

Agenda

Licensing Sub Committee 2

Monday, 11 September 2023 at 10.00 am
At Annexe 1 - Sandwell Council House, Oldbury

This agenda gives notice of items to be considered in private as required by Regulations 5 (4) and (5) of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

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| 1 | Apologies for Absence | 5 - 6 |
| | Members to declare any interests in matters to be discussed at the meeting. | |
| 2 | Declarations of Interest | 7 - 8 |
| | Members to declare any interests in matters to be discussed at the meeting. | |
| 3 | Minutes | 9 - 16 |
| 4 | Application for the grant of a new Premises Licence at Luxor Events, 152 Reddal Hill Road, Cradley Heath, B64 5JJ | 17 - 176 |
| | To consider an application for the grant of a new Premises Licence for Luxor Events, 152 Reddal Hill Road, Cradley Heath, B64 5JJ. | |



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Chief Executive
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Distribution
Councillor Fenton (Chair)
Councillors J Giles and N Singh

Contact: democratic_services@sandwell.gov.uk

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Licensing Sub Committee 2

Apologies for Absence

To receive any apologies for absence from the members of the Committee.



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Licensing Sub Committee 2

Declarations of Interests

Members to declare any interests in matters to be discussed at the meeting.



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Minutes of Licensing Sub Committee 2

Monday 22 May 2023 at 10.25am
in Committee Room 1, Sandwell Council House, Oldbury

Present: Councillor Fenton (Chair)
Councillor J Giles and N Singh

Officers: Geeta Bangerh (Licensing Officer)
Kiran Dhesi (Licensing Officer)
David Elliott (Legal Advisor)
Connor Robinson (Democratic Services Officer)
John Swann (Democratic Services Officer)

In Attendance: Sandip Gillar (Applicant)
Dalveer Gillar (Applicant)
Nicola Stansbie (West Midlands Police Licensing)
Sharan Dadwal (Environmental Health)
Catherine Hartle (Resident)
Jonathan Hartle (Resident)
Wayne Lancaster (Resident)
Dean Gould (Resident)
Craig Potter (Resident)
Ronald Shearwood (Resident)
Amanda Shearwood (Resident)

44/23 **Apologies for Absence**

No apologies for absence were received.



45/23 **Declarations of Interest**

No declaration of interest was made.

46/23 **Application for the grant of a new Premises Licence at Luxor Events, 152 Reddal Hill Road, Cradley Heath, B64 5JJ**

The Sub Committee considered the application for the grant of a new Premises Licence at Luxor Events, 152 Reddal Hill Road, Cradley Heath, B64 5JJ.

Representations had been received from Environmental Health, West Midlands Police and local residents objecting to the grant of the application due to the licensing objectives, namely, the prevention of public nuisance, public safety and crime and disorder.

The application was for regulated entertainment, (Indoors only) Monday – Sunday 10:00 – 23:00 hours and Supply of Alcohol (On Premises only) Monday to Sunday 10:00 – 23:00 hours. The proposed hours the premises would be open to the public was Monday to Sunday 09:00 – 00:00 hours.

The applicant was present and addressed the Sub Committee with the following:-

- the applicants are two professional individuals with a young family;
- the application would expand the range of businesses currently being operated;
- as well as being professional project managers, the applicants manage a number of rental properties and a photo booth company;
- around £50,000 had been spent on the property to enhance facilities and bring it up to modern standards;
- the applicants wished to work and engage with local residents and build a relationship of respect and harmony;
- the venue would only be used for private events, these could include, birthday parties, weddings, baby showers and corporate events;



- it was expected that the venue would only be in use two to three times a week;
- use could be on any day of the week depending on the booking;
- in response to the Licensing Objectives and to reassure the Sub Committee:
 - **The Prevention of Public Nuisance**
 - the Environmental Health officer had visited the site and recommended sound proofing, subsequent work had been done and was ongoing to ensure the building was sound proof;
 - noise assessments had been carried out to determine the frequency of any possible disturbance and a further enhanced assessment was planned;
 - to mitigate noise at the closure of events, rubbish and glass clean up would take place only in the morning or afternoon, not in the evening;
 - a dispersal policy would be in place, and if required outdoor supervisors would be on duty to ensure an orderly dispersal;
 - a designated smoking policy would be in place and enforced;
 - car parking was a noted concern, the Council currently owned an adjacent car park, but it was closed. Conversations had been had with local representatives to see if this car park could be opened up to alleviate parking;
 - a petition had been set up to collect signatures from local residents asking for the car park to be re-opened;
 - **The Prevention of Crime and Disorder**
 - the venue would only cater for private and corporate events, it was not a public venue and all guests and clients would be registered;
 - due to the nature of the events it was hoped that it would limit any anti-social-behaviour that had previously been experienced;
 - a security system had been installed and CCTV been placed around the premises;



- licenced door staff would be employed on large event days;
- a comprehensive dispersal strategy would be in place;
- an effects of alcohol information would be included in all employee handbooks;
- **Public Safety**
- applicants hoped to have demonstrated a comprehensive plan of how they seek to manage the venue effectively;
- applicants had tried to reach out to local residents but was conscious that reaching everyone was difficult;
- applicants had seen the documents and review of the previous venue operators and wanted to stress the difference between what was there before and what they were planning to do;
- the venue limit was proposed to be 300 not 500 as it was previously;
- the equipment used for sound previously was unacceptable for the venue and residential setting, such equipment and speakers would not be used;
- visitors would not be allowed to bring alcohol outside of the venue;
- it was not expected that two events would operate at the same time, music would only be played in the large function room;
- fire safety was very important, and a clear plan had been submitted, designated fire exits were in place;
- the building had significant damage and work had been underway to rectify this and bring the venue up to a suitable standard.

A number of local residents were present and addressed the Sub Committee with the following representations:-

- local residents had not known who to approach about concerns, previous bad experiences had left local residents apprehensive about approaching the owner;
- the previous use of the venue had caused very serious concerns to local residents impacting their lives in a very negative way;



- the venue had very limited parking resulting in the majority of visitors and attendees parking locally and causing problems and distress to local residents and business owners;
- visitors and attendees at the venue were likely to cause noise problems when they left in the evening;
- doubt was expressed that the venue could be sound proofed due to its age and therefore presented a very real concern to local residents;
- each event had the potential to impact local residents negatively as users and uses of the venue could cause issues and problems.

The Police representation was present and addressed the Sub Committee with the following representations:-

- the venue was a large venue in a residential area which had been subject to a number of complaints previously under a previous owner due to continued anti-social behaviour;
- there had been continued noise complaints due to sound escaping from the building and the type of events proposed had the potential to cause future problems;
- the risk of disturbance and anti-social behaviour to local residents was high;
- there was little parking available for visitors and attendees and therefore there was a concern that the local roads and residents would be impacted;
- the proposed exit and entrances onto the nearby streets had previously been a source of anti-social behaviour;
- the venue would require a number of staff to manage it effectively to deal with any concerns.

Environmental Health was present and addressed the Sub Committee with the following representations:-

- the venue had previously been a real concern due to the noise and vibration complaints and there was a worry of previous issues reoccurring;
- there was a high risk of anti-social behaviour when visitors were leaving the venue;
- no car park means visitors and attendees would need to park on nearby streets;



- noise can travel through buildings and while the applicant was undertaking work to sound proof the venue the level of investment was very substantial;
- local residents had the right to enjoy their homes and not be adversely impacted by noise;
- a noise abatement notice which had been contravened had led to the previous licence being revoked;
- continued noise disturbance would result in a noise abatement notice being issued.

The applicants appreciated the concerns raised by local residents, Police and Environmental Health and stated that they had spent a considerable amount of money on soundproofing measures. Users of the venue would be required to submit their plans and activities prior to use, it was also expected that staff on site would be hired through the venue. Procedures would be in place to prevent noise escaping the venue and managing visitors and attendees as they left the venue.

