may include a tent.

State type of activity to be authorised, if not already stated, and give relevant further details, for example (but not exclusively) whether or not music will be amplified or unamplified.

State any seasonal variations.

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Zone 1 & 2 - 23.00 hours until 01.00 hours Monday to Sunday  
Zone 3 - 23.00 hours until 02.00 hours Sunday to Thursday 23.00 hours until 03.00 hours Friday & Saturdays

Non standard timings. Where the premises will be used for the provision of late night refreshment at different times from those listed above, list below.

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Close of business New Years eve to open of business New Years Day

Continued from previous page...

## SUPPLY OF ALCOHOL

Will the schedule to supply alcohol be subject to change if this application to vary is successful?

Yes  No

### Standard Days And Timings

MONDAY

Start

End

Start

End

Provide timings in 24 hour clock (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

TUESDAY

Start

End

Start

End

WEDNESDAY

Start

End

Start

End

THURSDAY

Start

End

Start

End

FRIDAY

Start

End

Start

End

SATURDAY

Start

End

Start

End

SUNDAY

Start

End

Start

End

Will the sale of alcohol be for consumption?

On the premises  Off the premises  Both

If the sale of alcohol is for consumption on the premises select on, if the sale of alcohol is for consumption away from the premises select off. If the sale of alcohol is for consumption on the premises and away from the premises select both.

State any seasonal variations.

For example (but not exclusively) where the activity will occur on additional days during the summer months.

*Continued from previous page...*

Zone 1 & 2 - 9.00 hours until 01.00 hours Monday to Sunday  
Zone 3 - 9.00 hours until 02.00 hours Sunday to Thursday 09.00 hours until 03.00 hours Friday & Saturdays

Non-standard timings. Where the premises will be used for the supply of alcohol at different times from those listed above, list below.

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Close of business New Years eve to open of business New Years Day

### Section 14 of 18

#### ADULT ENTERTAINMENT

Highlight any adult entertainment or services, activities, or other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children.

Provide information about anything intended to occur at the premises or ancillary to the use of the premises which may give rise to concern in respect of children, regardless of whether you intend children to have access to the premises, for example (but not exclusively) nudity or semi-nudity, films for restricted age groups etc gambling machines etc.

None

### Section 15 of 18

#### HOURS PREMISES ARE OPEN TO THE PUBLIC

##### Standard Days And Timings

###### MONDAY

Start

End

Start

End

Provide timings in 24 hour clock (e.g., 16:00) and only give details for the days of the week when you intend the premises to be used for the activity.

###### TUESDAY

Start

End

Start

End

###### WEDNESDAY

Start

End

Start

End

###### THURSDAY

Start

End

Start

End

Continued from previous page...

FRIDAY

Start  End

Start  End

SATURDAY

Start  End

Start  End

SUNDAY

Start  End

Start  End

State any seasonal variations.

For example (but not exclusively) where the activity will occur on additional days during the summer months.

Zone 1 & 2 - 9.00 hours until 01.30 hours Monday to Sunday  
Zone 3 - 9.00 hours until 02.30 hours Sunday to Thursday 09.00 hours until 03.30 hours Friday & Saturdays

Non standard timings. Where you intend to use the premises to be open to the members and guests at different times from those listed above, list below.

For example (but not exclusively), where you wish the activity to go on longer on a particular day e.g. Christmas Eve.

Close of business New Years eve to open of business New Years Day

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

Remove the following conditions as they are not relevant due to the change of use of Zone 3

The prevention of Crime and disorder

Annex 3 - Number 14. Where the new licensed area is open for the sale of alcohol after midnight and closes after 00.30 hours here shall be a minimum of 7 SIA door supervisors employed on the premises from 22.00 hours until 30 minutes after the premises closes. At all other times, the ration of door steward shall be as identified in condition 3 of annex 3 of the current premises licence.

Annex 2 - Amend number 11. Remove (no 18) and replace with Zone 3

Public Safety

Annex 3 - Number 2. A queuing area shall be identified in the new licensed area and the current licensed area to ensure that those wishing to use the toilets do not cause an obstruction in the connecting corridor.

Annex 3 - Number 3. When the new licensed area is open, the maximum capacity in that area shall not exceed 150 patrons.

The prevention of Public Nuisance

Annex 3 - Number 6. That the current gate leading from the premises, exiting on to Kernou Road shall be a more solid structure and shall be converted to the height of pillars currently in situ.

*Continued from previous page...*

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

Reasons why I have failed to enclose the premises licence or relevant part of premises licence.

The premises licence is on display at the premise

**Section 16 of 18**

**LICENSING OBJECTIVES**

Describe the steps you intend to take to promote the four licensing objectives:

a) General – all four licensing objectives (b,c,d,e)

List here steps you will take to promote all four licensing objectives together.

No additional objectives

b) The prevention of crime and disorder

No additional objectives

c) Public safety

No additional objectives

d) The prevention of public nuisance

The maximum number of patrons permitted in the smoking area at any one time is restricted to 60, after midnight. The number of people using the smoking area will be controlled by a Door Supervisor to ensure that the maximum number is not exceeded at any time.

The smoking area is specifically for smokers after 01.00 hours and no drinks, glasses or bottles will be permitted in this area. Once patrons have finished smoking, they should be directed back inside the premises to reduce the noise generated outside the premises.

The smoking area will be closed 30 minutes prior to the closure of the premises and at the same time the bar is closed. This will mean that anyone wishing to smoke must leave the premises and no re-entry is permitted after this time. Patrons leaving the premise to use the smoking area within 45 minutes of the closure of the premises will be advised of this and a notice will be displayed in the smoking area.

e) The protection of children from harm

Continued from previous page...

