

Latino's / Diamonds & Pearls

Greys Road

Market Place

Henley-on-Thames

Policy Document

March 2011

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1. Introduction

The purpose of this document is to ensure that our Premises are a safe environment for our Guests and Staff. We aim to achieve this by adhering to the policies contained within this document and by continuing to work closely with the Thames Valley Police and South Oxfordshire's Licensing Authority.

Carmello Borg is the overall manager of the Premises and the Designated Premises Supervisor.

This document will be reviewed on an annual basis with regular consultation with Thames Valley Police.

2. CCTV

The provision of CCTV cameras will be used as a means of deterring and detecting any crime and disorder that takes place within or immediately outside Latino's / Diamonds & Pearls.

A digital CCTV system has been installed and in accordance with our Premises Licence the CCTV:-

- will cover all areas accessible by the public (except toilets) to include entrance/exit points
- images will be retained for a minimum of 31 days and supplied to the police or the Licensing Authority upon request

3. SIA - Door Security

The Premises will employ a reputable security company to carry out all security functions at the Premises.

All security personnel will be registered with Security Industry Authority and will be familiar with working with Nightclub Premises.

In accordance with our Premises Licence conditions a minimum of 1 member of SIA door security staff for every 100 guests will be present at the Premises; with a minimum of 2 door security staff present at all times the premises is open to the public.

The Security team will be responsible for implementing the policies listed below.

4. Admission

- a. There will be no admission of individuals that are:
 - banned
 - displaying drunk/disorderly behaviour;
 - wearing hooded tops; baseball caps and/or sportswear
 - in possession of drinks contained in bottles or glasses whether open or sealed
 - found in possession of or suspected of carrying illegal drugs or offensive weapons
- b. Maximum Capacity - SIA door staff will control the admission of guests to ensure that the maximum permitted numbers (Currently 350 persons including staff) are not exceeded.

5. Queue Policy

- a. A system of queuing outside the premises will be controlled and supervised by SIA Door Supervisors.
- b. SIA Door Supervisors will monitor the queue and remind customers to keep noise to a minimum to reduce disturbance to neighbouring Premises.
- c. To keep disturbance to local residents to a minimum customers will only be expected to queue if:-
 - the Premises is at maximum occupancy; and/or
 - the Door Supervisors are carrying out routine security checks; and/or

- there are large group admissions and entry needs to be staggered
- d. SIA Door Supervisors will refuse admission to persons who appear to be intoxicated.
 - e. Any persistently rowdy behaviour will be met with refused entry

6. Search Policy

- a. The Security team will monitor and regularly patrol queues
- b. SIA Door Supervisors will carry out routine security checks/searches for alcohol; illegal drugs and weapons:-
 - If a person is found to be carrying alcohol they will be refused entry.
 - In the case of illegal drugs or weapons the Police will be called and contact details of the person carrying the items will be noted in the Refusals register and entry to the Premises will not be permitted at any future date.
 - A search Policy for staff is also in operation; any staff found to be possession of, or under the influence of illegal drugs will be dismissed without notice.

7. Dispersal

- a. The premises will establish a direct phone link to a licensed taxi company
- b. Notices to request patrons to leave quietly will be displayed
- c. The volume of music towards the end of the evening will be reduced and where appropriate playing quieter music as the evening winds down/terminal hour approaches.
- d. Security staff will ban people from returning if they regularly leave in a noisy fashion
- e. No person will be allowed to remove alcohol; glass or bottles from the premises

8. Smoking Policy

The Security team will ensure that those persons permitted to leave to visit the designated smoking area are not causing a disturbance and are given a fixed 10 minute time limit to re-enter the Premises.

9. Age related schemes

No persons under the age of 18 will be permitted entry to the Premises unless for a pre arranged Under 18's function of which prior agreement will be sought from Thames Valley Police.

The Premises operates an over 25's policy but allows over 21's at the Management's discretion.

10. General Security measures

1. The consumption of alcohol to take place on the Premises only. Guests will not be permitted to take drinks outside.
2. Both male and female toilets will be checked by a member of staff at least once every 60 minutes.
3. The Premises will not engage in irresponsible drinks promotions that encourage binge drinking.
4. All incidents or crime and disorder will be recorded in an "Incident Log Book" which will also contain the name; badge number; and start time of SIA door staff.