The applicants indicated that they had been working with a noise expert would be attending the venue within the next few weeks to undertake a professional assessment.

The Police indicated that they would wish to see conditions related to a dispersal policy, a capacity door staff ratio, CCTV coverage, refusal register and booking logs. While the Police appreciated the willingness of the applicants to address concerns, the venue, because of its history, was a real concern.

The applicants explained that a risk assessment would be in place for all uses of the venue, only approved suppliers would be used including any music/DJ providers. The applicants indicated they would be very active at the venue and would ensure all users met their requirements.

The Sub Committee took advice from its legal advisor and it was determined that any decision be deferred until the applicants had undertaken a noise/acoustics assessment.



Resolved that the application for the grant of a Premises Licence at Luxor Events, 152 Reddal Hill Road, Cradley Heath, be deferred to the 18 July 2023 to allow for the applicants to undertake a noise/acoustics assessment.

(meeting adjourned 12.36pm to 1.31pm and 2.30 to 2.52pm)
Meeting adjourned until 18 July 2023

Contact: democratic_services@sandwell.gov.uk



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Consent of individual to being specified as premises supervisor

I _____
[full name of prospective premises supervisor]

of

_____ *[home address of prospective premises supervisor]*

hereby confirm that I give my consent to be specified as the designated premises supervisor in relation to the application for

PREMISES LICENCE GRANT

_____ *[type of application]*

by

_____ *[name of applicant]*

relating to a premises licence _____ *[number of existing licence, if any]*

for

152 REDALL HILL ROAD
CRADLEY HEATH
B64 5JJ

_____ *[name and address of premises to which the application relates]*

and any premises licence to be granted or varied in respect of this application made by

.....
[name of applicant]

concerning the supply of alcohol at

152 REDALL HILL ROAD
CRADLEY HEATH
B64 5JJ

.....
[name and address of premises to which application relates]

I also confirm that I am applying for, intend to apply for or currently hold a personal licence, details of which I set out below.

Personal licence number

.....
[insert personal licence number, if any]

Personal licence issuing authority

Waste, Fleet & Licensing - Licensing & Waste Enforcement
Public Realm
Dudley Council
Unit 1, Hurst Business Park, Narrowboat Way, Brierley Hill, DY5 1UF
01384 814727

.....
[insert name and address and telephone number of personal licence issuing authority, if any]

Signed

.....

Name (please print)

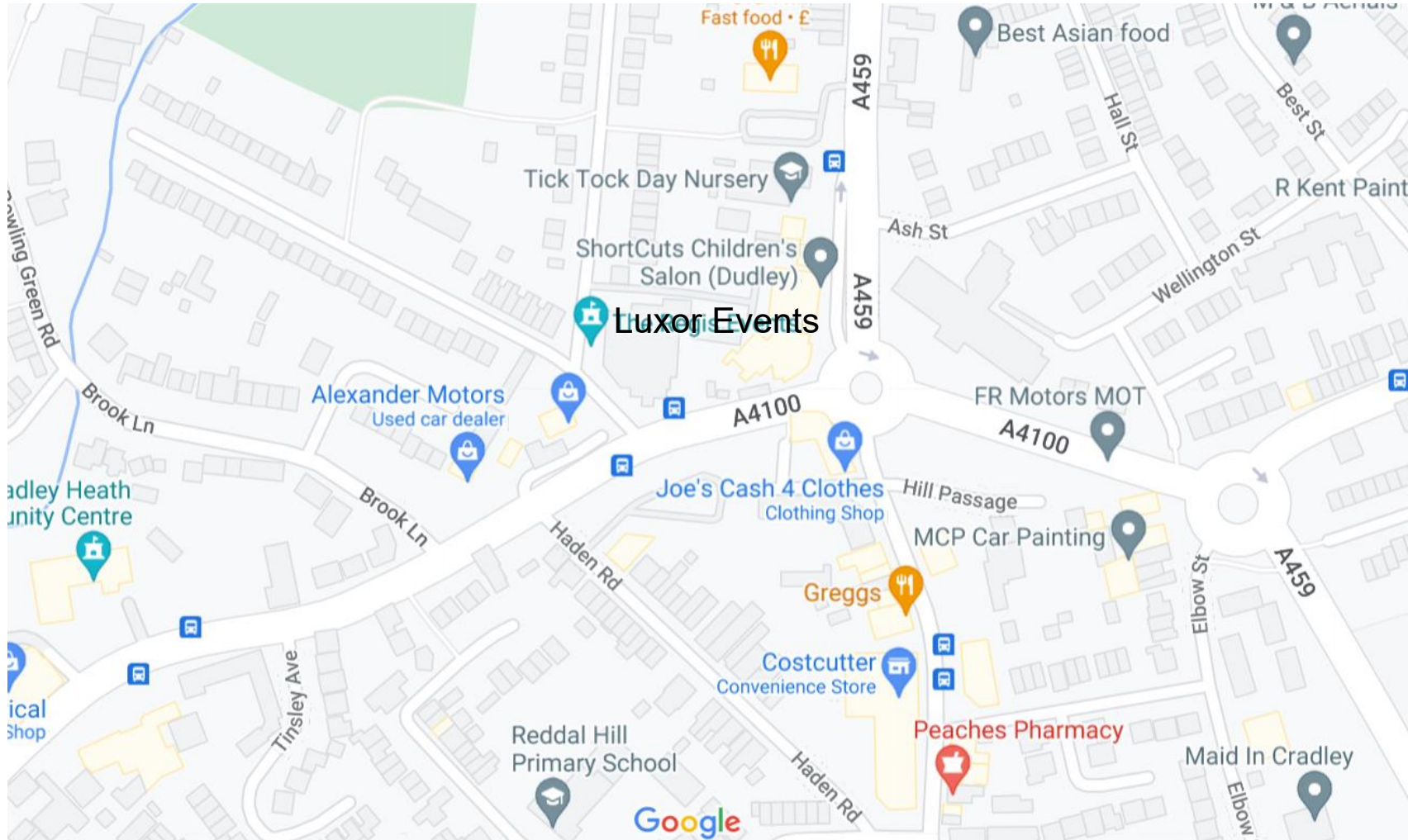
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Date

