**SITE**

**MANAGEMENT PLAN**

**Standard Public Entertainment Licence**

# (TEMPLATE)

**Contents**

Part 1:Questions to consider when complying with the Code of Practice and Guidance on Liquor Licensing

1: Site Risk Assessments

2: Equality

3: Training

4: Entertainment

5: Events

6: Fire Safety

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8: Health & Safety

9: First Aid

10: Noise Nuisance

11: Minors

12: CCTV

Part 2:Site Management Plan and Risk Assessment

Part 3: Checklist

Supplementary information page

If you are filling in this Site Management Plan ("SMP") Template for a licence type other than an On Licence, please complete the sections as they are applicable to your licence application.

For a:

**Charitable Functions Licence** - there is no requirement to complete a SMP template.

For a:

**Special Event Liquor Licence** please complete the Special Event Management Plan template.

**Occasional Public Entertainment Event Licence** please complete the Occasional Public Entertainment Event Licence Site Management Plan template.

For a:

**Off Licence** please complete the Off Licence SMP template.

**Liquor Producer Sales Licence** please complete the Off Licence SMP template.

***When complying with the requirement under the Code of Practice to have in place an adequate Site Management Plan and Risk Assessment you may wish to consider the following questions:***

|  |
| --- |
| **1:** **Site Risk Assessments** **Some questions you might consider are:** * Do you have an operations policy for the management of risk? If so, what is it?

**Some examples of how you might demonstrate this are:** * We can demonstrate that risk assessments are in place and reviewed annually, or when any operational changes are made. All team members have been trained in accordance with job role.
* We can evidence that a risk assessment is in place to ensure compliance with the Code of Practice and Guidance on Liquor Licensing. This is reviewed annually, or when any amendments/additions are made.
* We use the xxxx to record risk.
 |
| **2: Equality** **Some questions you might consider are:** * Is the licensee and any employee(s)/agent(s) familiar with what steps they take for service refusal under section 33 of the Liquor Licensing and Public Entertainments Act 2021?
* Do you have an accessibility statement and are you able to produce this at the premises on request?

**Some examples of how you might demonstrate this are:** * All our members have received training on section 33 and understand what steps they must take for service refusal.
* We have an accessibility statement and it is located on the premises here xxx.
 |
| **3: Training** **Some questions you might consider are:** * Have all general staff undertaken the necessary training within one month from their employment date?
* Do you keep evidence/records of all staff training?
* How will you make these records available to a Police Officer in a reasonable timeframe if required?
* Have all employed stewarding staff been registered with the Department of Home Affairs?
* Are staff trained in how to manage Bring Your Own Bottle (BYOB) public entertainments?
* Are you aware that any promotion you run must not encourage patrons to drink excessively or drink rapidly, as this would contravene the licensing objectives as set out in the Act?
* Are you aware that instances of public nuisance or disorder taking place could have a detrimental effect on similar future licensing applications?

**Some examples of how you might demonstrate this are:** * We do not conduct, promote, or encourage irresponsible drinking.
* We always consider the safety of our customers, offer water, soft or hot drinks and assistance, for example calling taxis to help them home safely.
* This information can be found in our induction video.

Detail as to how you conduct and record team training: * + We have a training policy; team training is recorded. Our policy includes Induction Training for all team members and an ongoing structure for all job roles, comprising of the following:
		- Site orientation and team introductions
		- Risk assessments
		- Fire Safety – Reviewed in line with Fire Certificate
		- Licensing Law – Site Licence
		- First Aid
		- Brand and product knowledge
		- Drinks dispense
		- Brand Standards
* Staff have been trained on the procedures for BYOB events.
 |
| **4: Entertainment** **Some questions you might consider are:** * What level and type(s) of entertainment is(/are) permitted as per the conditions of the licence?
* If this SMP is for a large event, will there be different entertainments on offer?

