



MANCHESTER
CITY COUNCIL

Licensing Act 2003 model conditions

The conditions on a premises licence or club premises certificate set the parameters within which premises can lawfully operate. Conditions are attached to licences and certificates in three ways:

1. There are mandatory conditions, as set out in the Licensing Act 2003, stipulated on all licences and certificates.
2. Applications for new premises licences or club premises certificates, as well as variations, must include a completed operating schedule that is translated into conditions on any licence or certificate granted.
3. Once the application is made, where relevant representations have been made by the Responsible Authorities (such as the police, Environmental Health and Trading Standards, or other parties such as local residents), the licensing authority may impose such conditions it considers appropriate for the promotion of the licensing objectives.

These model conditions are intended to provide a consistent approach for all parties by specifying appropriate conditions that could be included on any licence or certificate granted; this could be by the applicant in designing the operating schedule, by other parties in seeking to address concerns associated with the application, or ultimately, by the licensing authority when imposing conditions considered appropriate for the promotion of the licensing objectives.

The model conditions are aligned to the Standards Expected of Licensed Premises as set out at Key Factor 4 of the Council's Statement of Licensing Policy. All relevant standards are expected to be addressed through the operating schedules and it is the Council's policy that the licensing authority will attach conditions in line with the standards where appropriate and proportionate to promote the licensing objectives.

Those policy standards will not automatically apply in every case and the model conditions should not be regarded as standard conditions that apply in all cases. They should be tailored as appropriate to the size, type, location and characteristics of – and activities taking place at – the premises concerned. Where a condition includes any content in [pink text and bracketed], a number denoted by [XX] or a time denoted by [XX:XX], these variable details should be completed accordingly.

The model conditions are not constrained to only addressing the issues they are listed against, and it is recognised that some conditions may be relevant to other matters. The conditions are not intended to be, nor can they be, an exhaustive list, and they do not restrict the ability of any party to propose, or the Committee to impose, any reasonable or proportionate condition they consider appropriate for the promotion of the licensing objectives.

For any comments in relation to the use of these model conditions, please contact the Licensing Unit at premises.licensing@manchester.gov.uk

Prevention of crime and disorder (CD)

Policy reference: CD1 Implementation of effective security measures at the premises

Issue to be addressed	Appropriate conditions
There should be a defined policy that documents the security measures in place for the premises.	The premises licence holder will arrange for a crime prevention audit to be conducted by Greater Manchester Police or independent company approved by the licensing authority, and the recommendations of the audit shall be implemented within three months.
A defined policy should ensure a consistent approach and explain the standards expected of staff.	All staff shall be briefed and be aware of their responsibilities and relevant company operating procedures before they commence paid duty at the premises.
It is expected that premises hold security review meetings on a regular basis to help identify and resolve issues and ensure that staff are fully aware of important issues. Relevant issues could include the prevention of thefts, or identifying problematic individuals.	The premises licence and/or Designated Premises Supervisor (DPS) shall carry out reviews of security incidents at the premises. Such reviews shall be documented and conducted at least [monthly] [quarterly] and include details of any remedial action identified and implemented. Copies of the security review shall be made available upon inspection by a responsible authority, police officer, or authorised officer.

Policy reference: CD2 The effective management of queues outside the premises

Issue to be addressed	Appropriate conditions
Queues should be managed effectively to prevent any nuisance or disorderly behaviour.	<p>The designated queuing area shall be enclosed within appropriate barriers to ensure that the footway is kept clear.</p> <p>Any queue to enter the premises that forms outside the premises shall be kept orderly and supervised by licensed door supervisors to ensure that there is no public nuisance or obstruction to the public highway.</p> <p>Queuing outside the premises shall be restricted to a designated area located at [specify location].</p>

Policy reference: CD3 The control of entry to and exit from the premises, including assessing the need for door supervisors

Issue to be addressed	Appropriate conditions
<p>Consideration should be given to how capacity will be controlled and how already drunk or disorderly individuals will be prevented from being admitted.</p>	<p>Any person who appears to be intoxicated or who is behaving in a disorderly manner shall not be allowed entry to the premises.</p> <p>A Clubscan/IDSCAN or similar system shall be operated at the premises. All persons entering the premises must provide verifiable ID and record their details on the system.</p>
<p>The need for security staff will be determined by documented risk assessment. Where door supervisors are provided, it is expected that licensees have consideration of the following:</p> <p>High-visibility identification – It is expected that door supervisors shall be easily identifiable by wearing high-visibility clothing.</p> <p>Appropriate number of staff – Door supervisors should be employed at specified times with regard to the individual circumstances of the premises. The need for door staff should also be regularly reviewed and risk-assessed, and appropriate security employed.</p>	<p>The premises licence holder shall ensure that the provision of door supervisors at the premises is appropriate to ensure the safe control of the premises, and shall review this on a regular basis and upon request from GMP.</p> <p>All staff engaged outside the entrance to the premises, or supervising or controlling queues, shall wear high-visibility [jackets or vests] [armbands].</p> <p>A minimum of [2] Security Industry Authority SIA-licensed door supervisors shall be on duty at the entrance of the premises at all times while it is open for business.</p> <p>Door supervisors shall be employed at the ratio of [XX] door supervisor for every 100 customers (or part thereof).</p> <p>At least [XX] female door supervisor(s) shall be on duty at the premises at such times as door supervisors are required to be provided.</p> <p>When the premises are carrying on licensable activities after [XX:XX] hours, at least [XX] registered door supervisor(s) is(are) to be on duty at each door used for entry or exit.</p>
<p>The role of door supervisors in ensuring effective dispersal of patrons from the premises at the end of the night – Door supervisors should be instructed to encourage persons leaving the premises to do so without causing disturbance and in an orderly fashion.</p>	<p>A minimum of [XX] SIA-licensed door supervisors shall be on duty at the exit from the premises to ensure orderly dispersal from [XX] hours until the area immediately outside the premises is clear of customers at the close of business.</p>
<p>SIA Approved Contractor Scheme companies.</p>	<p>Any door supervisors on duty at the premises must be supplied by an SIA-Approved Contractor Scheme company</p>
<p>Holding security briefings at the start and end of duty.</p>	<p>All door supervisors shall be briefed on their responsibilities and relevant company operating procedures before they commence duty.</p>