..... 10.03.23

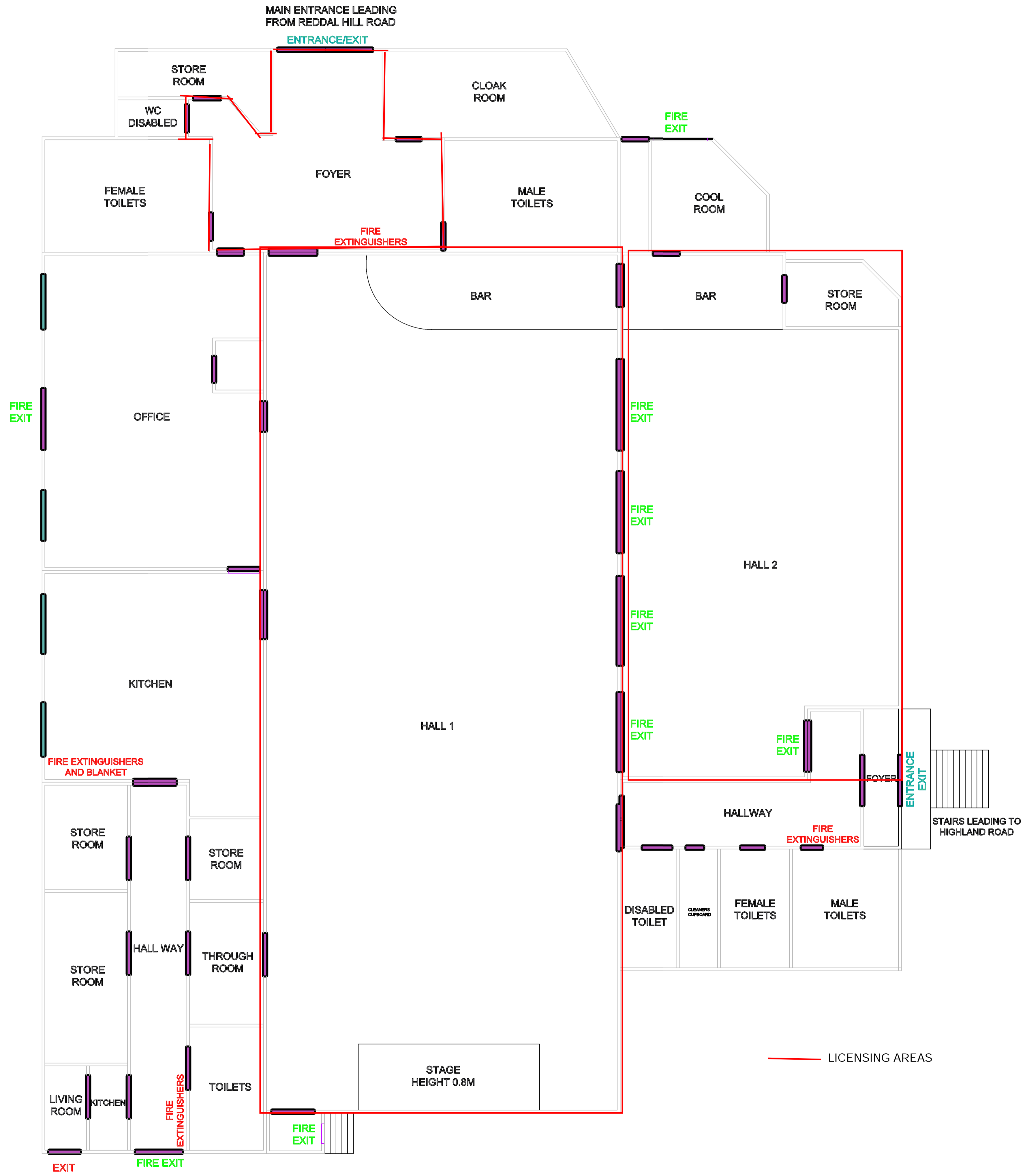
Appendix 3 – Location Plan

Luxor Events, 152 Reddal Hill Road, Cradley Heath, B64 5JJ



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Appendix 4 - Plan



| | | | | |
|--|------------|---|-------------------------------|--|
| 01 | 10/03/2023 | L.P. | CONSTRUCTION | D.G. |
| REV | DATE | BY | DESCRIPTION | CH'KD |
| <small>DIMENSION LIMITS UNLESS STATED OTHERWISE SPECIFIED ARE X EQUALS ± 1.0 mm XX " ± 0.4 mm XXX " ± 0.1 mm ANGLES ± 1/2 DEG - SURFACE FINISH 3/2 DRAWN GENERALLY IN ACCORDANCE WITH BS8888 DIMENSIONS IN MILLIMETRES REMOVE ALL BURRS AND SHARP EDGES</small> | | | <small>PROJECTION</small> | <small>SCALE</small> NTS DO NOT SCALE A1 |
| DRAWN | L.P. | <small>THIS DRAWING IS +GF+ PROPERTY AND IS PRIVATE & CONFIDENTIAL. IT MUST NOT BE COPIED OR LENT WITHOUT THE CONSENT OF +GF+ AND MUST BE RETURNED ON COMPLETION OF THE TENDER AND/OR CONTRACT.</small> | | |
| CH'KD | D.G. | | | |
| APP'D | S.G. | | | |
| LUXOR 152 REDDAL HILL RD CRADLEY HEATH B64 5JJ Tel : 07886244941 www.luxorevents.co.uk | | | | |
| <small>TITLE</small> GROUND FLOOR PLAN | | | | <small>REV</small> 1 |

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Appendix 5 – Representations

1.

From:

Sent: 21 April 2023 07:48

To: Licensing Team for Alcohol & Gambling <Licensing_Team@sandwell.gov.uk>

Subject: Objection to licence for the regis 152 redhill road b64 5jj

Please find attached my objection to luxor events licence application for

The regis

152 redhill road

B64 5jj

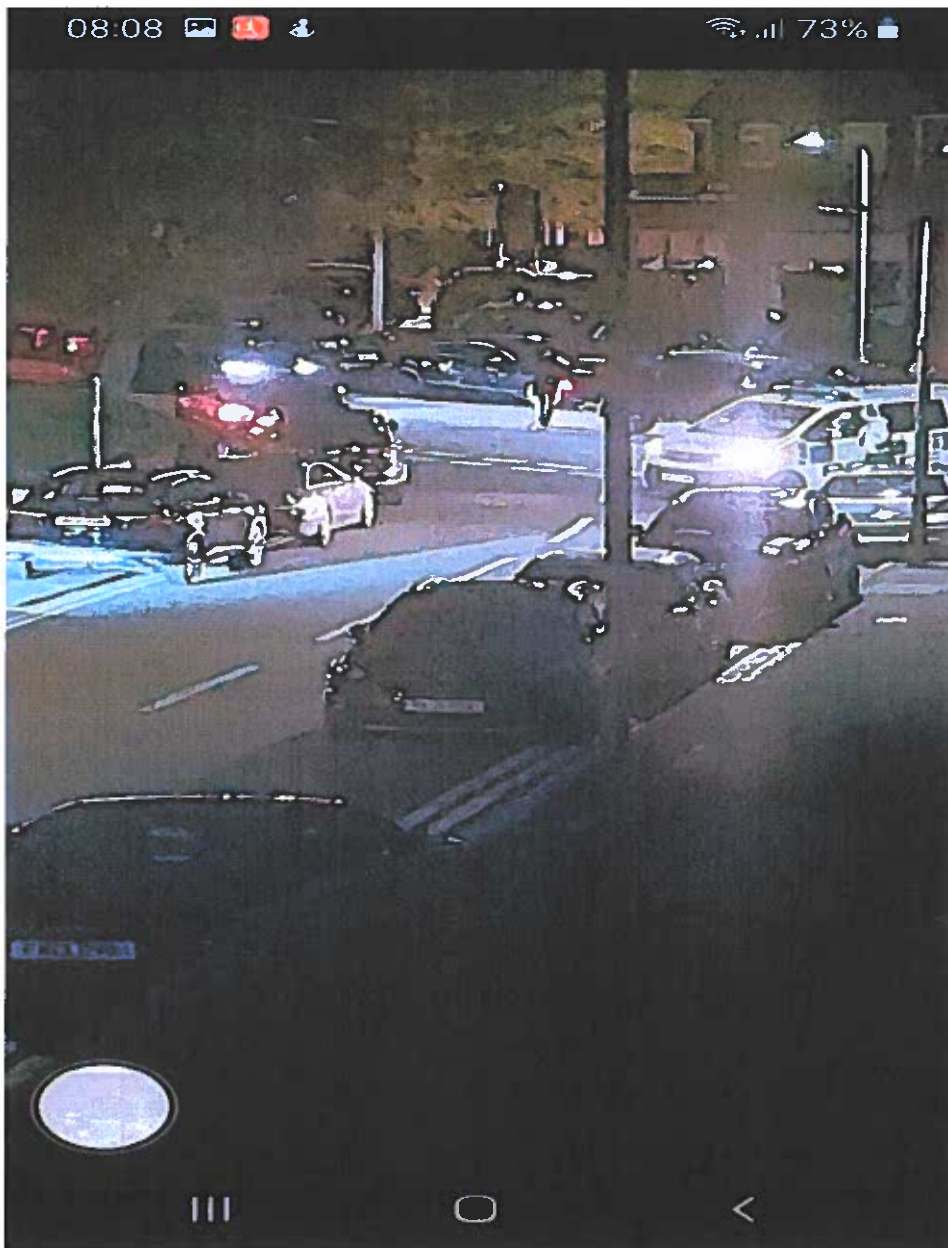
My name is [REDACTED]. I am writing to object and air my concerns on the licence application for the Regis, 152 Reddal Road, Cradley Heath, B64 5JJ by Luxor Events. I live at Hickmans Avenue, B64 [REDACTED] directly opposite the premises, as you may be aware myself and other residents went through a very stressful time last year when the premises was being run by the Caribbean Kitchen, which resulted in a Noise Abatement Notice and loss of licence. I feel that the proposed licence by Luxor Events contradicts the licensing objectives of Prevention of Crime and Disorder and Prevention of Public Nuisance.

