

## **Antrobus, Lisa**

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**Subject:** FW: Additional information to circulate for the Harbour Light Hearing  
**Attachments:** 7207 Noise Impact Assessment Harbour Light 7-9-19.pdf  
**Importance:** High

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**From:** Matthew Phipps  
**Sent:** 09 December 2019 13:21  
**To:** Guy, Mandy <Mandy.Guy@torbay.gov.uk>  
**Cc:** Martin, Karl <Karl.Martin@torbay.gov.uk>  
**Subject:** Terrace plan / policy

Mandy as promised, a couple of things to add to the agenda at next week's hearing please  
Matthew

Terrace plan / policy

### **Policy aim**

The purpose of this policy is to set out procedures and expectations for managing customer dispersal at the Harbour Lights. The policy further aims to ensure that customer dispersal from the rear terraces is achieved in such a way that does not undermine the licensing objectives as set out in the Licensing Act 2003.

This document is intended to use by the Harbour Lights and St Austell Brewery and staff. This document may be added to from time to time at the discretion of St Austell Brewery, as improvements to existing practice are identified and implemented on an operational basis.

A copy of this policy will be kept available at the premises and made available for inspection by staff members, customers and properly authorised responsible authorities on reasonable request.

### **Access**

The rear terrace shall not be accessible to customers after 9.00pm.

To comply with these key restrictions we will:-

Cordon off the external seating area to the rear from 9.00pm until close of business daily so that it cannot be used by customers.

Ensure that gates are locked and the area remains cordoned off until reopening the following morning.

Requiring customers to depart the external rear terrace by 9.00pm.

From 8.30pm staff will ensure that no further sales are permitted to be taken to this area and from 8.30pm no waiter/waitress service shall be available in the rear terrace.

From 8.30pm staff will be directed toward glass collecting and respectful reminders to customers to depart the area by 9.00pm (whenever customers occupy that space).

When gates locked, lights shall be turned off (but any CCTV coverage will be maintained until closing).

### **Signage**

Display appropriate signage at exit from the premises requesting customers be mindful of local residents and leave the restaurant and area quietly.

Notices shall be prominently displayed at any area used for smoking requesting patrons to respect the needs of local residents and use the area quietly.

## **Training**

Training all front of house staff members in relation to the licensing objectives and any conditions appended to the premises licence.

## **Taxis**

Encourage any customers seen to be waiting for taxis to wait inside the premises rather than outside.

Have available at least one local taxi number for use by customers should they need it.

Remind any taxis called by the premises not to use their horns on arrival but instead to come into the premises or telephone the restaurant to collect their fare.

## **Telephone**

Have available and staffed at all times in the premises open to the public a telephone number that local residents and businesses can call to sight any concerns about dispersal or customer behaviour.

## **Staff**

St Austell recognise there is also potential for disturbance from staff members leaving the premises. This is a lower risk than the potential for disturbance from customers but is managed in such a way so as to ensure the licensing objectives are promoted at all times. We do this by:-

- Reminding staff members, through the use of notices and email reminders, of the need to leave the premises quickly and quietly.
- Ensuring that any staff members being collected from the premises do so departing the front of the premises and do so away from the rear terraces and the residential amenity nearby.
- Making sure that a copy of this policy is available at the premises at all times for staff members to read.
- Ensuring that all staff members have read and understood this policy as part of their induction training.

## **Ejection**

An ejection policy is to be used by staff and management to understand what is expected of them in given circumstances where it may be necessary to remove a customer from the premises or, perhaps, from the external terrace.

The policy is to be read and understood by all staff involved in the sale of alcohol.

The following are some of the common reasons for needing to ask a customer to leave:-

- Intoxication;
- Bad behaviour;
- Violence or threats of violence;
- Inflammatory language; and
- Suspected use of drugs.

## **Supervisor**

When the outside area is likely to be busy, in particular Thursday, Friday and Saturday evenings during hot sunny weather, the duty manager will appoint a single person to supervise the rear terrace from 5pm onwards.

The supervisor will be instructed that their primary duty will be the supervision of the outside area until it closes or unless for any other reason it is empty (such as bad weather forcing all or most guests inside).

The supervisor will also be responsible for keeping the outside area tidy of glass, crockery (etc).

The supervisor may be given additional roles and responsibilities that are located outside as required.

In the event of any complaint being received from residents or officers this will be dealt with immediately by a member of the management team and the details recorded in writing.

## Complaints

A complaints record book will be collated and a record will be kept at all times (complaints relating to the promotion of the licensing objectives). This will be regularly reviewed by the management team to identify any recurring incidents.

All management team will be effectively trained on how to deal with complaints and accurate record keeping.

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