

## Revive Café, 7 Smith Street, Warwick Operating Schedule

### a) General – all four licensing objectives (b,c,d,e)

List here steps you will take to promote all four licensing objectives together.

Clear signage on the premises of all objectives to ensure staff and customers are aware of steps that will help keep staff, customers and any accompanying children, and other members of public safe and informed.

Noise, Light and other types of pollution will be kept under control within set local authority guidelines. Any changes or recommendations will be dealt with swiftly.

Training of all new members of staff before they start their employment with Revive Cafe Limited will have to have a mandatory training session on the licensing objectives.

Refresher training of staff twice a year of these objectives which will be logged by management of who was trained, dated and signed. This log book will be open for inspection to Warwickshire Council should an inspection be required.

### b) The prevention of crime and disorder

- A clear and concise notice outside the premises to show the hours under the terms of license and activities permitted.
- Clear and notice of warning of possible risk of criminal activity in the area such as theft, to help customers be aware of their possessions.
- Drunk and disorderly behaviour from customers will not be permitted and may be asked by management of premises to leave should their behaviour continue as it can potentially cause harm or endanger other customers and/or their children.
- Signs of drug misuse or taking will not be tolerated and notices will be shown to customers to be vigilant and report any activity to members of staff. This in turn will result in notifying the police or emergency service should it be required.
- No solicitation of provisions and services of the premises will take place outside the immediate area causing public harassment or disorder.
- Notice to ask customers to be aware of any suspicious activity and to notify staff immediately, so that action can be taken swiftly to resolve any issues.
- CCTV will be installed inside and outside to have a record of any activity that would help bring people to justice should any wrongdoing happen on or outside the immediate vicinity of the premises.

c) Public safety

- Signs will be displayed showing cleaning in progress or warning of areas where public should not access, such as kitchen / restricted access or areas being cleaned where accidents or dangerous materials could cause harm.
- There will be a log book of incidents or accidents that happen on site will be kept on the premises, recording any instances

and be ready for inspection by any authorised person from the local authority as per Licensing Act 2003.

- Adequate access is provided for emergency vehicles.
- Adequate access and provisions are provided for disabled or impaired customers.
- The premises, including fittings including door fastenings, seating, notices, electrical, heating, lighting, ventilation, washing facilities, sanitary accommodation and other installations, will be maintained at all times in good order, and in a safe condition.
- Fire extinguishers and fire blankets will be situated in the premises including the kitchen, and notices of how to use fire safety equipment will be shown near the apparatus at all times. This will be in line and accordance to Fire Safety governed by the regulatory Reform (Fire Safety) Order 2005.

d) The prevention of public nuisance

- Clear and legible notices to be shown on all exit signs requesting customers to respect nearby residents and businesses that they should leave quietly without causing too much noise.
- Deliveries of supplies necessary for the operation of this business will be carried out where possible at times or in such a manner that it causes the least amount of disturbance for nearby residents or businesses.
- The licensee will make sure that all staff who arrive early or leave late will be advised to keep noise level to a minimal level to ensure local residents or other businesses are not too disturbed.
- Customers will be notified within the premises with clear signs when leaving the premises to leave quickly and quietly, and not stand outside talking loudly outside of normal hours.
- Movement of rubbish and bins will be kept at a minimum in the early morning and after 22:00 hours, this will help reduce noise pollution. Staff will be given clear instructions on this process.
- Any lights outside of the building will be monitored and can be changed to make sure that light pollution doesn't bring any necessary complaints by local residents, businesses or local authority.

e) The protection of children from harm

- Notice of under 18's will not be permitted to be served, or consume alcohol on the premises.
- The premises will support the Challenge 21 / 25 Scheme and also have a log book of refusals recording when sale is refused as part of any age challenged scheme.
- Drunk and disorderly behaviour from customers will not be permitted and may be asked by management of premises to leave should their behaviour continue as it can potentially cause harm or endanger other customers and/or their children.
- Safety door hinges will be installed to make sure smaller children are kept safe.
- Notices to childminders, parents and adults to keep vigilant on their child in their care at all times.
- All staff will be internally trained on noticing signs / actions during working hours of child neglect, physical abuse, sexual abuse or emotional abuse. Also, able to take necessary steps to inform the police or local authority immediately if this should be witnessed personally or brought up by a concerned member of the public. This is inclusive of staff noticing other members of staff acting suspiciously on the premises. This will be in line with local authority guidelines.

- No entertainment will be permitted to show adult themes or sexual nature within the premises.
- No gambling will be permitted on the premises.