**Some examples of how you might demonstrate this are:** * Our event will have a variety of entertainments on offer, such as live music in one part of the premises and background music in another. We have detailed in this Site Management Plan how we will ensure that our site complies with any entertainment terms and conditions attached to our licence.
 |
| **5: Events** **Some questions you might consider are:** * Does your licence permit you to have occasional events?

**Some examples of how you might demonstrate this are:** * The Licensee and Approved Persons will manage events in line with this management plan and operating practices.
* Anything outside the perimeters of the site licence will be risk assessed and the Licensee will follow the Occasional Licence process.
 |
| **6: Fire Safety** **Some questions you might consider are:** * Do you have a valid fire certificate?
* Number of patrons permitted for Fire purposes?
* Do you have an evacuation plan in place and are your staff trained against this?
* Have all staff undertaken basic Fire awareness or Fire marshal training?
* Do you have a Fire Safety strategy for the premises (to include providing staff with emergency evacuation procedure training and good housekeeping)?

**Some examples of how you might demonstrate this are:** * The Licensee and Approved Persons ensure compliance with Health & Safety legislation and the premises Fire Certificate. They ensure testing, training, and record keeping is in line with the Fire Certificate.
* Our Fire Certificate and Logbook are available for inspection.
* All team members complete Fire Safety training during induction. They know how to raise the alarm, where Fire Exits are located, our evacuation procedure and capacity numbers.
* Refresher training is completed in line with the Fire Certificate.
* All staff have undertaken the necessary training in relation to Fire Safety, and their training remains valid. Staff know what to do in the event of a fire.
 |
| **7: Food Business Registration** **Some questions you might consider are:** * Does your premises serve food?
* Is your premises registered with the Food Business Register?
* Do all food outlets have Level 2 Food Safety training in place?

**Some examples of how you might demonstrate this are:*** Our premises is registered and all required certifications (including those for training) are in place.
 |
| **8: Health & Safety** **Some questions you might consider are:** * Does your premises have a dedicated Health and Safety Policy in place?
* Are all staff members familiar with the health and safety policy, and fully trained within their remit of the policy?

**Some examples of how you might demonstrate this are:** * Our company Health & Safety policy is in place and our team members have received instructions relevant to their job role. This is in line with the Health & Safety at Work Act (1977) and The Management of Health & Safety at Work (Risk Assessments) 2003.
 |
| **9: First Aid & Accident Reporting Policy** **Some questions you might consider are:** * Do you have an appointed First Aider?
* Has the appointed First Aider attended face to face First Aid training that has been approved by your insurance company?
* Are all staff members aware of who the First Aider is and where the First Aid box is located on your premises?
* Is your appointed First Aider aware it is their responsibility to check and restock the First Aid box?
* Do you have an accident reporting procedure?

**Some examples of how you might demonstrate this are:** * We have an appointed First Aider and it is xxx.
* Our appointed First Aider attends face to face First Aid training, the training has been approved by our insurance company and is refreshed every 2 years.
* All team members are aware of who the First Aider is and where the First Aid box is located. This information is in our induction video.
* Our appointed First Aider is responsible for checking and restocking the First Aid box.
* Accident reporting is completed in line with our company Health & Safety policy.
 |
| **10: Noise Nuisance & Potential Disturbance** **Some questions you might consider are:** * How do you control noise nuisance to nearby residents?

**Some examples of how you might demonstrate this are:** * Approved Persons manage the level of noise and follow the terms and conditions for music and dancing in our licence.
* Approved Persons will follow opening/closing and during service routines and manage any potential noise complaints quickly.
* We have a queue management process in place.
 |
| **11: Minors** **Some questions you might consider are:** * Are minors allowed in your premises?
* Are all your staff aware of the terms and conditions of your licence relating to minors?
* Are all staff familiar with the types of ID that are legally accepted as proof of age?
* Are minors able to be safeguarded by staff if and where necessary?
* Are you able to operate a Challenge 25 policy where age related products are to be sold or supplied within the licensed area? (i.e. sale of glue, knives, etc.)