The cause of my stress was mainly because of no parking whatsoever for the premises (see attached an example of the parking issues from 30th April 2022) with every double yellow line on Highland Road and Hickmans Avenue covered with cars resulting in noise and nuisance both at the start and end of every event. The building is also not being adequately sound proofed for live or recorded music being played at loud volume, which was a point that was acknowledged by Environmental Health at the Licensing Hearing on 24th June 2022 that given the age of the building it is not fit for purpose and the building being located close to a lot of residential houses. Additionally, a few hundred people leaving late at night resulting in nuisance and disturbance and occasionally anti-social behaviour. When the building was being run by the Caribbean Kitchen, a typical event would take over an hour for customers and staff to leave the venue. Even though, Luxor Events have requested a licence until 11pm, they want the building to remain open until midnight which would mean that customers/staff would be leaving the premises again into the early hours.

I realise this is a fresh application and should be treated as that, but it's the condition of the premises, the proximity of the venue to many residential homes and absolutely no car parking for the venue whatsoever that are main issues. From viewing the application, this gives no assurance that any of the issues I have mentioned above will be addressed sufficiently and would be no different from when the venue was being operated by the previous tenants. I attended the Licensing Hearing on 24th June 2022 for the Regis where Environmental Health stated that it would take

several thousands of pounds to get the venue sound proofed to get the venue to be fit for purpose. I have concerns which have not been reassured by Luxor Events that they have experience of running and controlling an entertainment venue of this size.

When the venue was operating between December 2021 and July 2022, I suffered severe stress, anxiety and I had to have time off work due to this and I suffered from lack of sleep. One of the reasons for this was that my bedroom is directly opposite an entrance/fire escape which was allowed to be used for an area for customers to gather and smoke.



Yours sincerely

2.

From:

Sent: 22 April 2023 15:05

To: Licensing Team for Alcohol & Gambling <Licensing_Team@sandwell.gov.uk>

Subject: License application - The Regis

To Whom it may concern

I am writing to express my concerns over the proposed re-opening of The Regis as a wedding/events venue.

As a resident of Highland Road I have experienced first hand the disruption and inconvenience that was caused under the previous licence holders - specifically extreme noise pollution, parking chaos (as the venue has no parking capacity) with inconsiderate patrons blocking residents driveways on numerous occasions, anti social behaviour by patrons - including lewd behaviour and drug taking in public and general disruption as they return to their vehicles in the early hours.

As this venue is located on the corner of a residential street occupied primarily by families with small children and elderly residents I feel it is inappropriate in the extreme to grant a licence enabling it to be open until midnight with music and drinking every day of the week. Our children are exposed to enough in the course of every day life without them having their home and sleep disrupted by this kind of venue on their doorstep. Why should my husband be kept awake into the early hours by noisy revellers when he has to be at work for 7am?

The new license application holders have made no attempt to consult local residents (contrary to their social media posts) other than to shove a flier through our letter boxes - there has been no attempt at constructive discussion or consultation which further leads me to suppose they too, like their predecessors, will have scant regard for the well being, feelings or experiences of the local residents or wider local community.

I would like to object to this application in the strongest possible terms - the venue is not in an appropriate area to be granted this type of usage licence, the parking situation is problematic at best and more often than not just chaotic and I urge you to turn this application down.

3.

From:

Sent: 23 April 2023 14:18

To: Licensing Team for Alcohol & Gambling <Licensing_Team@sandwell.gov.uk>

Subject: Objection

Representation regarding the licence application for 152 Reddal Hill Road Cradley Heath B64 5JJ
By Luxor Events (Sandwell)ltd

My name is , of The Shop Reddal Hill Road B64 where I have a business as a motor factor's. I wish to object to the granting of a licence for the above premises for reasons as follows.

This application albeit for a new applicant and new business and this is not a personal issue with the applicants, the venue is not suitable for the playing of recorded music, live music and dance and the sale of alcohol in this residential area.

Granting a licence contravenes two of the licensing objectives.

- 1 prevention of crime and disorder
- 2 prevention of public nuisance

In June 2022 at the licensing hearing environmental health made it abundantly clear that this venue is not suitable for such music in its current form and outlined the issue of the sound emanating from the front window like a speaker and that it would require several thousand pounds spending on it to tackle the professional sound proofing that would be necessary to make improvements to the nuisance that this venue has caused to the local residents.

This venue has a licence capacity for 300 people this then leads to the second problem of where are they to park?

There is not enough parking locally just a small area to the rear of the premises where presumably staff and event organisers and all preparatory persons will park. There are double yellow lines that are frequently ignored. The parking has caused untold chaos in this quiet residential area both to the residents and local businesses like myself, where our car park has been used by people using this venue and blocking our access for our residents in the flats above our premises also parking on the hand car wash neighbouring our premises. Thus causing antisocial activities and noise during and after the event when returning to their vehicles causing our residents a great deal of disturbance and sleepless nights, with the best intentions there will be disruptions as people arrive and leave by cars ,limousines ,taxis, minibuses, and any other vehicles bringing people and supplies to the events. This building is unsuitable for such events and will cause the same problems as previous. The events will be loud and noisy and guests will be highly charged by the end of the event and there will undoubtedly be some behaviour that will be unacceptable to local residents. No doubt leading to complaints.

From: <[redacted]>
Sent: 23 April 2023 19:57
To: Licensing Team for Alcohol & Gambling <Licensing_Team@sandwell.gov.uk>
Subject: Re: objection to Luxor Events Licence - 152 Reddal Hill Road

To whom it may concern

Regarding the application for Luxor Events Licence - 152 Reddal Hill Road, I am a local resident and I wish to object the application for the following reasons:

- Prevention of crime and disorder
- Public safety
- Prevention of public nuisance

I am a neighbour of the establishment and suffered from the licence previously being granted for Caribbean kitchen. Caribbean kitchen was allowed to open until 1am and I understand this application is reduced, however, this would not change the following:

1. the noise that would be produced, previously we were advised at the hearing for Caribbean kitchen was not fit for purpose to be used for loud music events, the building is still as close as previously. With live music and recorded music, the building is not sufficiently sound proofed to stop the noise pollution affecting local residents lives and wellbeing. Previously the noise pollution had a massive impact on my life, I was unable to sleep when the music was playing and felt constantly anxious every time there was an event.

2. The disorder from those using the establishment was horrendous, every time an event was on, from urinating in the street, arguments, loud noise when leaving the establishment, car noise increasing. Also the awful parking we as residents had to face, I had my drive blocked on at least 3 occasions. The parking is totally inadequate for so many guests, even if the car park opposite was to open this would still not be anywhere near enough parking for 300 guests, resulting again in dangerous parking illegally and over drives. It was dangerous for residents driving into the road, we should not have to endure this. This establishment is requesting permission for up to 300 and alcohol to be served, it is far from able to accommodate the anti social issues it will bring in such close proximity of residents.

3. The new management has claimed in the press they don't want "people to feel nervous", unfortunately, they have not reached out to local residents (certainly not myself at 5 doors down from the establishment) to advise us of this, only the Halesowen news which was very disappointing. It does not lead me to believe that there is much concern from the new management in how this licence will impact local residents with noise, antisocial behaviour and major parking issues for our mental health and well-being. Nothing has changed since the previous closure.