Policy reference: CD3 The control of entry to and exit from the premises, including assessing the need for door supervisors

Issue to be addressed	Appropriate conditions
<p>Maintaining a register of door supervisors on duty on any occasion they are employed at the premises.</p>	<p>An incident log (which may be electronically recorded) shall be kept at the premises for at least six months, and made available on request to GMP or an authorised officer of the licensing authority, which will record the following incidents including pertinent details:</p> <p>(see CD9 for full condition)</p> <p>(k) the times on duty, names and the licence numbers, of all licensed door supervisors employed by the premises.</p>

Policy reference: CD4 Operation of a documented policy in respect of searching patrons entering the premises

Issue to be addressed	Appropriate conditions
<p>The need for searches will be determined by risk assessment.</p>	<p>The premises licence holder and/or DPS shall carry out a documented risk assessment on the need for searching patrons entering the premises. The risk assessment shall be reviewed regularly and no less than every six months.</p>
<p>Any search policy is expected to include provision for the following circumstances:</p>	<p>A written policy that aims to prevent customers or staff bringing illegal drugs, weapons or other illegal items onto the premises at any time shall be in place and operated at the premises.</p>
<p>a. Records maintained of searches and seized items – Records should be maintained of any searches where prohibited items are seized and removed. Records should be made available to the police.</p>	<p>An incident log (which may be electronically recorded) shall be kept at the premises for at least six months, and made available on request to the police or an authorised officer of the licensing authority, which will record the following incidents including pertinent details:</p> <p>(see CD9 for full condition)</p> <p>(e) seizures of drugs, offensive weapons, fraudulent ID or other items.</p>
<p>b. Circumstances under which searches will be conducted – Risk assessments should be conducted to consider when searches are appropriate.</p>	<p>A clearly visible notice shall be placed at each entrance to the premises advising those attending that it is a condition of entry that customers agree to being searched and that the police will be informed if anyone is found in possession of controlled substances or weapons.</p>
<p>c. Location of where searches will take place – Areas should be covered by CCTV and not be in isolated areas.</p>	<p>All persons entering or re-entering the premises shall be searched by an SIA-trained member of staff [in an area monitored by premises CCTV].</p>

Policy reference: CD4 Operation of a documented policy in respect of searching patrons entering the premises

Issue to be addressed

Appropriate conditions

- d. Use of detection devices to detect weapons and drugs and when and where they will be used – Consideration for appropriate detection devices should be risk-assessed and employed as appropriate.
- e. Putting procedures in place for the seizure and retention of recovered drugs and other prohibited items – Items recovered should be kept in a secure location and the police notified.

No patron shall be admitted or readmitted to the premises after [XX:XX] hours unless they have passed through a metal detecting search arch and, if the search arch is activated or at the discretion of staff, been physically searched in accordance with a procedure agreed with Greater Manchester Police, which will include a 'pat down search' and a full bag search.

There shall be a policy agreed with Greater Manchester Police for the premises relating to illegal drugs, weapons or other prohibited items found on persons attempting to enter or on the premises.

Policy reference: CD5 Operation of a documented policy for searching the premises building

Issue to be addressed

Appropriate conditions

The premises should have a documented policy that includes searches before the premises open, during hours of operation and at closing.

The DPS and/or a nominated member of staff shall carry out searches of the premises before the premises open, during hours of operation and at closing. Any relevant items recovered, eg. illegal drugs, lost property, shall be managed accordingly in accordance with company procedures.

Policy reference: CD8 Use of Nitenet radio service at the premises

Issue to be addressed

Appropriate conditions

Late-night premises in the city centre are expected to consider subscribing to the Nitenet System.

The Nitenet radio link shall be operated [from [XX:XX] hours until the premises have closed] [at all times the premises are open to the public]. The radio shall be kept in good working order, operated by a responsible member of staff and used to report incidents of crime and disorder to the CCTV control room and other radio users.

Policy reference: CD9 Implementation of documented reporting procedures at the premises

Issue to be addressed	Appropriate conditions
<p>Important and relevant incidents that occur at the premises should be recorded. Such records should be made available upon request by a responsible authority. Recordable incidents could include:</p> <ul style="list-style-type: none"> - Accidents - Lost and found property - Refused sales of alcohol - Thefts - Banned and ejected persons - Other incidents - Injuries - Allegations against staff. 	<p>An incident log (which may be electronically recorded) shall be kept at the premises for at least six months, and made available on request to the police or an authorised officer of the licensing authority, which will record the following incidents including pertinent details:</p> <ul style="list-style-type: none"> (a) all crimes reported to the venue, or by the venue to the police (b) all ejections of patrons (c) any complaints received (d) any incidents of disorder (e) seizures of drugs, offensive weapons, fraudulent ID or other items (f) any faults in the CCTV system, searching equipment or scanning equipment (g) any refusal of the sale of alcohol (h) any faults in the CCTV system, searching equipment or scanning equipment (i) any visit by a relevant authority or emergency service (j) the times on duty, names and the licence numbers of all licensed door supervisors employed by the premises.