No additional objectives

## Section 17 of 18

### NOTES ON REGULATED ENTERTAINMENT


In terms of specific **regulated entertainments** please note that:

- Plays: no licence is required for performances between 08:00 and 23.00 on any day, provided that the audience does not exceed 500.
- Films: no licence is required for 'not-for-profit' film exhibition held in community premises between 08.00 and 23.00 on any day provided that the audience does not exceed 500 and the organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.
- Indoor sporting events: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000.
- Boxing or Wrestling Entertainment: no licence is required for a contest, exhibition or display of Greco-Roman wrestling, or freestyle wrestling between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000. Combined fighting sports – defined as a contest, exhibition or display which combines boxing or wrestling with one or more martial arts – are licensable as a boxing or wrestling entertainment rather than an indoor sporting event.
- Live music: no licence permission is required for:
  - o a performance of unamplified live music between 08.00 and 23.00 on any day, on any premises.
  - o a performance of amplified live music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
  - o a performance of amplified live music between 08.00 and 23.00 on any day, in a workplace that is not licensed to sell alcohol on those premises, provided that the audience does not exceed 500.
  - o a performance of amplified live music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
  - o a performance of amplified live music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school or (iii) the health care provider for the hospital.
- Recorded Music: no licence permission is required for:
  - o any playing of recorded music between 08.00 and 23.00 on any day on premises authorised to sell alcohol for consumption on those premises, provided that the audience does not exceed 500.
  - o any playing of recorded music between 08.00 and 23.00 on any day, in a church hall, village hall, community hall, or other similar community premises, that is not licensed by a premises licence to sell alcohol, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance from a person who is responsible for the premises.
  - o any playing of recorded music between 08.00 and 23.00 on any day, at the non-residential premises of (i) a local authority, or (ii) a school, or (iii) a hospital, provided that (a) the audience does not exceed 500, and (b) the organiser gets consent for the performance on the relevant premises from: (i) the local authority concerned, or (ii) the school proprietor or (iii) the health care provider for the hospital.

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Licensing Act 2003  
**Premises Licence**

**1132**

LOCAL AUTHORITY	
	<p><b>Torbay Council</b> Licensing &amp; Public Protection Town Hall Castle Circus Torquay TQ1 3DR</p>

Part 1 - Premises Details

POSTAL ADDRESS OF PREMISES, OR IF NONE, ORDNANCE SURVEY MAP REFERENCE OR DESCRIPTION
<p><b>Hyde Dendy</b> 18 Esplanade Road, Paignton, Devon, TQ4 6BD.</p>

WHERE THE LICENCE IS TIME LIMITED THE DATES
Not applicable

LICENSABLE ACTIVITIES AUTHORISED BY THE LICENCE
<ul style="list-style-type: none"> <li>- an exhibition of a film</li> <li>- an indoor sporting event</li> <li>- a performance of live music</li> <li>- any playing of recorded music</li> <li>- a performance of dance</li> <li>- entertainment of a similar description to that falling within a performance of live music, any playing of recorded music or a performance of dance</li> <li>- provision of late night refreshment</li> <li>- the sale by retail of alcohol</li> </ul>

THE TIMES THE LICENCE AUTHORISES THE CARRYING OUT OF LICENSABLE ACTIVITIES			
Activity (and Area if applicable)	Description	Time From	Time To
B. Exhibition of films (Indoors)	Monday to Sunday	10:00am	1:00am
C. Indoor sporting event	Monday to Sunday	10:00am	1:00am
E. Performance of live music (Indoors & Outdoors)	Monday to Sunday Live music outside on the Terrace to cease by 10.00pm	10:00am	1:00am
F. Playing of recorded music (Indoors & Outdoors)	Monday to Sunday	10:00am	1:00am
G. Performance of dance (Indoors)	Monday to Sunday	10:00am	1:00am
H. Entertainment of a similar description to that falling within E, F, or G (Indoors)	Monday to Sunday	10:00am	1:00am
L. Late night refreshment (Indoors & Outdoors)	Monday to Sunday	11:00pm	1:00am
M. The sale by retail of alcohol for consumption ON and OFF the premises	Monday to Sunday	10:00am	1:00am



## ANNEXES

## ANNEXE 1

## MANDATORY CONDITION: WHERE LICENCE AUTHORISES SUPPLY OF ALCOHOL

- 1) No supply of alcohol may be made under the premises licence:-
  - (a) at a time where there is no 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/her 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.
- 3) (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).
- 4) The responsible person must ensure that free potable water is provided on request to customers where it is reasonably available.
- 5) (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.
- 6) 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

**ANNEXES continued ...**

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.

**Minimum Drinks Pricing**

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

(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 amount 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) “value added tax” means value added tax charged in accordance with the Value Added Tax Act 1994.

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

**MANDATORY CONDITION: EXHIBITION OF FILMS**

1) Where the film classification body is specified in the licence, admission of children must be restricted in accordance with any recommendation made by that body.

2) 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 condition applies to the film in question,

**ANNEXES continued ...**

admission of children must be restricted in accordance with any recommendation made by that licensing authority.

In the case of the aforementioned conditions

“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 (authority to determine suitability of video works for classification).

**MANDATORY CONDITION: DOOR SUPERVISION**

- 1) Where one or more individuals are carrying out security activities, each individual must be licensed by the Security Industry Authority.
- 2) But nothing in the aforementioned conditions requires such a condition to be imposed in respect of a) and b) and (b)(i) and (b)(ii)
  - a) in respect of premises within paragraph 8(3)(a) of Schedule 2 to the Private Security Industry Act 2001 (c. 12) (premises with premises licences authorising plays or films), are exempt.
  - b) In respect of premises in relation to:
    - i) any occasion mentioned in paragraph 8(3)(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), or
    - ii) any occasion within paragraph 8(3)(d) of that Schedule (occasions prescribed by regulations under that Act).
- 3) For the purposes of the aforementioned conditions:
  - a) “security activity” means an activity to which paragraph 2(1)(a) of that Schedule applies, and
  - b) paragraph 8(5) of that Schedule (interpretation of references to an occasion) applies as it applies in relation to paragraph 8 of that Schedule.

**ANNEXE 2**

**CONDITIONS CONSISTENT WITH THE OPERATING SCHEDULE**

**General**

1. The use of the smoking area and the re-entry of customers who have used it shall be supervised at all relevant times by a door steward who shall be positioned immediately outside the main entrance door.
2. The licence holder must ensure that all staff receive appropriate training regarding emergency and general safety precautions and procedures.
3. The licence holder must ensure that all staff are aware of their social and legal obligations and their responsibilities regarding the sale of alcohol.
4. Training records will be retained for at least 12 months and made available for inspection by officers of both the Licensing Authority and the Police.

**The Prevention of Crime and Disorder**

1. The premises shall liaise and co-operate with the responsible authorities.
2. A zero tolerance towards illegal drugs shall operate at all times.
3. Customers shall be encouraged to leave the premises in a quiet and orderly manner.
4. Premises must join and maintain membership of the Nitenet Radio Communications Scheme.
5. The external areas of the premises shall continue to be well lit.
6. Glasses will be regularly collected throughout the premises whilst trading.

