

Operating Schedules

An operating schedule is a required document for premise licences, club premise certificates and temporary event notices. It is the documentation that outlines which activities are proposed to be permitted, when the activities will take place and how the activities will be managed and the hours when the public are permitted on the premises.

It is advisable to apply for the maximum amount of hours for any activity. Particular thought should be given to community centres as these premises often have many different users and they change on a fairly frequent basis. It may be prudent to apply for activities that currently do not take place as hirers may request those activities in the future.

One of the most critical parts of the operating schedule is the section where the applicant describes the steps they intend to take to promote the four licensing objectives. Careful consideration of what is entered is advised. Whatever is written in this section may become a condition on the licence. Surrey Heath's Licensing policy may be used as a guide to the requirements that may be expected to be addressed in the operating schedule. Obviously, not all of the matters highlighted will be appropriate to all premises, nor are they exhaustive. Ultimately you will know the problems associated with your premises.

The Prevention of Crime and Disorder

The Licensing Authority, Police and Licensees are encouraged to work in partnership with a local Pub and Drug Watch Scheme to help licensees to form strategies for actively preventing crime and disorder issues. This scheme will encourage the sharing of information through effective communication and will seek to address matters such as under-age sales, problems associated with drunkenness, prevention of illegal drug use and anti-social behaviour.

It is imperative that all forms of crime are prevented in licensed premises. A responsible licensee or their staff shall deter, prevent and report other instances of crime such as offences under the Theft Acts (e.g. handling stolen goods), violence related to any other activity likely to constitute or conspiring to commit crime, including activities associated with the sex industry.

In considering a Premises Licence application, the Licensing Authority will expect applicants to set out, where necessary and based on individual risk assessment:

- Measures to prevent bottles being carried from the premises
- Use of drinks' promotions
- Measures to prevent binge drinking
- Participation in the Pub Watch Scheme
- Use of door supervisors
- Training staff in crime prevention measures

- Search Policies
- Use of Close Circuit Television
- Lighting
- Where premises are new, designing out crime
- Quality of surveillance of premises

Public Safety

When visiting licensed premises, members of the public have a right to be confident that due consideration has been given to their physical safety. Where an applicant identifies an issue in regard to public safety (Including fire safety) which is not covered by existing legislation, the applicant should identify in their operating schedule the steps which will be taken to ensure public safety. Such steps will be dependent on the individual style and characteristics of the premises and/or event(s) to be held.

The licensing authority will consider the implications relating to Fire Safety of each individual application for, or variation of, a premise licence. The licensing authority, with the aim of protecting the safety of persons, both public and employees at all licensed premises, will expect the applicant to have carried out a suitable and sufficient risk assessment and put into place measures:

- To reduce the risk of fire in the premises and the risk of the spread of fire on the premises;
- In relation to the means of escape from the premises;
- For securing that, at all material times, the means of escape can be safely and effectively used;
- In relation to the means for fighting fires on the premises;
- In relation to the means for detecting fire on the premises and giving warning in case of fire; and
- In relation to the arrangements for action to be taken in the event of fire on the premises including measures relating to the instruction and training of staff.

The Licensing Authority has a Safety Advisory Group and where appropriate, applicants are encouraged to seek the group's advice on issues of public safety. For example, a licensee who wishes to stage a licensable public event, which is not specifically indicated in the Operating Schedule, may be invited to approach the Safety Advisory Group.

The licensee may have a responsibility to develop a Drugs Policy. Advice on methods of preventing the misuse of drugs and related matters can be sought from Surrey Police Licensing Officer.

The Prevention of Public Nuisance

The licensing Authority is committed to minimising the level of public nuisance in the Borough by working in close partnership with Surrey Police, Planning, Environmental Services and licensees. The licensing Authority interprets 'Public nuisance' in its widest sense, and takes it to include such issues as noise, light, odour, litter and anti-social behaviour.

Where premises are located near to noise sensitive areas, e.g. residential premises, nursing homes, hospitals, or places of worship, the licensee should initially identify any particular issues (having regard to their particular type of premises and/or activities) which are likely to adversely affect the promotion of the objective to prevent public nuisance. The steps required to deal with these identified issues should be included within the applicant's operating schedule.

- Measures taken or proposed to be taken to reduce noise and vibration escaping from the premises. This would include music, noise from fixed or mobile equipment (e.g.: air conditioning, generators), and human voices, whether or not amplified.
- Measures taken or proposed to be taken to prevent unreasonable disturbances by customers and staff arriving or departing from the premise and delivery of goods and services
- Measures taken to control light to ensure that it does not stray outside the boundary of the premises so as to give rise to problems of local residents and businesses.
- In the absence of locally available public transport, sufficient provision for access to taxis and private hire services. For example, lists of licensed taxi companies displayed by the public telephone.
- Measures taken to encourage patrons to arrive and disperse quickly and quietly from the immediate vicinity of the premises. This might include, for example in nightclubs and discotheques, lowering the volume of the music and raising lights during the last 30 minutes before closing time.
- Measures taken to ensure the safe removal and dispersal of persons ejected from the premises

The applicant will be expected to show what measures will be taken to prevent individuals from consuming excess alcohol whilst on the premises. The training of staff in alcohol abuse awareness is necessary in order for this control to be effective and meet the Public Safety, Prevention of Crime and Disorder, and the Prevention of Public Nuisance Licensing Objectives.

Protection of Children from Harm

When addressing the protection of children, the applicant should initially identify any particular issues (having regard to their particular type of premises and/or activities) which are likely to cause concern in relation to children. Such steps as are required to deal with these identified concerns should be included within the applicant's operating schedule.

Applicants are required, where appropriate, to set out in the Operating Schedule the arrangements they have in place to prevent the sale of alcohol and illegal substances to children. This should include an age-monitoring scheme.

The licensing Authority would accept that the licensee obtains any of the following as an acceptable proof of age scheme:

- a) Passport
- b) Photo Card driving licence issued in the European Union
- c) Proof of Age Standards Scheme Card (PASS)
- d) Official ID card issued by HM Forces or by a European Union country bearing a photo and date of birth of holder.

For premises where there are off licence sales. The Licensing Authority would expect the Operating Schedule to demonstrate how the licensee will discourage the sale of alcohol to customers on behalf of children in the vicinity. For example, if the licensee has any suspicions of this activity to ask the customer if they have been approached by children to purchase alcohol and if necessary contact the Police.

With regard to children, licensees will be expected to consider and deal with in the Operating Schedule the risk of children being exposed to and the steps that will be taken to protect them from:

- a) The purchase, acquisition and consumption of alcohol;
- b) Likely exposure to drugs, drug-taking or drug dealing;
- c) Exposure to gambling;
- d) Exposure to activities of an adult and/or sexual nature;
- e) Exposure to incidents of violence and disorder;
- f) Exposure to environmental pollution such as the effects of passive smoking and excessive noise;
- g) The sale of cigarettes to Under 18s.

In appropriate cases, the Licensing Authority will expect the licensee to show how they will supervise children who are performing in a Regulated Entertainment event and what consideration will be given to the welfare of children as performers and customers. Where children are supervised, the Licensing Authority will expect the Operating Schedule to demonstrate that these supervisors have been appropriately checked by the Criminal Records Bureau. These must be enhanced checks.