Policy reference: CD10 Ensuring responsible management of externally promoted events at the premises

Issue to be addressed	Appropriate conditions
<p>Promoters should be required to complete the promoter pro forma and notification should be given to GMP and the licensing authority no later than 28 days before the event.</p>	<p>28 days' notice shall be given to Greater Manchester Police of any events held that are organised by an external promoter, including full details of the nature of the event and of the promoter.</p> <hr/> <p>There shall be no events at the premises that are organised by an external promoter.</p>

Policy reference: CD11 Provision of comprehensive documented staff training

Issue to be addressed	Appropriate conditions
<p>Documented staff training should be conducted relevant to the prevention of crime and disorder issues on the premises, to include (but not limited to):</p> <ul style="list-style-type: none"> – Age restrictions in respect of products – Responsible Alcohol Service, including recognising signs of drunkenness, refusal skills, drugs awareness – Company policies and reporting procedures (see above) – Managing and resolving conflict – Action to be taken in the event of an emergency, including the report of a crime, fire, or request for emergency medical attention – Licence conditions – Relevant obligations and offences under the Licensing Act 2003, including those associated with the sale of alcohol. 	<p>All staff shall be trained in</p> <p>[relevant age restrictions in respect of products],</p> <p>[recognising signs of drunkenness],</p> <p>[how to refuse service],</p> <p>[the premises' duty of care],</p> <p>[company policies and reporting procedures],</p> <p>[action to be taken in the event of an emergency, including the preservation of a crime scene and reporting an incident to the emergency services],</p> <p>[the conditions in force under this licence].</p> <p>Documented records of training completed shall be kept for each member of staff. Training shall be regularly refreshed and at no greater than [4] [6] [12] monthly intervals. Training records shall be made available for inspection upon request by a police officer or an authorised officer of Manchester City Council.</p>
<p>Records of all training should be documented and kept on the premises available for inspection by the responsible authorities.</p>	<p>The designated premises supervisor shall attend a formal training course on [avoiding underage sales] [responsible alcohol sales] such as the National Certificate for Designated Premises Supervisors or the BIIAB Award in Responsible Retailing, and provide evidence of attendance if requested.</p>

Policy reference: CD12 Implementation of effective measures to prevent and deal with drunkenness at the premises

Issue to be addressed

The premises should have a written policy in relation to drunkenness. Premises should not admit persons who are visibly intoxicated and staff should be trained regarding responsible alcohol sales, identifying drunkenness and preventing alcohol sales to them.

Use of the 'Responsible Alcohol Service' Guide.

Appropriate conditions

All staff shall be trained in recognising signs of drunkenness, how to refuse service and the premises duty of care. Documented records of training completed shall be kept for each member of staff. Training shall be regularly refreshed and at no greater than [4] [6] [12] monthly intervals. Training records shall be made available for inspection upon request by a police officer or an authorised officer of Manchester City Council.

There shall be no self-service of spirits on the premises.

The premises shall have a documented Duty of Care policy for managing intoxicated and vulnerable customers at the premises. The policy shall also include provision for persons refused entry to the premises who are also considered vulnerable by staff.

The premises shall display prominent signage indicating [at any point of sale] [at the entrance to the premises] [in all areas where alcohol is located] that it is an offence to sell alcohol to anyone who is drunk.

The supply of alcohol shall only be to a person seated taking a table meal there and for consumption by such a person as ancillary to their meal.

The sale of alcohol shall only be by waiter service to seated customers, and there shall be no sales of alcohol at the bar.

Substantial food and non-intoxicating beverages, including drinking water, shall be available in all parts of the premises where alcohol is sold or supplied for consumption on the premises during the periods when alcohol is sold.

A log (which may be electronically recorded) shall be kept detailing all refused sales of alcohol. The log should include the date and time of the refused sale and the name of the member of staff who refused the sale. The log shall be available for inspection at the premises by the police or an authorised officer of Manchester City Council at all times while the premises are open.

Policy reference: CD13 Ensuring only responsible drinks promotions are operated at the premises

Issue to be addressed

Consideration should be given to how any promotions could impact upon the mandatory licence condition for on-licensed premises prohibiting irresponsible promotions. It is expected that licensees have reference to recognised codes of practice in respect of the responsible sale and promotion of alcohol products, such as those codes issued by the British Beer and Pub Association, Portman Group and Drinkaware Trust.

Appropriate conditions

Voluntary Only No super-strength beer, lagers or ciders (including perries) of 6.5% ABV (alcohol by volume) or above shall be sold at the premises.

Any promotional activity shall comply with the most current Portman Group Code of Practice on the Rules for Naming, Packaging and Promotion of alcoholic drinks.

Policy reference: CD14 Effective monitoring of the premises (both interior and exterior) including the use of CCTV

Issue to be addressed

It should be demonstrated how the premises will be effectively monitored, eg. patrols by staff, which areas will be covered by CCTV, whether security staff will be employed (and, if so, where), as well as any other appropriate measures. Additionally, appropriate monitoring of external areas, eg. immediately outside the entrance to the premises, smoking shelters and beer gardens, should be addressed where relevant.

Details of CCTV cameras should be provided (both internal and external).

CCTV should be installed in liaison with, and to a standard approved by, Greater Manchester Police.