**ANNEXES continued ...**

7. All full-time staff in premises selling alcohol after midnight shall be trained and hold, within three months of the commencement of their employment, BIIAB Level 1 Award in Responsible Alcohol Retailing or similar qualification.
8. When the premises are open for the sale of alcohol after midnight, in the absence of the DPS a suitably trained personal licence holder will be on duty.
9. Written authorisations of the DPS to all staff will be kept on their training records.
10. All staff will be made aware of the Ask for Angela/Clive Campaign or similar initiative. Posters will be displayed on the premises for customer awareness.
11. All patrons entering the ground floor premise (No 18) after 8pm must check any bag over 40 cm by 30 cm into the cloakroom.
12. SIA Licences will be checked using the SIA Company Licence Checker facility.
13. The premises maintains a Door supervisors policy. A copy of this policy shall be available for inspection on demand by a police officer, a police licensing officer or officers of the local authority.
14. The premises has a dispersal policy which will be reviewed regularly. A copy of this policy shall be available for inspection on demand by a police officer, a police licensing officer or officers of the local authority.
15. Premises will join and meet the standards of the Best Bar None scheme.
16. No alcohol shall be served in glass bottles after 23.00 hours from which it is intended or likely that a person shall drink.
17. From midnight there shall be a maximum of 60 people allowed in the designated outside area.

**Public Safety**

1. The necessary fire safety precautions shall be installed and maintained.

**The Prevention of Public Nuisance**

1. Any noise from the licensable activities provided shall be monitored in order to prevent nuisance.
2. The current noise limitation device installed within the premises must be used for all amplified live music and entertainment including karaoke. This device shall be regularly maintained to ensure the noise produced with the premises shall not be audible within any residential premises in the vicinity.
3. There shall be a written noise management plan regarding use of the beer garden after midnight and this shall be kept under review.
4. Noise or vibration shall not emanate from the premises such as to cause persons in the neighbourhood to be unreasonably disturbed. Noise from the premises shall not be audible within any dwelling with windows open for normal ventilation especially after 11pm. This shall be assessed from the boundary to the nearest residential properties, on all sides of the licensed premises. The criteria that shall be applied are:-
  - (i) Before 11pm - Noise emanating from the premises shall not be clearly distinguishable above other noise.
  - (ii) After 11pm - Noise emanating from the premises shall not be distinguishable above background levels of noise.
  - (iii) The local authority shall reserve the right in cases of tonal noise and where premises are attached to others, to make further assessments from within the residential property.
5. The volume of the amplified sound used in connection with the entertainment provided shall at all times be under the control of the Licensee/Management and the controlling mechanism shall be operated from a part of the premises not accessible to the public.
6. Prominent, clear and legible notices shall be displayed at all exits requesting the public to respect the needs of local residents and to leave the premises and the area quietly.
7. All doors and windows at the premises shall be kept closed during regulated entertainment to prevent noise breakout, except for access, egress and in cases of emergency.
8. Entrances with lobbies shall be fitted with automatic door-closers. The lobbies shall be in use throughout the time of

**ANNEXES continued ...**

entertainment.

9. Provision of mechanical ventilation and air conditioning system shall not allow noise breakout from the premises or cause a nuisance by its operation.
10. Regular maintenance shall be carried out on all plant and machinery to ensure that noise disturbance from such sources is kept to a minimum.
11. When the outside smoking area is used after midnight a SIA door steward shall be located in that area to ensure that patrons using the area do not behave in a manner which causes a nuisance to nearby residences.
12. A member of staff shall be designated to monitor the outside smoking area after midnight to ensure that any empty drinking vessels are cleared away promptly.

**The Protection of Children from Harm**

1. Non-alcoholic drinks shall be available.

**ANNEXE 3**

**CONDITIONS ATTACHED AFTER A HEARING BY THE LICENSING AUTHORITY**

**General**

1. All staff involved in the sale of alcohol after midnight at the premises shall be trained and hold, within three months of the commencement of their employment, the BIIAB Level 1 Award in Responsible Alcohol Retailing, or similar qualification.

**The Prevention of Crime and Disorder**

1. A CCTV system, capable of providing images of an evidential standard in all lighting conditions, particularly with regard to facial recognition, shall operate throughout the times the premises are open to the public, with monitors behind all bars and a recording system. All recordings must be kept for a minimum of 14 days, during which time the police shall have access and be provided with downloaded images within 7 days of any request.
2. Any identified defect in the CCTV system shall be logged at the premises and remedied as soon as reasonably practical. The Police Licensing Officer or Police Licensing Team shall be notified by email of all defects, the action required to rectify the situation and the time frame for such action within 24 hours of the defect being identified.
3. On any Friday and Saturday nights that the premises remain open for the sale of alcohol after midnight and then close after 0030 hrs, SIA door supervisors shall be employed on the premises from 2200 hrs until 30 minutes after the premises close, at a ratio of 2 stewards for the first 100 persons and one additional steward for each 100 persons thereafter. The Premises Licence Holder shall also carry out a risk assessment taking the layout of the premises and the proposed activity to be carried out into consideration to determine whether any additional stewards are required. (This condition shall also apply on Christmas Eve and New Years Eve when they do not fall on a Friday or Saturday). On all other occasions the Premises Licence Holder shall risk assess the requirement for door supervisors and employ such numbers, if at all, in such numbers and at such times determined by that risk assessment.
4. On every operational day that SIA door supervisors are required, then those stewards who are employed for front of house duties must wear yellow high visibility jackets for the entirety of their duty.
5. Written records of all SIA door stewards, including full name and full SIA badge number, shall be kept on the premises for at least 12 months and be available for inspection on demand by a police officer, a police licensing officer or officers of the local authority.
6. The DPS shall ensure that an Incident Book is kept on the premises and that all incidents are recorded therein on a daily basis. This record shall include the full names of all persons involved, if possible or practical to do so. The Incident Book shall be made available for inspection by a police officer, a police licensing officer or officers of the local authority on demand, and such records shall be kept at the premises for a minimum of 12 months.
7. The DPS must hold or completed the BIIAB National Certificate for Designated Premises Supervisors within 2 months of commencing employment at the premises.
8. A record of all staff training, including copies of all relevant BIIAB Certificates, shall be kept at the premises for a

**ANNEXES continued ...**

minimum period of 12 months and be available to the police or local authority licensing officers on demand.