The fact that the establishment was previously closed for the above reasons, I'm confident Sandwell Council will not make the same mistake again of allowing this license to be issued, not to mention the financial cost of policing, parking, further closures and of course the detrimental effect on tax paying residents it would inevitably bring.

I would be grateful if you could confirm receipt of this objection.

Kind Regards

5. 1. 1.

Dear Sir/Madam,

Objections to License application 152 Reddal Hill Rd

I am writing to you to express my concerns and strongly object to the granting of any license for the premises 152 Reddal Hill Rd on the grounds of, Prevention of public nuisance, crime & disorder and Public Safety.

The granting of an entertainments and alcohol license will cause a public nuisance to residence in the area with noise, anti-social behavior and parking chaos.

On the subject of noise nuisance there has already been issues with noise from entertainments and music from the venue. The building was built in the 1950's and doesn't have sound proofing to retain the noise from modern speaker equipment. The venue has already been subject to a noise abatement notice as the sound could not be blocked from leaving the premises. The building has single glass windows on one side and the roof is pitched and creates an amplification effect which can be heard up the street, in my home and in the homes of my neighbours. In addition to amplified music acoustic singing, crowd noise and drum kits can also be heard outside as the vibrations cannot be contained within the building. The fire doors on the side for the building contain glass and when the shutters are raised the sound can be heard clearly through the doors.

The noise from the venue can be heard in my bedroom and evening entertainment prevents me from sleeping even with double glazing. When the noise of the entertainment is over the back door to the building will be used to empty bins, for staff clearing up and leaving the venue which will create noise. There will be late night noise from car engines on the car park at midnight and beyond caused by staff leaving. There is no high wooden fence around the back of the property to prevent noise and light being experienced in my bedroom, garden, back door and lounge. In addition we are overlooked by anyone at the back of the property, the current railings are too short and provide no privacy or reduction of noise or light being experienced by me and my family.

Without extensive sound proofing the building will continue to have a massive impact on my quality of life if an entertainments license is granted. During the day we will experience noise in our home and garden which will reduce our enjoyment of our property. Both my husband and myself have jobs which involve working from home, these jobs involve concentration which will be disturbed by loud music and activity noise in the venue.

The lack of adequate parking at the site will and already has caused a nuisance. The parking provision is not appropriate for running a venue for 300 guests. The provision on site will only hold approximately 6 cars. We have witnessed blocking of driveways and entrances on residents homes preventing them from parking on their own cars, people being unable to get their cars off their property due to inconsiderate parking. To accommodate transport for 300 people plus staff there will be chaos around our street. We will hear cars starting after events have finished loud voices and a rise in antisocial behavior on our street such as fighting, littering and defecation.

On the subject of crime and disorder granting a license to this venue is very likely to result in an increasing in parking offences and the blatant disregard to double yellow lines. The lack of parking provision around the venue and in the Old Hill area will actively encourage customers of the Regis to park on double yellow lines in the area. As a resident with double yellow lines outside of my property I have witnessed customers parking outside my house on a regular basis. We as residents have witnessed a wide range of parking violations including double parking on double yellow lines, blocking pavements and blocking an access road to the back of the shops on Halesowen Road.

When visited by the new owners they indicated parking is an issue they are fully aware of and will be trying to pressure the council into opening a car park nearby. This is an uncertainty and if the car park is not their own property or even rented by them they can't guarantee it's availability in the future.

They mentioned hiring staff to move drivers along and advise them of where to park but I can't see where they are going to direct them to park except on the streets nearby, spreading the issue further away from them. I also don't believe they will carry out this action as they seem to have a disregard for double yellow lines before the venue is even open. This was witnessed on 19th April 2023 and shows clearly how seriously the applicants take the issue of parking.



The license applications have also indicated they wish to organize family events such as weddings, having had a wedding myself I know how important the vehicle I arrived in was. The front of the venue doesn't have easy access for any large vehicles like a Rolls Royce or a limousine. It has recently

become fashionable to have high performance cars to arrive at a wedding. These are loud and can accelerate extremely quickly and on a road already congested by parking it will be a massive hazard. The other aspect of parking is public safety, as you can see from the photo earlier, cars tend to park over the pavement, this is a residential area and we have a large number of growing families. If cars

park in this way outside the venue, mothers with prams will be required to walk in the road putting themselves at risk.

We have seen when the venue was open last time a significant increase in antisocial behavior which can result in criminal activity. Their customers are likely to be drunk when leaving the premises and not in complete control of their actions. There is likely to be an increase in criminal damage to property, littering and fighting again. We have witnessed shouting and general rowdy behavior outside our house. Sometimes when alone in the house I felt vulnerable and scared when people are leaving the venue.

When it comes to public safety there is only one which I would like to mention, the front of the buildings proximity to the main road. I noticed at the last wedding the front of the building was being used by children playing on the grass chasing around having a wonderful time. The front is open to the road and not gated, it would have been quite easy for the over excited children to chase out into the road while a responsible adult's eyes are diverted. If they are planning to put on family events shouldn't they have to take some responsibility for children playing outside?

It is very sad to say this venue is no longer fit for purpose, without having parking or adequate sound proofing it should not be used for parties, entertainments or large gatherings.

Highland Road
Cradley Heath, B64

6.1

From:

Sent: 24 April 2023 12:00

To: Licensing Team for Alcohol & Gambling <Licensing_Team@sandwell.gov.uk>

Subject: Objection to Regis/Luxor licence application.

Dear Sir/Madam,

I am writing to express my grave concern over the licence application and pending reopening of the Regis as a events and wedding venue in our residential area. This venue had previously been shut down due to the excessive noise pollution caused by loud music and unruly patrons, as well as a massive spike in antisocial behaviour and crime in the area, which led to a noise abatement notice and the revocation of its license. We, the residents, are now worried that the reopening of the venue will bring back the same problems we experienced before.

The noise pollution caused by loud music and unruly patrons, as well as the parking issues, made life unbearable for the residents of this community.

The incessant noise pollution caused by the loud music emanating from the venue is a major concern. It makes it impossible for my young family to have a peaceful night's sleep. It was incredibly frustrating to have to endure this noise pollution every weekend, and it has taken a severe toll on our physical and mental health. The constant noise pollution was causing stress, anxiety, and sleep deprivation, which is affecting our overall well-being.

The new leaseholders hope with this licence application to bring this misery to our area throughout the day, seven days a week if they can, until midnight. Putting their patrons out onto our streets in the small hours. Moreover, the unruly behaviour of the patrons at the venue is also a major concern.

The guests often leave the venue intoxicated, causing disturbances on the streets, which puts the safety of the residents at risk. We have witnessed fights, shouting matches, lewd acts and other such incidents that are not only disturbing but also pose a significant threat to the peace and security of our neighbourhood.

The parking situation in the area has also become untenable due to the venue. The number of cars parked on the streets has increased dramatically, making it difficult for residents to find parking spaces near their homes, having their driveways blocked and being threatened on their own property. This has led to residents having to park their vehicles farther away from their homes, which is both inconvenient and a security risk, especially at night.

The venue's management has not taken any action to mitigate the noise and parking issues, despite being aware of numerous complaints from the residents. They seem to be operating without any regard for the well-being of the residents and the community. Their plan appears to try to be to force the council to open a nearby car park solely for the betterment of their business.

The fact that they have gone into this without the foresight to see how much of an issue this would be and to try to force others into solving their issues for them speaks loudly of their lack of wanting to be part of the community and fit in, rather than force others to fit around them.

This venue opening for events in our residential area has created numerous problems for the residents. The noise pollution from loud music, the unruly behaviour of patrons, and the parking issues have made life unbearable for us. The new management has shown zero interest in the local community, past lip service to the media. They have shown no efforts to address the previous serious issues with noise escapement, rather painting the facade.