Appropriate conditions

The premises shall install and maintain a comprehensive digital [colour] CCTV system. All public areas of the licensed premises, including all public entry and exit points, and the street environment will be covered, enabling facial identification of every person entering in any light condition. The CCTV cameras shall continually record while the premises are open to the public and recording shall be kept available and unedited for a minimum of [28] days with the date and time stamping. A staff member who is conversant with the operation of the CCTV system shall be present on the premises at all times when they are open to the public and must be able to produce/download/burn CCTV images upon request by a police officer or an authorised officer of the licensing authority. Any footage must be in a format that can be played back on a standard personal computer or standard DVD player. Where the recording is on a removable medium (ie. compact disc, flash card etc), a secure storage system to store those recording mediums shall be provided. **(Note: this condition may be scaled back as appropriate for smaller premises.)**

The position of CCTV cameras at the premises shall be to the satisfaction of Greater Manchester Police and a plan showing the cameras shall be provided for the licensing authority and Greater Manchester Police.

A TV monitor shall be positioned at the entrance/exit to the premises, showing live footage of persons entering and leaving.

Policy reference: CD15 Ensuring all alcohol sales are properly authorised

Issue to be addressed

The licensing authority considers it good practice for alcohol-licensed premises to ensure that there is a personal licence holder on site at all times the premises are open for the sale of alcohol.

Depending on the size of the premises, it may be appropriate for multiple personal licence holders to be on duty, eg. if the premises have more than one bar or are particularly large.

Appropriate conditions

There shall be a personal licence holder on duty on the premises at all times when the premises are authorised to sell alcohol.

The Designated Premises Supervisor shall ensure that a written notice of authority is kept at the premises for all staff who sell alcohol. The notice shall be made available for inspection upon request of the police or an authorised officer of the licensing authority and all staff selling alcohol must be in possession of formal identification to verify their identity against the notice.

Policy reference: CD16 Prevention of illegal drug use and anti-spiking at the premises

Issue to be addressed

A zero-tolerance policy should be implemented regarding the use of illegal drugs on the premises. A drugs policy should be in writing and include how drugs will be prevented from being brought into the premises, what action the venue will take should anyone be caught with drugs on the premises, and how the drugs will be disposed of. The use of toilet attendants, regular documented toilet checks and searches of the premises could be conducted. Licensees for on-licensed premises should also consider what action will be taken to prevent the spiking of drinks at the premises. This could include encouraging customers to ensure that drinks are not left unattended, and the use of publicity material to ensure customers remain vigilant.

Appropriate conditions

There shall be a policy agreed with Greater Manchester Police for the premises relating to illegal or 'recreational' drugs (including 'legal highs') found on persons or on the premises.

There shall be a lockable 'drugs box' at the premises to which no member of staff, except the DPS and/or [designated role-holder at business], shall have access. All controlled drugs (or items suspected to be, or containing controlled drugs) found at the premises must be placed in this box as soon as practicable. Whenever this box is emptied, all its contents must be given to Greater Manchester Police for appropriate disposal.

Policy reference: CD17 Operation of a documented glass policy for the premises

Issue to be addressed

A documented risk assessment should be conducted for the use of glassware on the premises, and safer drinking vessels, such as toughened glass or polycarbonate, should be used when appropriate. Risk assessments should also include the use of glass in external areas (if appropriate) as well as how glass collections will be managed throughout the premises, including the frequency of such collections.

Appropriate conditions

Alcohol is to be served in polycarbonate, plastic or shatter-proof glasses [on specified days or events] [upon reasonable notice by Greater Manchester Police].

No drinks shall be served in glass containers at any time.

Open containers of alcohol shall not be removed from the premises, except for consumption in any delineated external area as shown on the plan attached to the licence.

The designated premises supervisor shall ensure that tables are cleared of all bottles and glasses on a regular basis during trading hours to avoid an accumulation of glassware.

Public safety (PS)

Policy reference: PS1 Maintaining a safe capacity and recording customer numbers

Issue to be addressed

Capacity should be managed effectively and in accordance with an appropriate risk assessment to prevent overcrowding. Advice should be sought from Greater Manchester Fire and Rescue in relation to the safe capacity for premises and how it should be managed.

Appropriate conditions

The number of persons permitted in the premises at any one time including staff shall not exceed [XX] persons, and this number shall be prominently displayed by each entrance to the premises. The premises licence holder shall ensure a suitable method of calculating the number of people present during licensable activities is in place, and that the results are securely recorded in a logbook for a period of at least 12 months.

Policy reference: PS2 Ensuring fire safety procedures are in place and up to date

Issue to be addressed

Licensed premises should:

- Conduct a Fire Risk Assessment for the premises, which is reviewed as required, and as a minimum every 12 months.
- Ensure all fire equipment is inspected and serviced annually and documented.

Appropriate conditions

All external fire exit doors shall be fitted with sensor alarms and visible indicators to alert staff when the doors have been opened.

All firefighting equipment is inspected and serviced in line with the appropriate British Standard.

Policy reference: PS3 Use of a daily pre-opening and closing checklist

Issue to be addressed

Consideration should be given to implementing such checklists as they can help ensure that all appropriate and routine actions are conducted consistently, ensuring good practice.

Appropriate conditions

The premises shall operate a pre-opening and closing checklist to ensure all appropriate steps have been taken before the premises are open to the public and at the close of business each day. These checks shall be recorded and kept for a minimum of six months and made available for inspection upon request by a responsible authority, police officer or authorised officer.

Policy reference: PS4 Provision of comprehensive documented staff training

Issue to be addressed

Documented staff training should be provided to ensure adequate public safety on the premises, including (but not limited to):

- First aid
- Fire safety procedures
- Evacuation procedures
- Terrorist threats (predominantly city-centre venues)
- Overcrowding.