9. A Personal Licence Holder shall be on duty at all times the premises sell or supply alcohol after midnight.
10. The Premises Licence Holder will ensure that the DPS or other nominated person shall attend at least two meetings of the Torbay Licensing Forum per calendar year, together with any other meetings arranged by the police in respect of high risk events.
11. The premises shall have a zero tolerance to controlled drugs and have a written drugs policy outlining what action will be taken in respect of individuals found in possession of drugs. A copy of this policy shall be retained on the premises and shall be made available for inspection by a police officer, a police licensing officer or officers of the local authority on demand.
12. The police shall be entitled to discuss any concerns regarding the management of the premises with the freeholders.
13. All drinks shall be served in toughened or strengthened glasses, or plastic/polycarbonate vessels, and no alcohol shall be served in glass bottles after 11 pm from which it is intended or likely that a person shall drink.
14. Where the new licensed area is open for the sale of alcohol after midnight and closes after 00.30 hours there shall be a minimum of 7 SIA door supervisors employed on the premises from 22.00 hours until 30 minutes after the premises closes. At all other times, the ratio of door stewards shall be as identified in condition 3 of Annex 3 of the current premises licence.

**Public safety**

1. A clicker system shall be in operation at the premises to ensure number capacity of the new licensed area to that of the current licensed area is maintained.
2. A queuing area shall be identified in the new licensed area and the current licensed area to ensure that those wishing to use the toilets do not cause an obstruction in the connecting corridor.
3. When the new licensed area is open, the maximum capacity in that area shall not exceed 150 patrons.

**The Prevention of Public Nuisance**

1. The Premises shall have a written noise management plan, in consultation with and agreed by, the Licensing Authority's Public Protection Officer.
2. The Premises noise management plan must be kept at the Premises and reviewed when appropriate to do so.
3. The Premises noise management plan must detail management policies and practices to control all aspects of public nuisance emanating from this premise and its patrons.
4. The placing of refuse, such as bottles, in receptacles outside the premises must not take place between 10 pm and 9 am to prevent disturbance to nearby properties.
5. That there shall be a written Noise Management Plan in place, in accordance with the findings of an up-to-date Noise Consultant report, and as agreed by the Licensing Authorities Public Protection Officer.
6. That the current gate leading from the premises, exiting on to Kernou Road shall be of a more solid structure and shall be converted to the height of the pillars currently in situ.

**The Protection of Children from Harm**

1. The premises shall operate a Challenge 25 Policy and any person who appears under the age of 25 shall be required to produce an approved form of photographic identification as outlined within the Torbay Council Licensing Statement of Principles.
2. That there shall be no under 18's permitted on the premises after 10 pm except for staff and those staff shall be permitted up until 11 pm only.

**ANNEXE 4**

**ANNEXES continued ...**

**PLANS**

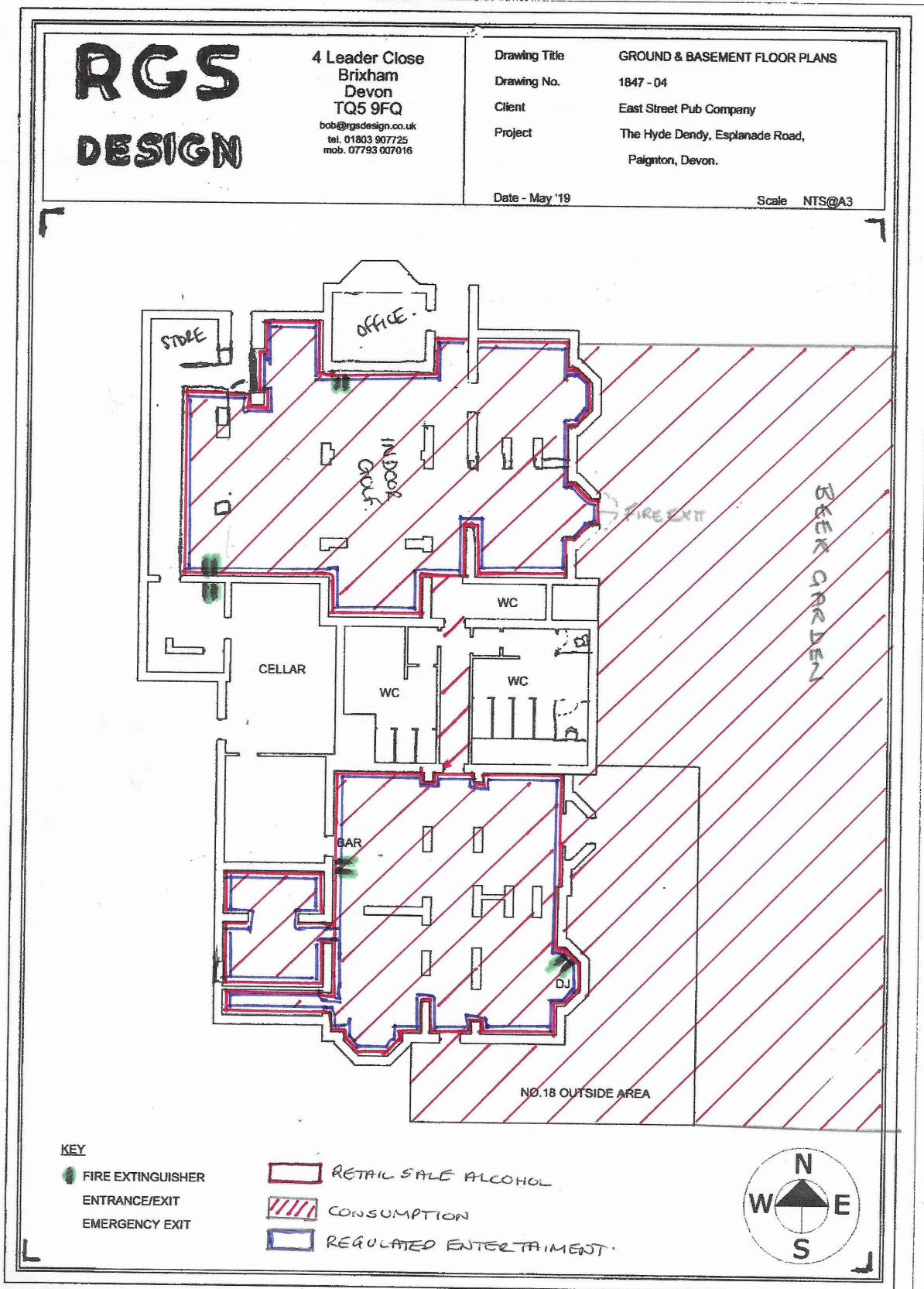
Copy attached to Licence.

