

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

## **The Sundae Club**

### **a) General – All four Licensing Objectives**

The premises is owned by Coventry City Council and Coombe Abbey Park Limited. As such best practice from these organisations will be embedded.

The DPS and Premises license holder fully understand their roles and responsibilities concerning the four licensing objectives and will take full responsibility for ensuring staff are appropriately trained and measures and conditions implemented.

A record of staff training will be maintained and can be made available to Responsible Authorities upon request.

CCTV will be in operation which will be monitored remotely by Coventry City Council. Footage will be stored for 28 days and can be made available to the police within 48 hours upon request.

Signage will be displayed advertising that CCTV is in operation.

Please see below.

### **b) The prevention of crime and disorder**

Annual training will be given to staff to cover things like how to deal with difficult situations, the Challenge 25 policy, when not to serve customers, zero tolerance toward unacceptable behaviour and ensuring a quiet and orderly departure of guests.

CCTV will be in operation which will be monitored remotely by Coventry City Council. Footage will be stored for 28 days and can be made available to the police within 48 hours upon request. Signage will be displayed advertising that CCTV is in operation.

No glass will be used to serve beverages.

A barrier will be placed around the outdoor seating area of the premises preventing people other than customers from sitting there.

Any events at the War Memorial Park will be the subject of a separate risk assessment to determine the risk posed and the level of SIA presence required. When employed, a register of SIA door staff shall be maintained at the premises and shall include the identity of each member of door staff, their SIA registration number and the dates and times the door staff are on duty.

All customers who look under the age of 25 shall be challenged when purchasing alcohol to prove their identity with only valid forms of identification accepted.

A refusals log will be kept and maintained at the premises and will be made available to Responsible Authorities on request. A customer dispersal policy will be in place for customers leaving the premises. People who appear to be drunk or under the influence of drugs will be asked to leave the premises.

### **c) Public safety**

Risk Assessments will be completed to ensure a safe environment for customers and colleagues alike. There will be regular testing of the Fire Alarm and measures in place to maintain a fully functioning system. Training programmes will be provided to all staff to be aware of their responsibilities in the event of fire / emergency. Independent audits on both Health & Safety and Food Hygiene will be carried out.

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Any events at the War Memorial Park will be the subject of a separate risk assessment to determine the risk posed and the level of SIA presence required. When employed, a register of SIA door staff shall be maintained at the premises and shall include the identity of each member of door staff, their SIA registration number and the dates and times the door staff are on duty.

All customers who look under the age of 25 shall be challenged when purchasing alcohol to prove their identity with only valid forms of identification accepted.

A refusals log will be kept and maintained at the premises and will be made available to Responsible Authorities on request. A customer dispersal policy will be in place for customers leaving the premises. First Aid training will be given to staff. An incident and accident book will be maintained and will be available for inspection by Responsible Authorities upon request. People who appear to be drunk or under the influence of drugs will be asked to leave the premises.

### **d) The prevention of public nuisance**

CCTV will be in operation and monitored by Coventry City Council. Footage will be stored for 28 days and can be made available to the police within 48 hours upon request. Signage will be displayed advertising that CCTV is in operation.

No glass will be used to serve beverages.

A barrier will be placed around the outdoor seating area of the premises preventing people other than customers from sitting there.

Recorded and any occasional live music will only be played as background music and at low volume during the café's daytime opening hours.

Any events at the War Memorial Park will be the subject of a separate risk assessment to determine the risk posed and the level of SIA presence required. When employed, a register of SIA door staff shall be maintained at the premises and shall include the identity of each member of door staff, their SIA registration number and the dates and times the door staff are on duty.

All customers who look under the age of 25 shall be challenged when purchasing alcohol to prove their identity with only valid forms of identification accepted. A refusals log will be kept and maintained at the premises and will be made available to Responsible Authorities on request. A customer dispersal policy will be in place for customers leaving the premises. People who appear to be drunk or under the influence of drugs will be asked to leave the premises.

### **e) The protection of children from harm**

All customers who look under the age of 25 shall be challenged when purchasing alcohol to prove their identity with only valid forms of identification accepted. Annual training will be provided to staff on the Challenge 25 policy.

As a venue owned by Coventry City Council, staff will be provided with appropriate training to create a safe environment for all including training to raise awareness of adults trying to purchase alcohol on behalf of children/young people and to remain vigilant.

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People who appear to be drunk or under the influence of drugs will be asked to leave the premises.