Appropriate conditions

The premises licence holder shall ensure that at all times when the public is present there is at least one competent person able to administer first aid, that an adequate and appropriate supply of first aid equipment and materials is available on the premises, and that adequate records are maintained in relation to the supply of any first aid treatment.

The designated premises supervisor shall attend a formal training course, provided by Greater Manchester Fire and Rescue Service, on public safety for licensed premises where such training is available, and provide evidence of attendance if requested.

All staff on duty at the premises shall be trained in the Fire Safety and Evacuation procedures for the premises and aware of their individual responsibilities. This includes any door supervisors. Documented records of training completed shall be kept for each member of staff. Training shall be regularly refreshed and at no greater than [4] [6] [12] monthly intervals. Training records shall be made available for inspection upon request by a police officer or an authorised officer of Manchester City Council.

Policy reference: PS5 Implementation of appropriate anti-terrorism measures

Issue to be addressed

Licensed premises, particularly those located in the city centre, should have regard to the National Counter Terrorism Security Office (NaCTSO) publication 'Counter Terrorism Protective Security Advice for Bars, Pubs and Nightclubs'.

Appropriate conditions

Staff training shall include procedures to deal effectively with emergency incidents, including:

- i) reporting an emergency to the relevant emergency service
- ii) safe evacuation of customers
- iii) dealing with terrorist threats or incidents.

Policy reference: PS6 Operation of a documented glass collection and spillage policy

Issue to be addressed

Premises licensed for the sale of alcohol for consumption on the premises should have a policy and procedure in place to ensure effective and efficient collection of glasses and the cleaning-up of spillages throughout the premises.

Appropriate conditions

The designated premises supervisor shall ensure that tables are cleared of all bottles and glasses on a regular basis during trading hours to avoid an accumulation of glassware.

The prevention of public nuisance (PN)

Policy reference: PN1 Prevention of noise breakout from the premises

Issue to be addressed

This relates to both internal and external areas. Measures such as double-glazing, the use of an acoustic lobby, noise-limitation devices and soundproofing for internal areas may be relevant. Licensees should demonstrate the measures taken to address such issues.

Appropriate conditions

All windows and external doors shall be kept closed between [XX:XX] hours and [XX:XX] hours, or at any time when regulated entertainment takes place, except for the immediate access and egress of persons.

No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises that gives rise to a nuisance.

A tamper-proof noise-limiting device shall be fitted to the sound system within the premises and all amplified music played at the premises must pass through this sound limiter at a level agreed by the Council's Environmental Health section. The noise limiter shall not be altered without prior agreement with the Council's Environmental Health section.

Speakers shall not be located/operated in the entrance lobby or outside the premises.

While live or recorded music takes place, the licensee or management shall undertake regular monitoring of noise levels at the nearest noise-sensitive locations. A record shall be kept of any monitoring, including the date, time and location of monitoring; the name of the monitor; and any action taken. Records shall be kept for no less than six months and shall be made available upon request by a police officer or an authorised officer of Manchester City Council.

Staff shall monitor customers smoking outside the premises on a regular basis and ensure patrons do not cause a public nuisance.

Policy reference: PN2 Use of a last entry time for the premises

Issue to be addressed

Consideration should be given to a curfew on entry times, which can reduce the possibility of persons who may have been attracted to the premises causing noise and disturbance late at night.

Appropriate conditions

There shall be no admittance or readmittance to the premises after [XX:XX] hours.

Policy reference: PN3 Communication and integration with local residents and businesses

Issue to be addressed

Licensees are expected to communicate with local residents and businesses to address and resolve relevant problems. This could include giving contact telephone numbers to local residents so they can report any issues to the premises for them to be dealt with. It is expected that contacts at the premises would be persons in a position of responsibility who are contactable whenever the premises are open to the public so that any issues can be addressed without delay. Licensees could also arrange regular meetings with neighbours to ensure good relations.

Appropriate conditions

A direct telephone number for the manager of the premises shall be publicly available at all times the premises are open. This telephone number is to be made available to residents in the vicinity.

Local residents shall be invited to quarterly residents meetings held by the premises licence holder to resolve any problems associated with the carrying on of licensable activities at the premises. The minutes of the meeting and any action to be taken shall be lodged with the Council's Licensing Unit by the premises licence holder within seven days of the meeting.

Policy reference: PN4 Effective management of exterior spaces (eg. beer gardens, smoking areas)

Issue to be addressed	Appropriate conditions
<p>Where the premises include any exterior areas, licensees should demonstrate what measures are in place to prevent issues that may give rise to problems. Relevant considerations should include:</p> <ul style="list-style-type: none"> – A limit on the number of patrons in such areas – Whether there is a curfew – How they will be delineated, if relevant – How premises will be kept clean and free of litter, particularly at the end of trading – What supervision will be in place? – Will the premises be covered by CCTV? – Will glasses be allowed outside? – What glass collection arrangements will be in place? – How to avoid customers causing noise disturbance – How the premises will prevent begging at, and in the immediate exterior of, the premises. 	<p>There shall be a documented smoking policy, as agreed with the Manchester City Council Environmental Health section, implemented at the premises and a copy lodged with the Council's Licensing Unit.</p> <hr/> <p>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.</p> <hr/> <p>Staff shall monitor customers smoking outside the premises on a regular basis and ensure patrons do not cause a public nuisance.</p> <hr/> <p>Outside tables and chairs (in the beer garden) shall be rendered unusable by [XX:XX] hours each day.</p> <hr/> <p>All tables and chairs (in the beer garden) shall be removed from the outside area by [XX:XX] hours each day.</p> <hr/> <p>Alcohol consumed outside the premises shall only be consumed by patrons seated at tables.</p> <hr/> <p>Patrons permitted to temporarily leave and then re-enter the premises, eg. to smoke, shall not be permitted to take drinks or glass containers with them.</p>