# Historical Plan of Premises details for Hyde Dendy

Details entered: 25 March 2022 at 11:13 by Laura Wright  
 Date requested:  
 Date Received: **23/03/2022**  
 Appointment date:  
 Result:  
 Name:  
 Date commences:

Reason: **variation**  
 Appointment time:  
 Result Date:  
 Number:  
 Date expires:

Notes: Plan from SRU 268924 uploaded 05/04/24



FEB 2022

# Historical Plan of Premises details for Hyde Dendy

Details entered: 25 March 2022 at 11:13 by Laura Wright  
 Date requested:  
 Date Received: **23/03/2022**  
 Appointment date:  
 Result:  
 Name:  
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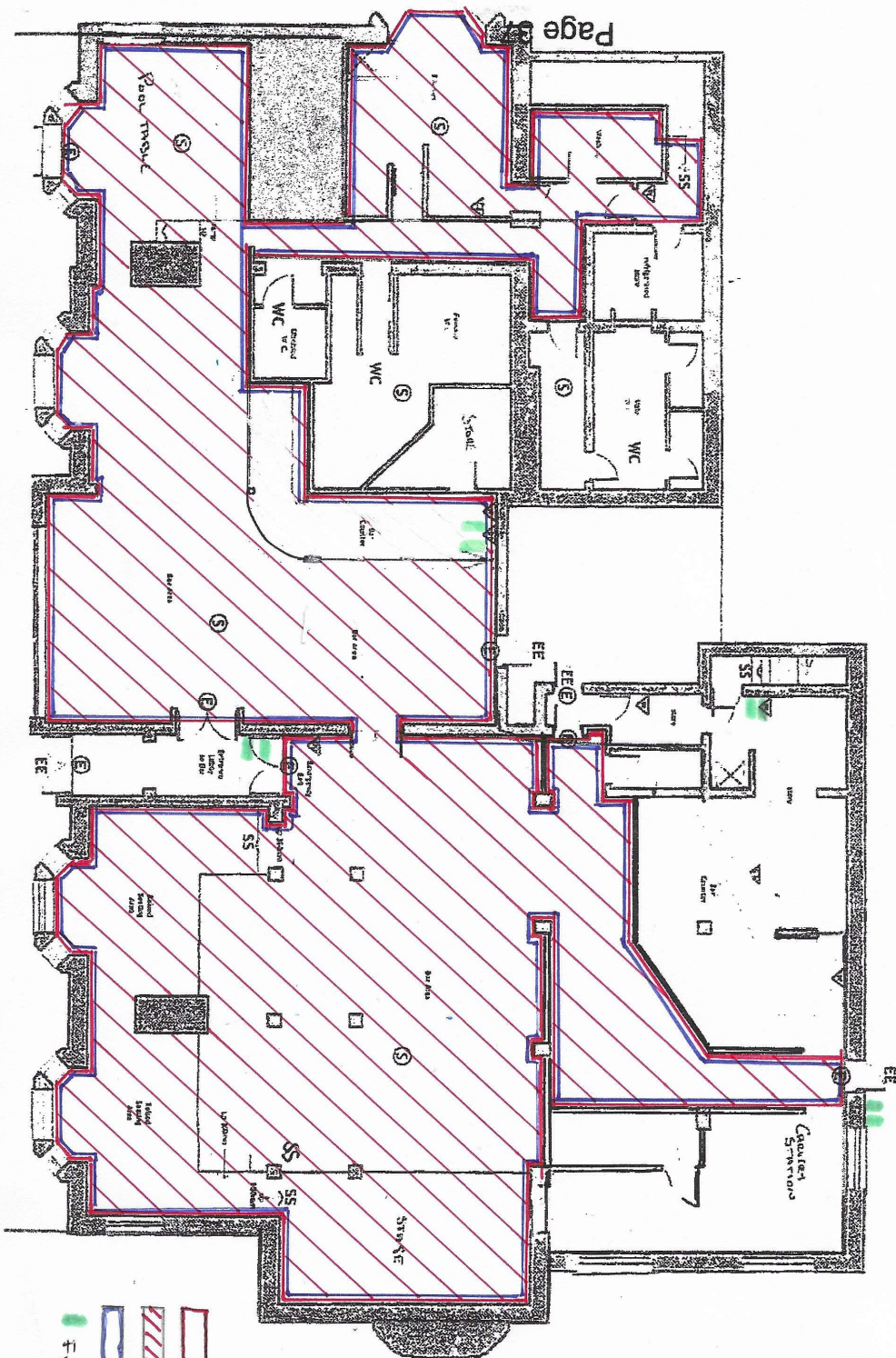
Reason: **variation**  
 Appointment time:  
 Result Date:  
 Number:  
 Date expires:

Notes: Plan from SRU 268924 uploaded 05/04/24

FEB 2022

1 night

MAIN BAR & RESTAURANT



- RETAIL SPACE
- RESTAURANT
- FIRE EXTINGUISHERS
- CONSTRUCTION
- REQU LATED ENTERTAINMENT

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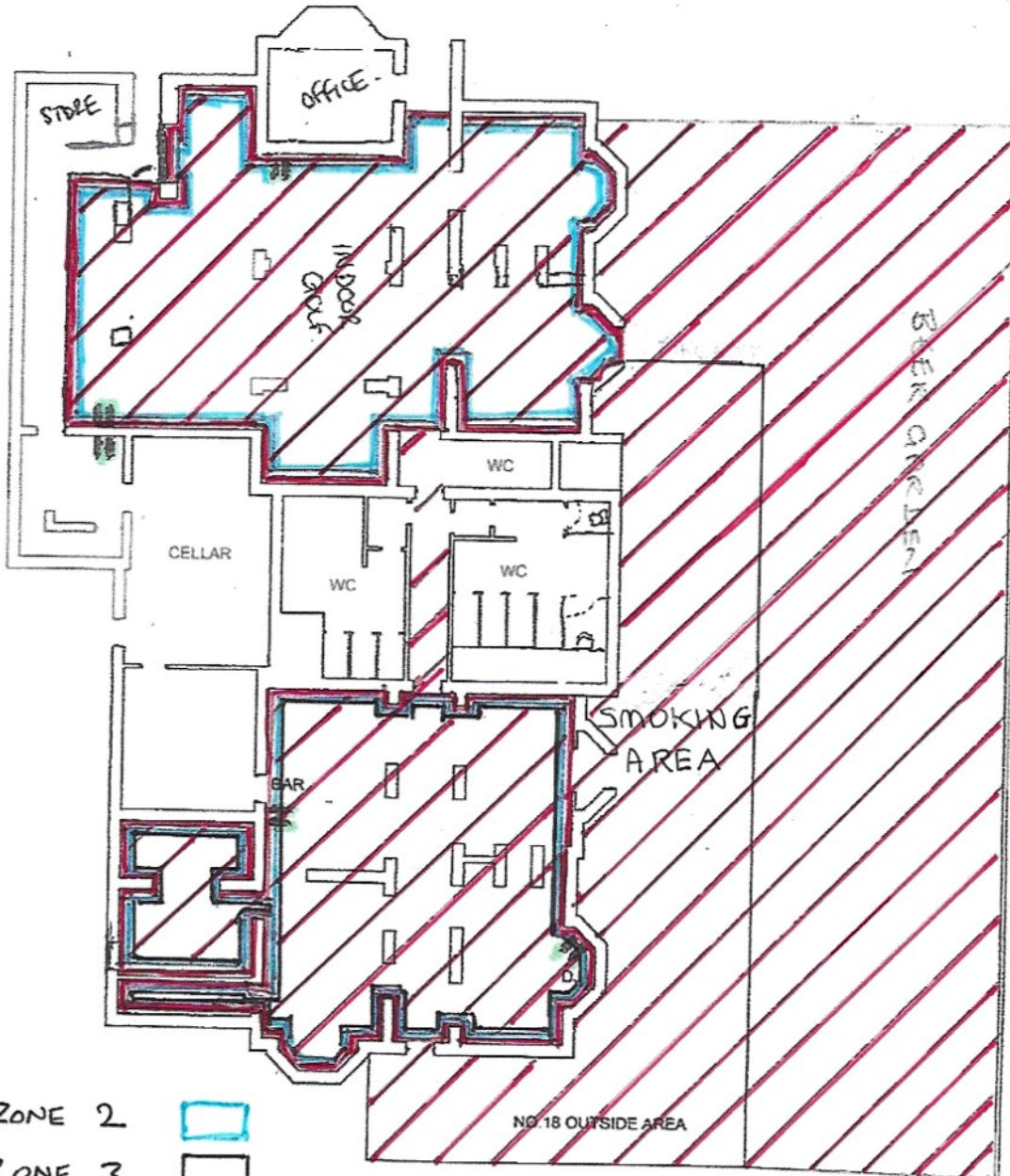
# RGS DESIGN

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Brixham  
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tel. 01803 907725  
mob. 07793 037016

Drawing Title: GROUND & BASEMENT FLOOR PLANS  
Drawing No.: 1847 - 04  
Client: East Street Pub Company  
Project: The Hyde Dendy, Esplanade Road,  
Paignton, Devon.

Date - May '19

Scale NTS@A3



ZONE 2  
ZONE 3

KEY

- FIRE EXTINGUISHER
- ENTRANCE/EXIT
- EMERGENCY EXIT

- ZONE 2
- ZONE 3
- CONSUMPTION
- REGULATED ENTERTAINMENT

RETAIL SALE ALCOHOL

CONSUMPTION

REGULATED ENTERTAINMENT





**Applicant**

[REDACTED] [REDACTED]  
[REDACTED] [REDACTED]  
[REDACTED] [REDACTED]  
[REDACTED] [REDACTED]  
[REDACTED] [REDACTED]  
[REDACTED] [REDACTED]

**Premises Details**

Name of premises/trading name Hyde Dendy  
Address 18 Esplanade Road  
Town or City Paignton  
County Torbay  
Postcode TQ4 6BD

**Application Page**

Regarding the following application I want to: Object

In what capacity are you applying? [REDACTED]

The prevention of crime and disorder Yes

Public safety Yes

The prevention of public nuisance Yes

Reason(s) for your representation This premises already opens until 1am and the noise of the people leaving the premises onto our road ( Kernou Road ) is extremely loud and goes on for a long period. On many occasions there has been drunk people arguing, fighting, being sick, urinating, singing, laughing or just talking really loud. This has a massive affect on our personal sleeping pattern as we are up for work at 6.30am every day but it also affects my children who go to school who are regularly disturbed and our paying guests at our guest house who obviously wanting a peaceful night sleep. If they are

**Application Page**

being disturbed on a regular basis from people leaving anytime from 1am until 3am then this will massively affect our business in respect to getting negative feedback from our guests who won't be returning due to noise and public disorder. I do believe the Hyde Dendy disperse their customers onto Kernou Road which is a residential road. Even if they close the entrance/exit onto Kernou Road the customers leave via the main entrance onto Esplanade road and walk down Kernou Road, which like i said is a residential road. Also customers leave their car park screeching down Kernou road with music blasting. If the licence was granted until 3am this would cause a significant issue on our business and personal life. The Hyde Dendy does not need to open until 3am. The premises is surrounded by residential properties. Its already a nuisance when customers leave at 1am but 3am would make our lives intolerable.

Is there any reason why you do not want your personal details to be passed on to the premises licens



**Document Upload & Standard declaration section**

I confirm I have read the representation guidance notes and agree that a copy of my representation w

Yes

Checking this box indicates you have read and understood the above declaration

Yes

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**EAST STREET**  
PUB COMPANY LTD

# **Dispersal Policy**

Hyde Dendy / Street Golf

# Dispersal Policy

## Hyde Dendy/ Street Golf

### Purpose

This policy is designed to provide guidance for the management and employees and set out the terms for the dispersal of customers from the premises.

The purpose of this policy is to set out the reasonable steps the premises will undertake to prevent unnecessary avoidable disturbance to residents, services and other businesses operating in the vicinity of the premises.

It is the stated intention of the premises to operate in a manner which causes the minimum impact from noise nuisance and anti-social behaviour from our customers to neighbours and other members of the public.

To this end all relevant staff will be trained in this policy and other appropriate skills to achieve an orderly and safe dispersal from the premises.

All staff are compelled by their contract of employment to comply with and actively implement this dispersal policy; where their job role includes these responsibilities.

It is the responsibility of the Designated Premises Supervisor to ensure that this policy is enforced at the premises and to regularly update the policy to meet the requirements of the business.

### Local co-operation

The premises will work in co-operation, where appropriate, with other premises in the area to ensure that local policies are co-ordinated.

The premises will, where practicable, work in partnership with Responsible Authorities to share information and best practice.

Where reasonably possible, the Premises will actively enrol in schemes such as area wide joint-radio systems, with the Police or other Responsible Authorities.