**Some examples of how you might demonstrate this are:** * All team members take reasonable steps to ensure the safety of minors. We are committed to the prevention of consumption and supply of alcohol to minors.
* All our team members have received training, understand they must request ID, what forms of ID they can accept and how to verify it.
* All team members understand that they must record refusals and retain any fake ID to pass to the Police.
* This information can be found in our induction video.
* All staff are trained and certified in the safeguarding of minors should the need arise.
* All staff are trained in the Challenge 25 policy should it need to be utilised.
 |
| **12: CCTV** **Some questions you might consider are:** * Does the premises CCTV systems record good quality images in all lighting on a 24/7 basis?
* Are your CCTV cameras directed at key locations?
* Do all aspects of your premises CCTV system comply with Data Protection legislation?

**Some examples of how you might demonstrate this are:** * Our premises is covered by CCTV.
* Approved Persons receive training to operate the CCTV and they understand the GDPR guidelines associated with the use of CCTV.
* Our CCTV is checked weekly as part of our General Managers weekly sign off; any faults are reported.
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**Site Management Plan and Risk Assessment**

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| **Name of the Premises**  |  |
| **Address of the Premises**  |  |
| **Telephone contact for the premises**  | Along with an out of hours telephone number that is manned and that the court/police can contact the license holder on. The number should not be for an empty premises or that cannot be accessed.  |
| **Normal Opening Hours**  | **AM**  | **PM** You may wish to note here if you have a final door closing time. |
| **Name of** **licensee(s)/licence holder(s)**  |  |
| **Name(s) of** **Court approved supervisory person(s)** |  |
| **Names of any Door** **Security Staff directly employed by premises**  | **Name:**  | **Badge Number:**  |

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| **1: Site Risk Assessments*****Some questions you might consider are:**** Do you have an operations policy for the management of risk?

