

Licensing Act 2003 Completing your operating schedule

This leaflet gives guidance on how to complete your operating
schedule

Guidance notes 4



Completing your operating schedule.

What is an operating schedule?

An operating schedule is a crucial part of your application, it outlines the way in which you will control the activities taking place at your premises. These control measures that you form will become a condition of your licence should it be granted.

Introduction

The Licensing Act 2003 requires an operating schedule to be completed as part of a premises licence application. The operating schedule should detail the activity that will be taking place in the premises and the control measures that will be put in place to promote the four licensing objectives, those being;

- the prevention of crime and disorder
- promotion of public safety
- the prevention of public nuisance
- the protection of children from harm.

It is important to include the control measures that will be implemented, as this will enable your application to be assessed to ensure the licensing objectives are being met satisfactorily. If not your application may attract extra representations, have extra conditions attached to it or be refused.

What should be contained in your operating schedule?

An operating schedule must include the following details:

- the activities to be carried out at the premises;
- the times at which activities would take place;
- any other times when the premises may be open to the public;

- whether the licence is required for a limited period;
- where the sale of alcohol is intended, the name and address of the designated premises supervisor;
- whether such sales will be on or off the premises or both;
- the steps proposed to promote the licensing objectives.

The prevention of crime and disorder

When completing your operating schedule it should be noted in particular that it is unlawful under the Licensing Act 2003;

- to knowingly sell or supply or attempt to sell or supply alcohol to a person who is drunk
- to knowingly allow disorderly conduct on licensed premises
- for the holder of a premises licence or a designated premises supervisor knowingly to keep or to allow to be kept on licensed premises any goods that have been imported without payment of duty or which have otherwise been unlawfully imported
- to allow the presence of children under 16 who are not accompanied by an adult between midnight and 5.00am at any premises licensed for the sale of alcohol for consumption on the premises, and at any time in premises used exclusively or primarily for the sale and consumption of alcohol.

The type of steps this council would expect to see in your operating schedule, where applicable, to promote the objective of the prevention of crime and disorder would be:

1. Membership of a local pubwatch scheme where a communication link is set up between the police and other members of the scheme to alert them to the fact that there are potential trouble makers or individuals suspected of criminal behaviour in a particular area.
2. The provision of door supervisors registered by the Security Industry Authority. The number of door supervisors required would be dependent on the type of clientele, the capacity of the venue and the type of activity taking place. A risk assessment should be carried out in each case.
3. Consideration should be given to the use of plastic bottles and

glasses or toughened glass to prevent glass bottles and drinking glasses being used as a weapon.

4. The installation of CCTV cameras.
5. Restriction on the areas of consumption of alcohol after purchase at the bar e.g. in areas such as terracing of sports grounds during particular sporting events.
6. Setting a capacity limit to prevent overcrowding.
7. Having a policy to prevent under age sales, such as the production of 'proof of age cards'.
8. Displaying notices to warn customers of the crime which may target them, such as warning about pick pockets or bag snatchers.
9. Using the design of the premises such as providing an appropriate ratio of tables and chairs to customers based on the capacity to prevent high volume vertical drinking.

Promoting public safety.

The type of steps this council would expect to see in your operating schedule, where applicable, to promote the objective of public safety would be:

1. Compliance with the 'Technical Standards of Places of Entertainment,' see reference material number 7 at the end of this leaflet for further details.
2. Describing arrangements in place to ensure the safe evacuation of disabled people and that the disabled people on the premises are aware of those arrangements.
3. Specifying the measures in place to maintain escape routes and exits, this may include ensuring:
 - a. all exit doors are easily openable without the use of a key, card, code or similar means;
 - b. doors at such exits are regularly checked to ensure that they function satisfactorily and a record of the check kept;
 - c. any removable security fastenings are removed whenever the premises are open to members of the public or staff;

- d. all fire doors are maintained effectively self-closing and shall not be held open other than by approved devices (e.g. electromagnetic releases operated by smoke detectors);
 - e. fire resisting doors to ducts, service shafts and cupboards shall be kept locked shut;
 - f. the edges of the treads of steps and stairways are maintained so as to be conspicuous;
 - g. all customers are aware of the evacuation procedures, i.e. those that may not be able to hear or see the fire alarm or unable to move easily when evacuating a building.
4. Safety checks are carried out and recorded prior to the admission of the public and recorded.
 5. Hangings, curtains and temporary decorations are maintained in a flame retardant condition.
 6. A capacity limit is set and controlled.
 7. Notices are to be displayed detailing the action to be taken in the event of a fire or an emergency.
 8. Access for emergency vehicles is kept clear and free from obstruction.
 9. Adequate supply of first aid material is available on site and, where appropriate, a suitably trained first aider.
 10. The provision of adequate lighting, including fire safety signs and emergency lighting.
 11. The safety of the electrical installation.
 12. That if an indoor sporting event is included, extra provision such as a qualified medical practitioner to be present, distances to be maintained between the ring and the audience, etc. is made.
 13. Special effects that may be used in the premises are detailed such as dry ice machines and cryogenic fog; smoke machines and fog generators; pyrotechnics, including fireworks; real flame; firearms; motor vehicles; strobe lighting; lasers; explosives and highly flammable substances. In certain circumstances it may be necessary to require that certain special effects are only used with the prior notification of the licensing authority.