- Currently NiteNet
- Currently SWAN – Safety of Women At Night
- Currently Ask for Angela

## Dispersal

Dispersal shall take place through the front door of the premises onto Esplanade Road.

All conditions relating to dispersal included in the Premises licence will be enforced and relevant staff will be trained in these conditions, as well as the terminal hours and operating hours outlined on the premises licence.

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.

When the cloakroom is in operation and additional staff will also be allocated there to ensure people can collect their belongings as efficiently as possible as they are leaving the premises.

Any time the premises is open after midnight a Door Supervisor will be visible at the exit to control the dispersal, remind people to leave quietly and prevent patrons from re-entering the premises.

An announcement will be made at the end of the evening to encourage patrons to disperse gradually and to leave the area quietly.

Signage will be at each exit asking people to leave quietly and not to congregate outside or in the local area

Patrons attention will be directed to these signs as they leave

## Dispersal Routes in place from 01.00am



Evidence of side gate to Kernou road, secured at 01.00am.



Egress barriers in place and signage to encourage patrons to leave quietly.



Main exit to Esplanede Road.



Example showing a member of staff or door staff at the main exit encouraging patrons to leave to the right via town instead of the Kernou road exit and to keep noise levels to a minimum.

## **Door Supervisors**

Door Supervisors Licensed by the Security Industry Authority will be employed by the premises.

### **Door Supervisors will be tasked with:**

- On entry - 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 that they will be refused entry as a result.
- Door Supervisors must 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.

## **On Dispersal**

During the 'soft closure' period and 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 assist patrons leaving by advising them if they require information in a friendly and helpful manner. For example, where to get a Taxi, where they can get food or where the train station is. By providing this information it can encourage them to leave the immediate area more quickly.

Local taxi numbers will be available at the exit and taxi companies will be encouraged to pick up customers from the layby opposite the Hyde Dendy across Esplanade Road in front of the cinema. This location is away from residential streets.

\*Hyde Dendy has contacted local Taxi firms to ensure that any pick-ups are made from the layby opposite the main exit instead of the side exit on Kernou Road.

Door Supervisors will be easily identifiable. High visibility jackets will be worn providing greater awareness of their presence.

Patrons will be asked not to assemble or loiter outside the premises once they have left and will politely be reminded that those who do not comply may be refused entrance in the future if they fail to disperse.

All persons leaving will be directed to disperse along Esplanade Road or Torbay Road.

After 01.00 hours the gate will be securely closed at the exit from the beer garden to the car parking area leading onto Kernou Road.

## **Lighting**

Lighting (Internal) – The premises will turn on the House Lights 30 minutes prior to closing time, this coincides with the closing time of the bar.

Turning the house lights on is a clear indication to patrons that the premises is in the process of closing and generally encourages patrons to leave gradually over the following 30 minutes. There is a distinct advantage to patrons leaving of their own free will as they are much more likely to leave and disperse, then if they are asked to do so.

Lighting (External) – External lighting should be sufficient for patrons to leave the premises safely. External lighting will be regularly reviewed to ensure it is not a cause of nuisance to neighbours.

## **Smoking Area**

The Premises operates a controlled smoking area (Retaining Area) at the front of the property.

The maximum number of patrons permitted in the smoking area at any one time is restricted to 60, after midnight. The number of people using the smoking area will be controlled by a Door Supervisor to ensure that the maximum number is not exceeded at any time.

The smoking area is specifically for smokers after 01.00 hours and no drinks, glasses or bottles will be permitted in this area. Once patrons have finished smoking they should be directed back inside the premises to reduce the noise generated outside the premises.

The smoking area will be closed 30 minutes prior to the closure of the premises and at the same time the bar is closed. This will mean that anyone wishing to smoke must leave the premises and no re-entry is permitted after this time. Patrons leaving the premise to use the smoking area within 45 minutes of the closure of the premises will be advised of this and a notice will be displayed in the smoking area.

## **Cloakroom**

Patrons shall be reminded by way of notices that collecting items left in the cloakroom prior to the end of the night may allow them to avoid queues at the end of the night. This in turn will lead to some people dispersing in a more orderly way and being less frustrated if they leave having had to queue for a period of time to retrieve their coats and bags. Additional staff will be allocated to the cloakroom as appropriate at the end of the session to reduce waiting times.

## **Music & Entertainment**

The music will be turned off 30 minutes prior to the premises closing. This advises patrons that the premises is closing and also allows them to finish their drinks in a quiet environment; this in turn will reduce the noise patrons make when they leave. Patrons who leave a loud premises will naturally talk more loudly once they leave, thus the potential for nuisance is greater.

- Patrons will be notified by announcement of 'Last Orders' giving the 15 minutes to purchase a last drink if they wish to do so.
- 'Time' will then be announced when the bar closes.
- Once 'Time' has been announced the smoking area will be closed, people still smoking should be allowed to finish their cigarette, but no further people should be admitted to the area.
- After 'time' has been called, staff cleaning and collecting glasses will start politely asking people to finish their drinks. Doing this in a polite individual manner, rather than shouting at the whole bar, is likely to have a more positive effect.
- 30 Minutes after 'Time' has been called, everyone should have left and dispersal as described earlier in this policy should be underway.
- The music will not be turned back on by staff for their own entertainment while cleaning the premises, once customers have left the premises.



**EAST STREET**  
PUB COMPANY LTD

# **Door Supervisor & Staff**

## Policy

# Door Supervisors Policy and Staff Guide

## Introduction

All door supervisors and staff are expected to be friendly, professional and welcoming to all customers as they enter and exit the premises. i.e no hands in pockets, on phones, smoking / vaping.

On every operational day that SIA Door Supervisors are required, then those stewards who are employed for front of house duties must wear high visibility jackets for the entirety of their duty.

Written records of all SIA door stewards, including full name and full SIA badge number, shall be kept on the premises for at least 12 months and be available for inspection on demand by a police officer, a police licensing officer or officers of the local authority.

## Main Duties of a Door Supervisor

One of the main duties of a Door Supervisor is to check the suitability of people coming into the venue.

This will involve judging whether a person is too drunk and may be a danger to themselves or others. The door supervisor will also need to check whether people entering the premises are of the correct legal age, and whether they're carrying weapons or harmful substances.

In response to this, a Door Supervisor's job is to refuse entry to anyone considered unacceptable.