If so, what is it? | *(If N/A, please skip to the next section)*Yes [ ]  No [ ]  N/A [ ] Detail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **2: Equality** ***Some questions you might consider are:**** Is the licensee and any employee(s)/agent(s) familiar with what steps they take under section 33 of the Liquor Licensing and Public Entertainments Act 2021?
* Do you have an accessibility statement and are you able to produce this at the premises on request?
 |  *(If N/A, please skip to the next section)*Yes [ ]  No [ ]  N/A [ ] Yes [ ]  No [ ]  N/A [ ]  |
| **3: Training*** Have all general staff undertaken the necessary training within one month from their employment date?
 |  *(If N/A, please skip to the next section)*Yes [ ]  No [ ]  N/A [ ]  |
| * Do you keep evidence/records of all staff training?
 | Yes [ ]  No [ ]  N/A [ ]  |
| * How will you make these records available to a Police Officer in a reasonable timeframe if required?
 | Detail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| * Have all employed stewarding staff been registered with the Department of Home Affairs?
 | Yes [ ]  No [ ]  N/A [ ]  |
| * Are staff trained in how to manage Bring Your Own Bottle (BYOB) public entertainments?
 | Yes [ ]  No [ ]  N/A [ ]  |
| * Are you aware that any promotion you run must not encourage patrons to drink excessively or drink rapidly, as this would contravene the licensing objectives as set out in the Act?
 | Yes [ ]  No [ ]  N/A [ ]  |
| * Are you aware that instances of public nuisance or disorder taking place could have a detrimental effect on similar future licensing applications?
 | Yes [ ]  No [ ]  N/A [ ]  |
| **4: Entertainment*** What level and type(s) of entertainment is(/are) permitted as per the conditions of the licence?
 |  *(If N/A, please skip to the next section)*Detail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| * If this SMP is for a large event, will there be different entertainments on offer?
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| **5: Events*** Does your licence permit you to have occasional events?
 |  *(If N/A, please skip to the next section)*Yes [ ]  No [ ]  N/A [ ]  |
| **6: Fire Safety*** Do you have a valid fire certificate?
 | *(If N/A, please skip to the next section)*Yes [ ]  No [ ]  N/A [ ]  |
| * Number of patrons permitted for Fire purposes?
 | Detail: \_\_\_\_\_\_\_\_\_\_\_\_\_ |
| * Do you have an evacuation plan in place and are your staff trained against this?
 | Yes [ ]  No [ ]  N/A [ ]  |
| * Have all staff undertaken basic Fire awareness or Fire marshal training?
 | Yes [ ]  No [ ]  N/A [ ]  |
| * Do you have a Fire Safety strategy for the premises (to include providing staff with emergency evacuation procedure training and good housekeeping)?
 | Yes [ ]  No [ ]  N/A [ ]  |
| **7: Food Business Registration*** Does your premises serve food?
 | *(If N/A, please skip to the next section)*Yes [ ]  No [ ]  N/A [ ]  |
| * Is your premises registered with the Food Business Register?
 | Yes [ ]  No [ ]  N/A [ ]  |
| * Do all food outlets have Level 2 Food Safety training in place?
 | Yes [ ]  No [ ]  N/A [ ]  |
| **8: Health & Safety*** Does your premises have a dedicated Health and Safety Policy in place?
 | *(If N/A, please skip to the next section)*Yes [ ]  No [ ]  N/A [ ]  |
| * Are all staff members familiar with the health and safety policy, and fully trained within their remit of the policy?
 | Yes [ ]  No [ ]  N/A [ ]  |
| **9: First Aid & Accident Reporting Policy*** Do you have an appointed First Aider?
 |  *(If N/A, please skip to the next section)*Yes [ ]  No [ ]  N/A [ ]  |
| * Has the appointed First Aider attended face to face First Aid training that has been approved by your insurance company?
 | Yes [ ]  No [ ]  N/A [ ]  |
| * Are all staff members aware of who the First Aider is and where the First Aid box is located on your premises?
 | Yes [ ]  No [ ]  N/A [ ]  |
| * Is your appointed First Aider aware it is their responsibility to check and restock the First Aid box?
 | Yes [ ]  No [ ]  N/A [ ]  |
| * Do you have an accident reporting procedure?
 | Yes [ ]  No [ ]  N/A [ ]  |
| **10: Noise Nuisance & Potential Disturbance*** How do you control noise nuisance to nearby residents?
 | *(If N/A, please skip to the next section)*Detail: \_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_ |
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 |  *(If N/A, please skip to the next section)*Yes [ ]  No [ ]  N/A [ ]  |
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| * Are minors able to be safeguarded by staff if and where necessary?
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| * Are you able to operate a Challenge 25 policy where age related products are to be sold or supplied within the licensed area? (i.e. sale of glue, knives, etc.)
 | Yes [ ]  No [ ]  N/A [ ]  |
| **12: CCTV** * Does the premises CCTV systems record good quality images in all lighting on a 24/7 basis?
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| * Are your CCTV cameras directed at key locations?
 | Yes [ ]  No [ ]  N/A [ ]  |
| * Do all aspects of your premises CCTV system comply with Data Protection legislation?
 | Yes [ ]  No [ ]  N/A [ ]  |

**Supplementary information page**

|  |  |
| --- | --- |
| **Section the information relates to:**  | **Additional information/notes:**  |
| **Example:** Section 6: Fire Safety | **Example:** * The Licensee and Approved Persons ensure compliance with Health & Safety legislation and the premises Fire Certificate. They ensure testing, training, and record keeping is in line with the Fire Certificate.
* Our Fire Certificate and Logbook are available for inspection.
* All team members complete Fire Safety training during induction. They know how to raise the alarm, where Fire Exits are located, our evacuation procedure and capacity numbers.
* Refresher training is completed in line with the Fire Certificate.
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Please use this additional page to detail any supplementary information you wish in relation to the contents of this Site Management Plan which you do not feel can be covered within the Plan itself – you may also wish to append copies of policies/practices here.