14. The provision of attendants for closely seated audiences, such as in theatres or cinemas.
15. The measures employed to ensure that the scenery, safety curtain, ceilings and seating is safe and recorded.

Preventing public nuisance

The type of steps this council would expect to see in your operating schedule, where applicable, to promote the objective of preventing public nuisance would be:

1. The level of music and other entertainments needs to be controlled so that they are contained within the structure of the premises and do not give rise to a nuisance to neighbours.
2. Doors and windows need to be closed to ensure noise from music and other entertainments does not breakout and disturb neighbours.
3. Noisy activities need to be restricted to areas of the premises that are best able to contain noise. Outside areas such as forecourts and beer gardens should not be used for music and entertainment.
4. Any noise limiter device fitted within the premises should be set at an agreed level and access to the controls restricted to prevent it being tampered with.
5. Noise levels should be reduced before doors are opened and patrons leave in numbers.
6. Liaison meetings with residents to discuss any problems they may be experiencing as a result of noise or other nuisances arising from activities at the premises.
7. Stewarding or supervising of patrons queuing to enter the premises.
8. Stewarding or supervising patrons as they leave the premises especially at the end of the evening when the premises closes.
9. Signs should be displayed requesting patrons to respect the neighbourhood when leaving the premises.

10. Security and advertising lighting should be appropriate and so installed to ensure that light overspill does not adversely affect neighbours.
11. Litter caused by patrons should be considered and addressed through the provision of bins and litter patrols as necessary.
12. The timing of deliveries, refuse and in particular bottle collections should be arranged so as to cause the minimum disturbance to neighbours.
13. All plant and equipment utilised at the premises should be correctly installed and maintained to ensure that it operates without causing nuisance to neighbours caused by odours or noise.

Protection of children from harm

The type of steps this council would expect to see in your operating schedule, where applicable, to promote the objective of the protection of children from harm would be:

- age restrictions all or part of the time the premises is open, this may include times at which there is adult entertainment, events for young age groups, drink promotion nights such as happy hours, etc.
- films to be classified by the British Board of Film Classification.
- notices to be displayed both inside and outside the premises so that persons entering can readily be made aware of the classification of a film.
- a minimum number of attendants with seated audiences or door supervisors registered with the SIA (Security Industry Authority.)
- risk assessment of any particular risks to children taking part in performances where particular attention is to be paid to the venue, fire safety, special effects and the general care of the child, etc.
- compliance with the Portman Group's Code of Practice on the naming, packaging and promotion of alcoholic drinks.
- compliance with the guidelines issued by the National Association of Cigarette Machine Operators (NACMO).

Useful reference material

1. **Model National and Standard Conditions for Places of Public Entertainment and Associated Guidance** ISBN 1 904031 11 0 (Entertainment and Technology Press – ABTT Publications)
2. **The Event Safety Guide – A guide to health, safety and welfare at music and similar events** (HSE 1999) ('The Purple Book') ISBN 0 7176 2453 6
3. **Managing crowds safely** (HSE 2000) ISBN 0 7176 1834 X
4. **5 Steps to Risk Assessment: Case studies** (HSE 1998) ISBN 07176 15804
5. **The Guide to Safety at Sports Grounds** (The Stationery Office, 1997) ('The Green Guide') ISBN 0 11 300095 2
6. **Safety Guidance for Street Arts, Carnival, processions and Large Scale Performances** published by the Independent Street Arts Network, copies can be obtained from – www.streetartsnetwork.org.uk
7. **The London District Surveyors Associations 'Technical Standards for Places of Entertainment'** ISBN 0 9531229 2 1
8. **Code of practice on environmental noise control at concerts.** The Noise Council. ISBN 0 900 103 51 5.
9. **BS 5588** Part 6 (regarding places of assembly)
10. **BS 5588** Part 9 (regarding ventilation and air conditioning systems)
11. **BS 5588** Part 9 (regarding means of escape for disabled people)
12. **BS 5839** (fire detection, fire alarm systems and buildings)
13. **BS 5266** (emergency lighting systems.)
14. **BS 8300: 2001** Code of practice for design of buildings and their approaches to meet the needs of disabled people.
15. **Hammersmith & Fulham statement of licensing policy.** Can be obtained from the Licensing section in environmental protection.

Further information

We realise that this may be a confusing time for existing licensees but we are here to help you through this process. Licensees can contact us at any time for advice, or to request an application pack. This leaflet provides advice based on information available at the time of writing and this may change. It is intended for guidance only and does not provide authoritative legal advice. Only the courts can interpret legislation with definitive authority.

Applicants are advised to seek their own professional advice where they feel it is necessary.

We would welcome your comments on this or any other of our leaflets, so as to ensure that they meet the needs of the users of our services.