The previous closure of the venue due to excessive noise pollution and other disturbances is a clear indication that this venue is not suitable for this residential area. The reopening of the venue as an events and wedding venue will only serve to exacerbate the noise and parking issues that we have already experienced.

In conclusion, I urge you to take appropriate action to prevent the reopening of this venue. The previous issues with noise pollution and other disturbances must be taken into account, and the well-being of the residents in this community must be protected. We hope that you will deny the license application and ensure that the residents' well-being is prioritized.

Kind Regards.



7. EHO

From:

Sent: 24 April 2023 14:53

To: Licensing Team for Alcohol & Gambling <Licensing_Team@sandwell.gov.uk>**Cc:** :

Subject: New Premises License - Luxor Events

Dear Licensing Team,

Re: Application made by Luxor Events (Sandwell) Ltd for a new premises licence - 152 Reddal Hill Road, Cradley Heath B64 5JJ.

The Environmental Health Department of Sandwell MBC **OBJECT** to the granting of a premises licence for the above, because it would undermine the Licensing objective of the **Prevention of Public Nuisance**.

The reasons for this are:

1. The venue is in close proximity to a residential area, residents of which were highly affected by the running of this premises last year;
2. The venue, with the previous licence was the cause of public nuisance from events and performances of various types. Public nuisance consisted of noise, vibration, inconsiderate parking, excessive traffic and antisocial behaviour. Those largely affected were residents living on Highland Road and Hickman's Avenue;
3. After closing time, the problem of anti-social behaviour within the area is foreseeable, including congregating patrons, noise disturbance, revving engines and altercations amongst patrons;
4. The excessive number of vehicles attracted to this venue will cause issues as there is no carpark to the venue. Due to limited parking, vehicles would have to be parked in areas, such as side streets and available carparks away from the site. It is likely that vehicles will park on the nearby residential streets, such as Highland Road and Hickman's Avenue, where there is currently limited parking available. This is likely to lead to obstructing highways and vehicles access, including emergency vehicles;
5. The building itself is not acoustically suitable to be used for the proposed entertainment. Noise is like air and will escape from anywhere it can. It normally leaves a room through gaps around windows, doors, ventilation ducts etc., and can also travel through the structure of the building. I understand that the current owners are undertaking steps to

work towards this but a substantial amount of works will need to be undertaken in order to control the noise to a maximum.

Should you require further information, please free to contact me.

Kind Regards

Environmental Health Officer (Citizen & Consumer Protection)



Sandwell Metropolitan Borough Council, Sandwell Council House, Freeth Street, Oldbury, B69 3DE

8.

From: (

Sent: 25 April 2023 12:17

To: Licensing Team for Alcohol & Gambling <Licensing_Team@sandwell.gov.uk>

Subject: Objection to Luxor Events Licence Application for the Regis

Hi,

Please see attached for Objection to the above proposed licence application.

25th April 2023

We are writing to object to the proposed licence application by Luxor Events for the Regis, 152 Reddal Hill Road, Cradley Heath, B64 5JJ. We feel that the proposed licence by Luxor Events contravenes the following licensing objectives:

- Prevention of Crime and Disorder
- Prevention of Public Nuisance

We moved into our current address on Highland Road, Cradley Heath in May 2021 and prior to the reopening of the building it was a peaceful and quiet neighbourhood. This changed when the Regis reopened in December 2021 and we experienced 9 months of horrendous noise, when the venue was being run by the Caribbean Kitchen. The volume of music/live performances every weekend (and occasional Thursdays and Bank Holidays) was excessive to the point that it disrupted the

enjoyment of our property and our sleep, anti-social behaviour such as violence between customers outside residential addresses, drug misuse outside the venue and in our streets and drunken and disorderly behaviour was a regular occurrence and our street would be full of parked vehicles either obstructing our driveway or parked illegally, due to the lack of parking at the venue. We supported Sandwell Council's action to revoke the Caribbean Kitchen's licence and one of us attended the Licensing Hearing on 24th June 2022.

We were saddened to see a local business close several weeks after the Licensing Hearing, however relieved that our ordeal was over. We continued to have our sleep disrupted as the alarm for the Regis would go off for hours and sometimes days. We have reached out to the landlord of the Regis, Royal Estates who appear to have little regard for the wellbeing of residents and the overall community.

We understand that this is a new tenant (Luxor Events) and that their application needs to be considered afresh, although our concerns of the venue being operated for events remains. We were encouraged when we saw a local media article on 28th March 2023 - <https://www.halesowennews.co.uk/news/23418280.call-council-let-regis-old-hill-use-car-park/> in which the new tenants indicated that "we want to work in harmony with the local community". We have not been approached by anyone from Luxor Events and feel that their words are empty.

We feel that we have had no reassurances about how the new tenants are going to avoid the issues that we experienced with the previous tenants. Given that what remains the same is the proximity of the venue to us and other residents, the lack of parking, and the fact the building is not adequate to prevent noise escape as the majority of the windows are single glazed and therefore, there is not sufficient sound proofing at the venue. These issues above we feel contradict the licensing objectives of prevention of crime and disorder and prevention of public nuisance.

As indicated above, we supported Sandwell Council when the licence was revoked under the previous tenants, and we are aware that a Noise Abatement Notice was served by Environmental Health on 20th April 2022. Given the issues we have highlighted above and the subsequent Abatement Notice, we cannot understand how the new tenants are going to avoid contravening the licensing objectives of prevention of crime and disorder and public nuisance. At the Licensing Hearing on 24th June 2022, the Senior Officer with Environmental Health at Sandwell Council gave evidence that "the venue in its current state is not fit for purpose and would need significant sound proofing to address these issues". We cannot understand how the new tenants are going to address these issues when they have applied for a licence for live music and performances for 13 hours a day and 7 days a week.

Highland Road

Kind Regards,

9.

From:

Sent: 25 April 2023 16:47

To: Licensing Team for Alcohol & Gambling <Licensing_Team@sandwell.gov.uk>

Subject: Objection

Representation regarding the licence application for 152 Reddal Hill Road Cradley Heath B64 5JJ
By Luxor Events (Sandwell)ltd

My name is [REDACTED] Cradley
Heath B64 [REDACTED]. I am the owner of the garage premises and units within my yard, also the 2 flats
above the shop and the shop premises.

I am unhappy that a licensing application for these premises has been submitted to yourselves
following the past problems with this establishment. I had a very bad experience whilst this venue
was trading namely horrendous parking on my car park and on double yellow lines and street
parking

with no consideration to anyone else. Parking on the car wash caused a lot of antisocial activity in
the

vicinity of my premises and under the windows of my two flats which in turn made the lives of my
residents unbearable. I experience parking, blocking access to my businesses and our residents cars
in and out on my own car park when the venue was open and subsequent complaints to myself by
my paying tenants.

The antisocial behaviour spilling from the venue after drinking caused many police visits to what is
normally a quiet residential area. I fear that a further licence will impact financially on myself and I
will loose tenants and residents.

These premises were deemed unsuitable for a licence due to the age and location to local homes
and

that substantial soundproofing and improvements at a considerable cost would be required, I do not
believe that the applicants are fully aware of these requirements and the costs involved and that
there was not enough disclosure from the letting agents as to the problems we have all experienced
in the not too distant past. I fully understand they are new applicants but nothing changes the fact
that there is not a realistic parking solution and the building is the same they will not be able to fully
soundproof the building with the budget they have disclosed.

There will be as many as 300 persons arriving to enjoy events including drinking then exiting this
venue on many modes of transport which will inevitably cause noise antisocial activity.

I therefore object as follows:

Granting a licence contravenes two of the licensing objectives.

1 prevention of crime and disorder

2 prevention of public nuisance

10.