### **Other duties are:**

- Dealing with any conflict between patrons
- Restraining and escorting people out of the venue if required
- Dealing with any emergencies
- Supervising people as they enter or leave the building
- Monitoring potential pinch points within the venue
- Co-operating with the police, first aiders and management.
- On dispersal, direct all patrons to leave onto Esplanade Road and guide them right towards the town and the taxi rank.

Radio equipment is used so that each can keep in contact should assistance be required. Hyde Dendy is a member of the Nitenet Radio Communications Scheme.

Challenge 25 Policy and any person who appears under the age of 25 shall be required to produce an approved form of photographic identification as outlined within the Torbay Council Licensing Statement of Principles.

**No persons under the age of 18 years shall be on the premises after 2200 hours** except when attending a private party in a function room at the premises, when that part of the premises is not open to the general public. **Including off duty staff**

## **Searching people and bags**

Random searches will be carried out, it could be that a person is carrying a concealed weapon like a knife, so it is important to be as thorough as possible. Entry will be refused to anyone who refuses a search. **Searches must be conducted in a decent manner and with respect to the individual.**

**If substances or weapons are found the door supervisor should:**

- Contact management
- Confiscate the items found
- Contact the police if deemed necessary, (although your manager will often make this decision)
- Provide an incident report after the event

The premises shall have a zero tolerance to controlled drugs and have a written drugs policy outlining what action will be taken in respect of individuals found in possession of drugs. A copy of this policy shall be retained on the premises and shall be made available for inspection by a police officer, a police licensing officer or officers of the local authority on demand.

All drinks shall be served in toughened or strengthened glasses, or plastic/polycarbonate vessels, and no alcohol shall be served in glass bottles after midnight from which it is intended or likely that a person shall drink.

**WE ENFORCE 11PM NO BOTTLE POLICY**



**EAST STREET**  
**PUB COMPANY LTD**

# **Drugs**

## Policy

# Drugs Policy

## Introduction

All customers and staff must follow the law when it comes to illegal drugs. This policy will apply to all users of the premises.

## Definition of Drugs:

For the purpose of this policy the term “drug” will include all mood-altering substances, both legal and illegal and involve substances such as:

- Tobacco
- “Over the counter” medicines such as paracetamol, anti-histamines, cough medicines etc.
- Prescribed drugs such as antibiotics, inhalers, painkillers etc.
- Volatile substances such as aerosols, glues, petrol, cigarette lighter fuels etc.
- Products and substances sold online and in “headshops” that cause intoxication.
- Controlled drugs such as cannabis, ecstasy, amphetamines, magic mushrooms, cocaine, heroin etc.

## Aims and Objectives:

The aim of this policy is to ensure that customers and staff are kept safe from drug-related harm when within the premise.

### **Our objectives are:**

- To develop a consistent approach to drug-related problems.
- To develop procedures and rules related to drug-related problems within the premise.
- To establish clear procedures for managing specific incidents of suspected drug misuse.

## List of Actions

Managers, Bar staff and SIA (Security Industry Authority) Licensed Door Supervisor will ensure the following actions take place:

- Cigarette smoking and “Vaping” will only be allowed in the beer garden and premises designated smoking area.
- Any person who is drunk or believed to be incapacitated due to the misuse of any drug will not be allowed to enter the premises.
- Disorderly conduct will not be permitted on the premises.
- A drunk or disorderly person must leave the premises when requested to do so by staff or an SIA Licensed Door Supervisor.
- Illegal drugs and “legal highs” are not permitted on the premises.

**All staff can help prevent drug-related harm from occurring within the premises.**

## **Staff**

- Will be made aware of the details of and must adhere to East Street Pub Company Drugs Policy (this document).
- Must report any deviance from this policy to the designated premises supervisor, manager or premises licence holder
- All relevant information, paraphernalia or suspected substances found or received will be forwarded to the Manager who will consult with the necessary parties before taking relevant action based upon this policy.

## **Protocol for dealing with drug misuse**

East Street Pub Company will endeavour to respond to all drug-related incidents in a firm but fair manner, with due respect for the safety and welfare of individuals involved, other customers and the wider community and will also fulfil any legal obligations that might apply.

## **Outline of Restrictions**

The misuse or supply of illegal drugs and “legal highs” is viewed as unacceptable and is punishable by expulsion and barring.

## **Reporting of Incidents**

Alleged or confirmed incidents in breach of this policy will be referred to the Manager, designated premises supervisor and premises licence holder.

## **Recording of Information**

Information regarding alleged or confirmed incidents in breach of this policy will be recorded in writing. The recording of factual information is preferable and all opinions must be stated as such. Responses to cases must also be recorded in this way. Only in confirmed cases will the names of individuals be recorded.

## **Confidentiality**

While it is not possible to guarantee, every effort will be made to respect confidentiality.

## **Police Involvement**

Incidents that involve the illegal supply of drugs will require Police involvement. In all other drug-related incidents each case will be considered on an individual basis and the decision will rest with the manager, designated premises supervisor or an SIA Licensed Door Supervisor as to whether or not the Police are involved.

## **Search**

Random searches of persons and bags will be conducted on entry to the premises by SIA licensed door supervisors. If illegal drugs and “legal highs” are found they will be seized and deposited in the drug safe.

Both the manager, designated premises supervisor and an SIA licensed Door Supervisor retain the right to direct a search of any part of premise if there is reasonable cause to believe a substance in breach of this policy is contained therein.

Either the manager or the designated premises supervisor and an SIA licensed Door Supervisor will conduct the search. Where there is reasonable cause to believe a person has in their possession a substance in breach of this policy, whether he/she is in an inaccessible area (e.g. toilets) or not, he/she will be asked to volunteer the substance. If he/she refuses, the Police may be called in to conduct a search.

## **Disposing of suspected illegal substances**

If a suspected illegal substance is found on premise it will be brought to the attention of the manager or designated premises supervisor. The substance will be stored securely in a drug safe. One key will be held by the Manager and the second by the Police. The safe can only be opened when both parties are present and the drugs are passed to the police for disposal. At no time will a suspected illegal substance be removed from premise without the knowledge of the Police.

## **Availability, use and storage of solvents and gases**

Many solvent-based products have the potential to be abused (e.g. deodorants, paints, thinners, cleaning fluids etc). All solvent based materials and gases will be stored securely and safely away from public access.

## **Monitoring and Evaluation**

This policy remains in force at all times and during all activities conducted with the support of the Police. This policy will be evaluated annually and after every drug-related incident. This policy will come into effect on the issue of the premises licence and will then be reviewed and if required updated annually.

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