Policy reference: PN5 Cleansing arrangements and ensuring the premises and surrounding area are kept clean and free of litter

Issue to be addressed	Appropriate conditions
<p>Where the licensable activities could give rise to litter being dropped in the vicinity of the premises, the measures in place to prevent this occurring and/or to tidy it up should be demonstrated. Such measures could include regular litter inspections during the hours of operation and at the close of business, the placing of litter bins in prominent areas of the premises, reducing packaging, and the use of branded packaging.</p>	<p>At the end of trading each day, the pavement from the building line to the kerb edge immediately outside the premises, including gutter/channel at its junction with the kerb edge, shall be swept or washed, and litter and sweepings collected and stored in accordance with the approved waste storage arrangements.</p> <hr/> <p>All takeaway packaging and wrappers shall clearly identify the premises, ie. by way of company logo or name.</p> <hr/> <p>The premises and immediate surrounding area shall be kept clean and free from litter at all times the premises are open to the public.</p> <hr/> <p>Litter bins shall be provided at the premises in sufficient capacity to ensure that customers can adequately dispose of any litter.</p>

Policy reference: PN6 Responsible management of the use of flyers and other promotional material

Issue to be addressed	Appropriate conditions
<p>Any use of flyers and other promotional material should be done in a responsible and appropriate manner.</p>	<p>No unauthorised advertisement of any kind (including placard, poster, sticker, flyer, picture, letter, sign or other mark) shall be inscribed or affixed upon the surface of the highway, or upon any building, structure, works, street furniture, tree, or any other property, or distributed to the public, that advertises or promotes the establishment, its premises, or any of its events, facilities, goods or services.</p>

Policy reference: PN7 Ensuring adequate arrangements for secure and responsible storage of refuse

Issue to be addressed

Adequate and secure storage for refuse should be provided that is appropriate for the nature of the business. Particular regard should be given to the management of glass bottles to prevent them being taken outside the premises as potential weapons, and to the emptying of bottles into refuse containers at times that could disturb local residents and businesses.

Appropriate conditions

No rubbish, including bottles, shall be moved, removed or placed in outside areas between [XX:XX] and [XX:XX] hours.

No bottles, glasses or similar items may be disposed of in outside receptacles between [XX:XX] and [XX:XX] hours.

All waste shall be properly presented and placed out for collection no earlier than 30 minutes before the scheduled collection times.

Policy reference: PN8 Appropriate arrangements for deliveries and collections

Issue to be addressed

Consideration should be given to how and at what times deliveries are made to the premises to avoid disturbance to local residents and businesses and avoid any obstruction. Equally, this would apply to any collections from the premises, eg. refuse collections by private contractors.

Appropriate conditions

All deliveries to the premises must be made via the rear of the premises.

No deliveries must be made to the premises between [XX:XX] and [XX:XX] hours.

Delivery drivers shall conduct the delivery in a manner that will not cause a noise disturbance to the occupiers of any residential properties surrounding the delivery address. This includes the avoidance of slamming doors, playing loud music, shouting, overrevving engines and sounding horns to signal their arrival. The driver shall turn the engine off immediately upon arrival at the delivery address and will park considerately without causing any obstruction to the highway.

All deliveries of alcohol shall only be delivered to a premises address with a valid postcode and will only be delivered directly to that property.

Customers must be instructed when placing the order that they will not be able to collect the order from the vehicle. All deliveries will only be made directly to the property address and customers will not be permitted to take orders from the vehicle.

Policy reference: PN9 Prevention of customers causing disturbance when leaving the premises

Issue to be addressed	Appropriate conditions
<p>Licensed premises need to ensure the orderly exit and dispersal of customers from the premises. Relevant considerations could include:</p> <ul style="list-style-type: none"> – Prominent display of notices requiring courtesy for neighbours – Preventing customers from congregating outside – Directing to and advising on available public transport – Providing contact details for taxi/private hire firms and provision of a call-back service – Use of a dedicated taxi/private hire service – Implementing a dispersal policy based upon good practice – Use of a winding-down period – The role of door supervisors in managing persons leaving. 	<p>There shall be a documented dispersal policy, as agreed with the relevant responsible authorities, implemented at the premises and a copy lodged with the Council's Licensing Unit.</p> <hr/> <p>Notices shall be prominently displayed at all exits requesting patrons to respect the needs of local residents and leave the area quietly.</p> <hr/> <p>The licence holder shall enter into an agreement with a hackney carriage and/or private hire firm to provide transport for customers, with contact numbers made readily available to customers, who will be encouraged to use such services. A call-back system must be operated and drivers instructed not to sound their horns when collecting customers.</p>

The protection of children from harm (CH)

Policy reference: CH1 Risk assessment for when children are on the premises

Issue to be addressed	Appropriate conditions
<p>Regard should be had to specific risks that may arise when children are on the premises. The risk assessment should be documented and available for inspection by the responsible authorities upon request.</p> <p>Relevant considerations could include:</p> <ul style="list-style-type: none"> – Will access be restricted to certain areas of the premises? – Is there adequate supervision? – Are the areas covered by CCTV? – Will alcohol sales be restricted in areas where children are permitted? – How will children be prevented from accessing alcohol? <p>Special consideration is expected to be given to promoted events in licensed premises aimed at, or likely to attract, persons under 18. The licensing authority expects robust measures to be in place to address potential risks associated with such an activity.</p>	<p>Entry by children under the age of 18 [to the premises] [a specified part of the premises] is prohibited [whilst the following licensable activities take place:] [between the hours of [XX] and [XX]] [unless accompanied by an adult over the age of 18].</p> <hr/> <p>No events solely for those under the age of 18 will be permitted on the premises.</p> <hr/> <p>The premises licence holder must ensure that there is a minimum of one member of staff on duty for every [[XX] – number to be confirmed by Manchester Safeguarding Children's Board] children in the premises at any one time to assist in the evacuation of children in an emergency. Such number of staff may include licensed door supervisors.</p> <hr/> <p>The premises licence holder shall ensure that adequate arrangements, including transport, are implemented for ensuring the wellbeing of children at the conclusion of any regulated entertainment under this licence.</p>