From: I

Sent: 25 April 2023 23:23

To: Licensing Team for Alcohol & Gambling <Licensing_Team@sandwell.gov.uk>

Subject: Objections The Regis, 152 Reddal Hill Road, Cradley Heath B64 5JJ

I raise objections to the licensing of the venue on the following grounds;

1. Lack of parking in the locality of the venue. This would have a detrimental effect on residents in and around the venue.
2. Music noise, the sound levels of previous tenants were a major impact to residents nearby. Often causing things to shake on walls.
3. Other noise, people were often very loud when arriving and departing the venue especially when under the influence of alcohol. They also often smoked outside and again were heard screaming and laughing and being inappropriate in such a built-up area.
4. Antisocial behaviour outside venue, once under the influence people lose the inhibitions and this can lead to ASB and crime.

This site is inappropriate for this kind of event/party venue. But if agreed I believe strict regulations need to be in place. No parking by users of the venue inside streets in the locality. A limiter in place and tested regularly to control the volume of the music. My recommendation would be 90Db. I would also recommend an earlier finish time during the week to have less impact on those going to work and school. For example, 10pm Sunday to Thursday with exceptions for Bank Holidays. If possible, a limit put on the venue to how many events they can have in a week as this would prevent the venue running events every night. This would also lessen the impact on local residents. If this isn't possible, consider only granting a license from Thursday to Sunday with the above restrictions also in place

Finally, I am disappointed that despite what has been stated in a local newspaper the new owners have not consulted with residents and making such untrue statements to the press does not bode well in creating a positive relationship with those residents. Furthermore, the removal of the trees outside of the venue has created even more tension. I hope to see a more open dialogue between the owners, residents and councillors going forward.

Kind Regards,

11. Police

From: .

Sent: 26 April 2023 16:24

To: Licensing Team for Alcohol & Gambling <Licensing_Team@sandwell.gov.uk>

Subject: New Premises Application - 152 Reddal Hill Road, Cradley Heath B64 5JJ.

Further to the attached application, West Midlands Police object to the application as it stands.

noise and ASB from patrons leaving the venue and causing parking issues in the nearby residential roads.

The new operators have reduced the hours the previous venue operated and have provided the attached dispersal policy which is welcomed however some of the issues relating to the venue remain.

The venue is surrounded by houses meaning that the risk of disturbance to the residents from noise or ASB remains high. The venue has little parking and the nearest off street parking is Hill Passage Car Park for 20 cars and Highgate Street for 25 and patrons. The venue would not have sole use of these car parks and patrons would need to walk to and from the venue if using these car parks and so the concern remains that patrons will use nearby residential roads to park, raising the risk of disturbance to residents and a repeat of the previous parking issues.

The dispersal policy states the venue will use the exits/entrances on Reddal Hill Road and Highland Road. Highland Road and Hickman's Avenue were the two roads previously affected by the noise, parking issues and ASB from patrons and so the use of an exit onto those roads is a concern. If the venue decide to only use the entrance/exit on Reddal Hill Road, the concern remains as to how the venue would manage the dispersal of 300 patrons without it impacting on local residents.

The venue would require significant numbers of appropriately qualified/licensed staff to manage dispersal from the venue, manage patrons using the smoking area, deal with admittance to the venue, deal with any issues in the venue and deal with parking issues. There are currently no steps or conditions offered within the application that deal address the previous issues or offer reassurances.



Licensing

Sandwell LPA | West Midlands Police

Working in partnership, making communities safer

[If it's not 999, search WMP Online](#)

12.

From:

Sent: 26 April 2023 16:46

To: Licensing Team for Alcohol & Gambling <Licensing_Team@sandwell.gov.uk>

Subject: Objection to Luxor Events/ Regis Hall

To whom it may concern,

I am writing to express my concerns regarding the reopening of the Regis as an events and wedding venue in my residential area. I am particularly concerned about the impact this will have on my children's education and well-being (we are a home educating family). Not to mention my own mental health (which is already being tested as I fear history may repeat itself with the reopening such a venue in this proven highly inappropriate area)

The Regis was previously shut down due to excessive noise caused by loud music and rowdy patrons, resulting in the revocation of its license, due to the serious impact the noise was having on the physical and mental health of residents in the area. As a home educating family, we rely heavily on a peaceful and quiet environment for our children's education, and the reopening of the venue will undoubtedly affect their learning and concentration. I am confident that this will also be detrimental to the other young children whom live in very close proximity, as previously the noise emanating from the Regis Hall, caused our windows to vibrate and prevented restful sleep throughout the weekend resulting in poor concentration, short tempers and a general decline in energy and willingness to attend previously enjoyed sporting groups held during the weekend mornings.

How is this new re-awakening of the Regis Hall going to be any different? The new lease holders have made no attempts to discuss plans with residents. Nor have they made any of the required improvements to the building to prevent noise leakage, unless Navy paint has noise cancelling properties that I am unaware of.

Further concerns are that this new venture appears to want to open the venue 7 days a week with the potential of daytime functions for up to 300 people, as the property provides approximately 4 car parking spaces I fear our street and surrounding streets will once again become gridlocked, noisy and may result in my family being unable to park near to our house. This in itself causes additional stress as the safety of my vehicle is compromised not to mention the potential difficulties faced in getting my young children to and from their arranged home educational activities.

I am extremely concerned that the reopening of the venue will lead to a return of the same problems experienced previously. As the warmer weather is on its way, is it too much to ask to want to be able to enjoy my own outdoor space or perhaps have a window open, without disruption from an events venue?

Furthermore, the unruly behaviour of patrons at the previous venue is also a significant concern. As a parent, I am worried about the safety of my children and the general aesthetic of the area surrounding my home. We have been subjected to intoxicated patron's shouting, fighting, urinating, drug misuse and the conduct of lewd acts outside our front door and within sight of our children's bedroom windows. Furthermore there was a huge increase in the amount of litter left in our street,

from empty bottles and cans to nitrous-oxide canisters and broken glass which caused additional concern as it made parts of our street unsafe to walk and or drive over after previous weekend events. Such incidents are not only disturbing but also pose a significant threat to the peace and security of our neighbourhood.

In conclusion, I urge you to take appropriate action to prevent the reopening of this venue. The previous issues with noise pollution and other disturbances must be taken into account. I hope that you will deny the license application and ensure that residents' well-being is prioritized, as well as the ethos of Sandwell council's streets.

Sincerely,



DISPERSAL POLICY

1. PURPOSE

This policy is designed to provide guidance for the management and employees and set out the terms for the dispersal of customers/guests from the premises.

The purpose of this policy is to set out the reasonable steps the premises will undertake to prevent unnecessary avoidable disturbance to residents, services and other businesses operating in the vicinity of the premises.

It is the stated intention of the premises to operate in a manner which causes the minimum impact from noise nuisance and anti-social behaviour from our customers to neighbours and other members of the public.

To this end all relevant staff will be trained in this policy and other appropriate skills to achieve an orderly and safe dispersal from the premises.

All staff are compelled by their contract of employment to comply with and actively implement this dispersal policy; where their job role includes these responsibilities.

It is the responsibility of the Designated Premises Supervisor to ensure that this policy is enforced at the premises and to regularly update the policy to meet the requirements of the business.

2. LOCAL CO-OPERATION

The premises will, where practicable, work in partnership with local Responsible Authorities to share information and best practice.

The premises will work in co-operation, where appropriate, with other premises in the area to ensure that local policies are co-ordinated.

3. DISPERSAL

Dispersal shall take place through the front door(s) of the premises onto Reddal Hill Road or the side door onto Highland Road.

All conditions relating to dispersal included in the Premises licence will be enforced and relevant staff will be trained in these conditions, as well as the terminal hours and operating hours outlined on the premises licence.

Operating days for Luxor Events will be Monday to Sunday but will vary dependent on event booking dates.

Operating hours for Luxor Events will be 09:00 to 00:00 but will vary by event booking.

The activities below will only run between the event hours of 10:00 to 23:00. The date and time between these hours will be dependent on event booking.