Signed:

Printed: Carmello Borg (DPS)

Dated:

Review Date:

Safety Meeting Minutes

Meeting Date:
31st March 11
Meeting Time:
9.30pm
Meeting Place:
Diamonds & Pearls

Chairperson:
Secretary:
Members:

Present at Meeting

[Signature]
[Signature] M. Hitchcock
[Signature]
 IAN WHITING
 LUKASZ Nowak
 ANDY POWELL
 PIOTR KACIORSKI
 A. Magladas

----- Discussion Topics -----

Summarise the topics discussed in the space below:

- Evidence of drugs through the building (Being Raided) need to be 110% more vigilant.
- A member of staff to check and clean toilets Friday and Saturdays.
- All Dancers will be searched upon arrive.
- All Dancers can use upstairs as a customer to have a drink but must be fully clothed and not upstairs if working.
- All Dancers must be wearing coats down to their knees if outside smoking (NO NUDITY WILL BE ALLOWED.)
- There can be only 1 girl outside at a time if smoking.
- All Dancers need to look clean and tidy upon arrival of work.
- Any members of staff that are drunk before or during their shift will be asked to leave and not come back!!
- All Dancers have to book in 4 weeks in advance to work (No turning up on the night you will be asked to leave.)
- Any problems use the chain of command first point of call will be Peter do not bother Leno/Andy or Ian with silly problems.
- Ear plugs have been supplied (Please help yourself these are located behind the bar downstairs with Peter.
- All dancers are not allowed to leave early!! Any problems please follow chain of command.
- Random drug test will be taken at any point through your working hours.

Action Items Generated During the Meeting

Questions:	Action answer
Girls have requested the use of lockers.	Leno/Andy to look into.
When the dancers get asked to go out on Promotion walking around the town, can they have a member of security to look after them.?	There will be a Male member of staff.



AWARDING QUALIFICATIONS *for* LICENSED RETAIL

This is to certify that

CARMELO BORG

has been awarded the

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National Certificate for
Personal Licence Holders**

Qualification Accreditation Number:
100/4866/2

Date Achieved: 14 March 2011
Number: 1003121564

Neil Robertson,
Chief Executive



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Llywodraeth Cynulliad Cymru
Welsh Assembly Government





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PIOTR KACZOROWSKI

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Neil Robertson,
Chief Executive

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.....



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Welsh Assembly Government



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Your Ref:
Our Ref: SA/ HUS 440414.6

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14th April 2011

Direct Dial: 02920 385 534
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Dear Sirs

Re: Premises Licence Review Latino's / Diamonds & Pearls Nightclub

We write further to the recent search of the above named premises and request disclosure of the drug tests conducted. We also request further information ahead of the Licensing Sub Committee Hearing on Monday 18th April 2011.

1. With reference to the drug test carried out at Latino's / Diamonds & Pearls Nightclub on the 24th March 2011 please confirm whether the equipment used was an iontrack itemiser and if so what make/model
2. Please confirm the total number of base readings taken during the visit on 24th March 2011
3. Please confirm the date and results of all drug tests conducted at the at The Catherine Wheel 17 Hart Street, Henley-on-Thames RG9 2AR between 1st March 2009 and 24th March 2011

We look forward to hearing from you.

Yours faithfully

Morgan Cole



Welcome to ST Security

ST Security provide the highest standards of security for the private and public sector in Berkshire and the surrounding area.

We specialise in the provision in the appropriately licensed security guards and mobile patrol services for all types of customers and requirements.

ST Security operate to the highest standards at all times and are always looking for SIA trained and registered security guards/door supervisors.

For more details about the services we offer please contact our professional and friendly team, you'll find our contact information at the 'Contact Us' page below.

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ST Security were formed by Ian Whiting and Martin Hitchcock. With over 25 years experience in the security industry we feel we can supply to you the best possible service.

All our staff are SIA licensed and have experience in the security industry from door supervision to events security to static security.

We provide you the customer with what you need: well trained experienced and friendly staff who are 100% committed to us and to you the customer.



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Employment

ST Security are always keen to speak to SIA trained and register people looking to join our team across the south of England.

Please get in touch with us either via our email address or by calling any of the numbers shown on the Contact Us page.



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Door Supervisors Dog Handling Static Security Event Security

Door Staff are the first point of contact for any customers coming onto licensed premises, and should be approachable and professional in aspects of their job.

Security staff should always be well turned out and be able to interact with your clientele in a respectful manner at all times.

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