Policy reference: CH3 Ensuring entertainment at the premises is age-appropriate

Issue to be addressed	Appropriate conditions
<p>Where adult-only entertainment is provided, children should be prevented from being on the premises when such entertainment is taking place.</p>	<p>No persons under 18 shall be permitted on the premises at any time that adult entertainment is provided at the premises.</p>

Policy reference: CH4 Taking action to prevent proxy sales of alcohol from the premises

Issue to be addressed	Appropriate conditions
<p>Premises licensed for the sale of alcohol should take proactive steps to prevent this occurring. Possible measures include:</p> <ul style="list-style-type: none"> – Regular checks around and/or outside the premises for underage persons encouraging adults to purchase alcohol for them – Use of CCTV, particularly in external areas – Displaying prominent notices in the premises explaining the law in relation to purchasing alcohol on behalf of persons under 18 and the penalties involved. 	<p>The premises shall display prominent signage indicating [at any point of sale] [at the entrance to the premises] [in all areas where alcohol is located] that it is an offence to buy, or attempt to buy, alcohol for a person under the age of 18.</p>

Policy reference: CH5 Proper management of any child performers

Issue to be addressed	Appropriate conditions
<p>It is expected that any child performers are properly licensed with the Council’s Juvenile Employment Department and a nominated adult is present to act in a supervisory capacity.</p>	<p>The licence holder and/or DPS shall ensure that any child performer is licensed with Manchester City Council’s Licensing Unit and accompanied by a registered chaperone. Documented records should be kept for six months, including the child’s name, their licence number and chaperone details.</p>

Policy reference: CH6 Ensuring age restrictions are enforced effectively when showing films

Issue to be addressed	Appropriate conditions
<p>Where age-restricted films are displayed, appropriate and effective measures must be in place to ensure relevant age restrictions are complied with.</p>	<p>The Challenge [21] [25] scheme must be operated to ensure that any person who appears to be under the age of [21] [25] shall provide documented proof that he/she is over 18 years of age. Proof of age shall only comprise a passport, photo card driving licence, an EU/EEA national ID card or similar document, an HM Forces warrant card, or a card bearing the PASS hologram.</p>

Policy reference: CH7 Prevention of underage sales of age-restricted products and underage persons access

Issue to be addressed

Effective and appropriate measures must be taken to ensure age restrictions are enforced at the premises. Relevant considerations include:

- Details of what forms of ID are acceptable
- The use of till prompts
- The maintenance of refusal logs
- Staff training.

Appropriate conditions

The Challenge [21] [25] scheme must be operated to ensure that any person who appears to be under the age of [21] [25] shall provide documented proof that he/she is over 18 years of age. Proof of age shall only comprise a passport, photo card driving licence, an HM Forces warrant card, or a card bearing the PASS hologram.

The premises shall display prominent signage indicating [at any point of sale] [at the entrance to the premises] [in all areas where alcohol is located] that the Challenge [21] [25] scheme is in operation.

A log shall be kept at the premises to record all refused sales of alcohol for the reasons that the person(s) is/are, or appear(s) to be, under 18 years of age. The log shall record the date and time of the refusal and the name of the member of staff who refused the sale. The log will be available on request by the police or an authorised officer of Manchester City Council. The log shall be checked on a regular basis by the Designated Premises Supervisor to ensure that it is being used by staff and each check shall be recorded in the log.

There shall be a policy for the premises agreed with Greater Manchester Police on the handling of fraudulent identification used to attempt to purchase alcohol or gain entry to the premises.

The premises shall display prominent signage indicating [at any point of sale] [at the entrance to the premises] [in all areas where alcohol is located] that it is an offence to buy or attempt to buy alcohol for a person who is under 18 and for a person under the age of 18 to buy or attempt to buy alcohol.

Policy reference: CH8 Provision of comprehensive documented staff training

Issue to be addressed	Appropriate conditions
<p>Documented staff training is expected, particularly in relation to activities consistent with the licensing objectives, including (but not limited to):</p> <ul style="list-style-type: none"> – Identification and refusal of underage sales – Age-restricted products – Any access restrictions to the premises by children. 	<p>In addition to any other training, the premises licence holder shall ensure that all staff are trained to prevent underage sales, are aware of and prevent proxy sales, maintain the refusals log, enter sales correctly on the tills so the prompts show as appropriate, and that they monitor staff to ensure their training is put into practice.</p> <hr/> <p>Documented records of training completed shall be kept for each member of staff. Training shall be regularly refreshed and at no greater than (4) (6) (12) monthly intervals. Training records shall be made available for inspection upon request by a police officer or an authorised officer of Manchester City Council.</p>

Policy reference: CH9 Display of child welfare information in public areas of the premises