If you have difficulty understanding this leaflet for any reason please contact us to discuss other formats that we can provide.

How to contact us

London Borough of
Hammersmith & Fulham
Licensing Section
Environmental Protection
5th Floor, Town Hall Extension
King Street, Hammersmith
London, W6 9JU.

Phone: 020 8753 1084

Fax: 020 8753 3922

Email: licensing@lbhf.gov.uk

Website: www.lbhf.gov.uk

Environmental Health – address
as Licensing Authority e-mail:
environmentalprotection@lbhf.gov.uk

Trading Standards – address as
Licensing Authority e-mail:
trading_standards@lbhf.gov.uk

Health & Safety – address as
Licensing Authority e-mail:
environmentalprotection@lbhf.gov.uk

Other useful contacts:

Planning Authority

FAO: Julian Renselar
Development Control
Environment Department
3rd Floor, Town Hall Extension,
King Street, Hammersmith,
London, W6 9JU.

Phone: 020 8753 1084

Fax: 020 8753 3470

E-mail: environment@lbhf.gov.uk

Department for Culture, Media and Sport

204 Cockspur Street
London, SW17 5DH.

Phone: 020 7211 6200.

Website: www.culture.gov.uk

The Chief of Police Metropolitan Police

FOA: Ron Brooke
Fulham Police Station
Heckfield Place
London, SW6 5NL.

Phone: 020 8246 2974

Fax: 020 8246 2881

Email: ron.brooke@met.police.uk

Or

Hammersmithandfulham@met.police.uk

**London Fire & Emergency
Planning Authority (LFEPA)**

FAO: Licensing Department
3rd Floor

Hammersmith Fire Station
190 – 192

Shepherd's Bush Road
London W6 7NL.

Phone: 020 7587 4800

Fax: 020 7587 4802

E-mail:

Hammersmith&fulhamgroup@
london-fire.gov.uk

Health and Safety Executive

Rose Court
2, Southwark Bridge
London
SE1 9HS.

Phone: 020 7556 2101

Fax: 020 7556 2200

E-mail: licensingapplications@
hse.gsi.gov.uk

Area Child Protection Committee

ACPC Development Worker

Hammersmith & Fulham

Children's Services

1st Floor, Sawley Road

London, W12 ONZ.

Phone: 0208 753 5125

Fax: 08717 502342

Email: acpclicensingact@

lbhf.gov.uk

West London Magistrates' Court

181, Talgarth Road

London, W6 8DN.

Phone: 020 8700 9371

Fax: 020 8700 9366.

If you would like any part of this document interpreted into your own language, please phone 020 8753 4040.

Russian

Если вы хотите, чтобы какая-либо часть этого документа была устно переведена на ваш язык, пожалуйста, позвоните по телефону 020 8753 4040.

Polish

Jeśli chcesz jakaś część tego dokumentu przetłumaczyć na język ojczysty, to proszę zadzwoń pod numer 020 8753 4040.

French

Si vous souhaitez qu'une partie de ce document soit traduite dans votre langue, veuillez appeler le 020 8753 4040.

Spanish

Si desea alguna parte de este documento en su propio idioma, llame al 020 8753 4040.

Albanian

Nese do deshironi ndonje pjese te ketij dokumenti te perkthyer ne gjuhen tuaj, telefononi 020 8753 4040.

Amharic

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Portuguese

Se desejar qualquer parte deste documento interpretada no seu idioma, telefone por favor para 020 8753 4040.

Somali

Haddii aad jeclaan laheyd in qeyb dukumentigan ka mid ah luqaddaada ama afkaaga laguugu turjumo, fadlan teleefoon u soo dir 020 8753 4040.

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਕਿਸੇ ਵੀ ਹਿੱਸੇ ਦਾ ਕੀਤਾ ਹੋਇਆ ਅਨੁਵਾਦ ਤੁਹਾਡੀ ਅਪਣੀ ਭਾਸ਼ਾ 'ਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਕਰੋ 020 8753 4040.

Gujarati

જો તમને આ દસ્તાવેજના કોઈપણ ભાગનું કંઈક ભાષાંતર તમારી પોતાની ભાષામાં જોઈવું છે તો, મહેરબાની કરી ટેલિફોન કરો 020 8753 4040.

Hindi

यदि आपको इस दस्तावेज के किसी भी हिस्से का किया हुआ अनुवाद अपनी भाषा में चाहिए, तो कृपया टैलफोन करें 020 8753 4040.

Urdu

اگر اس دستاویز کے کسی بھی حصہ کا ترجمہ آپ کو اپنی زبان میں چاہیے تو براہ مہربانی ٹیلی فون کریں: 020 8753 4040

Farsi

اگر شما میخواهید هر بخشی از این سند به زبان شما برایتان ترجمه شفاهی بشود لطفا با شماره تلفن 020 8753 4040 تماس بگیرید.

Arabic

إذا كنت ترغب بالحصول على ترجمة فورية لأي جزء من هذه الوثيقة، فيرجى الاتصال بـ 020 8753 4040

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www.lbhf.gov.uk

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