Issue to be addressed	Appropriate conditions
<p>Where children are allowed on the premises, information should be available on what to do if there is a cause for concern regarding a child's welfare. This can include reporting to Manchester Safeguarding Children Board (www.manchesterscb.org.uk), telephoning the Contact Centre for Social Care (0161 234 5000) or NSPCC Helpline (0808 800 500), or dialling 999 in the event of an immediate threat.</p>	<p>Where children are allowed on the premises, information shall be displayed [location] on what to do if there is a cause for concern regarding a child's welfare. This shall include reporting to Manchester City Council via its Contact Centre on 0161 234 5000 or mcsreply@manchester.gov.uk, or the NSPCC on 0808 800 5000 (free 24-hour service) or dialling 999 in the event of an immediate threat.</p>

Policy reference: Adult entertainment, including entertainment of a sexual nature, eg. nudity, striptease and lap dancing

Issue to be addressed

- The licensing authority expects licensees to consider additional measures in their operating schedule when applying to provide adult entertainment if they are considered appropriate for the promotion of the licensing objectives:
The exclusion of under-18s from the premises
- A code of conduct for customers
- A code of conduct for dancers and performers
- Documentary checks for dancers and performers, including proof of age, identity and (where appropriate) proof of permission to work
- How the entertainment will be advertised and promoted at the premises.

Appropriate conditions

No entertainment, performance, service, or exhibition involving nudity or sexual stimulation that would come within the definition of a sex establishment in Schedule 3 to the Local Government (Miscellaneous Provisions) Act 1982 shall be provided.

There shall be no striptease or nudity, and all persons shall be decently attired at all times.

Policy reference: KF5 Off-sales of Alcohol

Issue to be addressed

Manchester City Council has implemented Designated Public Place Orders in several areas throughout Manchester in order to help address and prevent numerous problems caused by public consumption of alcohol. Street drinking can be a major cause of antisocial behaviour, often involving underage persons, which gives rise to disorder, concerns over public safety and harm to children. Additionally, it is widely reported that consumption of alcohol by persons on the way to on-licensed premises gives rise to problems of drunken and disorderly behaviour.

Appropriate conditions

All sales of alcohol for consumption off the premises shall be in sealed containers only, and shall not be consumed on the premises.

Policy reference: KF5 Off-sales of Alcohol

Issue to be addressed	Appropriate conditions
Concealment of alcohol when not authorised for sale (not included in policy).	Outside the hours authorised for the sale of alcohol, all alcohol within the trading area is to be secured behind locked grills, locked screens or locked cabinet doors to prevent access to the alcohol by customers or staff.
Sale of alcohol at food takeaway premises (not included in policy).	Sales of alcohol for consumption off the premises shall only be supplied with, and ancillary to a takeaway meal.
Alcohol delivery service (not included in policy).	<p>The premises licence holder shall provide the following information in writing to the licensing authority before any sale of alcohol is carried out:</p> <ul style="list-style-type: none"> a) The trading name of any company that will operate under the licence b) All telephone numbers that will be used to accept orders c) The URL/website address that will be used to accept orders <p>Any change to this information must be notified to the licensing authority within seven days.</p>
	<p>Any promotional material and/or any website home page used as part of the business operating under this licence will clearly state the premises licence number. For the avoidance of doubt, this includes flyers, leaflets and business cards promoting the business.</p>

General

Issue to be addressed	Appropriate conditions
Restaurant condition	<p>The premises shall only operate as a restaurant</p> <ul style="list-style-type: none"> (i) in which customers are shown to their table (ii) that provides food in the form of substantial table meals prepared on the premises and served and consumed at the table using non-disposable crockery (iii) that does not provide any takeaway service of food or drink for immediate consumption (iv) where intoxicating liquor shall not be sold, supplied or consumed on the premises otherwise than to persons who are diners taking substantial table meals and provided always that the consumption of intoxicating liquor by such persons is ancillary to taking such meals.
Odours and noise from kitchen extract equipment.	There shall be no noise or odours caused by the kitchen extraction equipment that gives rise to a nuisance.

General

Issue to be addressed

Not included in Policy.

Appropriate conditions

Any special effects or mechanical installations shall be arranged and stored so as to minimise any risk to the safety of those using the premises. The following special effects will only be used if 10 days' prior notice is given to the licensing authority where consent has not previously been given:

- dry ice and cryogenic fog
 - smoke machines and fog generators
 - pyrotechnics, including fireworks
 - firearms (eg. blank firing pistol)
 - lasers
 - explosives and highly flammable substances
 - real flame
 - strobe lighting.
-

General

Issue to be addressed

Restricting alcohol sales in relation to designated special events, eg. football matches.

Appropriate conditions

Prior to any [designated special event by Greater Manchester Police] ['designated sporting event' (as defined in the Sporting Events Control of Alcohol Act 1985)] the premises licence holder shall ensure that:

- (i) Alcohol sales in respect of cans of beer or cider are limited to no more than four cans per person for a minimum of four hours before the commencement of the relevant designated [special] [sporting] event
- (ii) No sales of alcohol in bottles or glass containers are made in the period four hours before the commencement of the designated [special] [sporting] event
- (iii) Alcohol sales cease for a period of one hour immediately before the commencement of the relevant designated [special] [sporting] event
- (iv) On any day where there is a relevant designated [special] [sporting] event taking place, the premises will not externally advertise as a result of a local store promotion the availability of beer or cider in such a way as to be likely to be the sole inducement to attract persons to the premises who are either attending the designated [special] [sporting] event or in the vicinity of the premises as a result of the designated [special] [sporting] event
- (v) All members of staff working at the premises are informed of this condition prior to taking up employment
- (vi) On the day of the relevant designated [special] [sporting] event, upon the direction of a police officer, using the grounds of the prevention of crime and disorder or public safety, the premises will immediately cease to sell alcohol until further directed.