- Live music
- Recorded music
- Performances of dance
- Anything of a similar description that falls within the above activities
- Supply of alcohol

Allocation of staff in the last 30 minutes prior to closing will be reviewed, to ensure that the collecting of glasses and the clearing of other waste is prioritised; this provides a message to customers that the premises is in the process of closing and encourages them to finish their drinks and prepare for departure.

Where a cloakroom is in operation additional staff will also be allocated there to ensure people can collect their belongings as efficiently as possible as they are leaving the premises.

A suitable member of staff or a Door Supervisor will be visible at each public entrance / exit to control the dispersal, to remind people to leave quietly and to prevent patrons from re-entering the premises.

Action Points:

- Make an announcement at the end of the evening to encourage patrons to disperse gradually and to leave the area quietly.
- Ensure adequate signage is available at each exit asking people to leave quietly and not to congregate outside or in the local area; direct patron's attention to these signs as they leave.
- Remove drinks and glass vessels from patrons as they leave to ensure no glass leave the premises.

4. DOOR SUPERVISORS

Door Supervisors Licensed by the Security Industry Authority will be employed by the premises based upon the risk assessment carried out in relation to the following factors:

- Size of the venue
- Expected attendance
- Type of event taking place
- Location of the premises
- Time of year
- Special occasion (New Year, Halloween, Local Festivals etc.)
- Premises Licence Conditions

Door Supervisors will be tasked with:

- **Management of the Queue to Enter the Premises.** Where a queue forms they will monitor to ensure the behaviour of those queuing is conducive with the entry policy. Any person who appears to be drunk or intoxicated will, where possible, be removed from the queue prior to them reaching the front.

While monitoring the queue the Door Supervisor should remove alcohol from anyone consuming alcohol while queuing or if they are unwilling to give up their alcohol remove them from the queue and advise them they will be refused entry as a result.

Door Supervisors must seek to control the noise from any person queuing outside the premises in order to reduce the potential for noise to disturb people living and working in the local community. This is achieved by politely reminding customers that anyone not complying with the request will be refused entry to the premises.

- **Dispersal from the Premises.** During the 'soft closure' period and once the premises is closed, the Door Supervisors shall assist with the dispersal of customers from the area. The purpose of an effective dispersal is to ensure that patrons leave the area quickly, quietly and in an orderly manner.

The most effective approach to dispersal is to be friendly and helpful, understanding that one of the effects of alcohol is to inhibit the effective decision-making ability. What may seem obvious and logical to a sober person, may seem confusing and complicated to a person who has consumed alcohol.

People loitering may be doing so because they are unable to make a decision or easily access the information they require; often they will disperse when they are given this information. Many patrons will move on if they can be helped to achieve one of the following outcomes:

- How to get home?
- Where they can go next?
- Where they can get some food?

By providing this information it can encourage them to leave the immediate area more quickly.

Just because someone arrived using one form of transport, do not assume that transport option is still available to them or that they can remember immediately how they arrived. Give them options, and offer assistance:

- Call a local taxi
- Provide information on local bus / train / underground routes
- Help to locate their friends
- Call someone for them

- **Door Supervisors will be easily identifiable.** The law requires Door Supervisors to display their SIA Licence, however the use of a clear uniform will provide greater awareness of their presence.

Action Points:

Door Supervisors can expedite the dispersal of patrons with their actions both at closing time and throughout the night by:

- Controlling the level of intoxication of patrons throughout the night and acting appropriately when people become intoxicated. Anyone who becomes too intoxicated to be served at the bar, shall be removed from the premises.
- Encourage patrons to leave gradually via the appropriate exits at the end of the night; try and avoid large numbers of patrons all leaving at the same time.
- Provide information about the transport options from the premises.
- Remove drinks and glasses and bottles from those leaving the premises.
- Remind people who are leaving to do so quietly and direct their attention to the signs displayed.
- Ask patrons not to assemble or loiter outside the premises once they have left.

5. MARSHALLS

Marshalls are licensed Door Supervisors who work away from the premises and provide a highly visible presence in the immediate local area, providing reassurance to residents and controlling antisocial behaviour from patrons; they have one main role:

- **Area Marshalls** – To patrol and monitor the local area to ensure that patrons disperse effectively and do not contribute to anti-social behaviour in the local area. Area Marshalls will have a detailed knowledge of all transport options in the area and provide directions for patrons who may be loitering in the vicinity of the premises.

Marshalls will be easily identifiable by way of their uniform or high visibility jacket / vest. They will have direct communication with the door supervisors at the premises via a two-way radio.

6. SIGNAGE & LIGHTING

The following signs will be displayed at the premises:

- Signs requesting patrons to Leave Quietly and Respect the Neighbours
- Signs to inform patrons that drinks may not leave the premises at any time.

These signs are to be displayed prominently at every public entrance and exit from the premises.

Lighting (Internal) – The premises will turn on the House Lights 30 minutes prior to closing time; the time by which every patron must have left the premises.

Turning the house lights on is a clear indication to patrons that the premises is in the process of closing and generally encourages patrons to leave gradually over the following 30 minutes (often referred to as a 'drinking up time'). There is a distinct advantage to patrons leaving of their own free will as they are much more likely to leave and disperse, then if they are asked to do so.

Lighting (External) – External lighting should be sufficient for patrons to leave the premises safely. Providing sufficient lighting in the external areas of the premises will encourage patrons to leave; patrons may be slower to leave if it is brighter inside than outside.

External lighting will be regularly reviewed to ensure it is not a cause of nuisance to neighbours.

Both internal and external lighting will be regularly reviewed to ensure it does not impede the effectiveness of CCTV.

7. TRANSPORT

In order to facilitate the dispersal of patrons from the premises, patrons will be provided with information on the various means of transport available from the premises:

- **Taxi & Taxi Ranks** – The premises shall display the number(s) of a local taxi company and the location of any taxi rank located in the proximity of the premises. The local taxi company whose numbers are displayed will be contacted to advise them of the location of the premises and informed of the appropriate collection point; they will be asked not to sound their horns on arrival.

Where a taxi has been called for a Patron, those persons will be asked to wait inside for their taxi to arrive.

For organised events, guests will be advised to pre-book taxis and advise the taxi company of the correct pick-up location along with instructions on how to minimise disturbance to local residents.

- **Car Parks** – Haden Road rear car park, Hill Passage pay and display car park and side streets where there are no double lines visible avoiding any car park spaces in front of driveways.

Door Supervisors will be aware of patrons venturing into the street / road as they leave the premises and control this in order to promote Public Safety and prevent the potential for accidents and injuries.

8. SMOKING AREAS

The Premises operates a controlled smoking area at the side of the building underneath a sign posted smoking shelter facing Reddal Hill Road.

The maximum number of patrons permitted in the smoking area at any one time is restricted to 6. The number of people using the smoking area will be controlled by a Door Supervisor to ensure that the maximum number is not exceeded at any time.

The activities below will only run between the event hours of 10:00 to 23:00. The date and time between these hours will be dependent on event booking.

The smoking area is specifically for smokers and no drinks, glasses or bottles are permitted in this area. Once patrons have finished smoking they should be directed back inside the premises to reduce the noise generated outside the premises.

The smoking area will be closed 30 minutes prior to the closure of the premises and at the same time the bar is closed.

The closing of the smoking area at this time will aid dispersal and prevent confusion between those in the smoking area and those leaving the premises. It will also mean that anyone wishing to smoke must leave the premises and no re-entry is permitted after this time.

9. BOTTLES, GLASSES & LITTER

The premises will maintain the area immediately to the front of the premises clear of bottles, glasses and litter by regularly sending a member of staff to the area to clear these items.

No glasses, bottles or other drinks are permitted to leave the premises and it is the responsibility of the Door Supervisor to ensure this rule is enforced. This includes preventing such items being taken into the smoking area or away from the premises at the end of the night.

It may be the case that glass bottles and glasses are brought to the area from other premises and left in the vicinity or at the front of the premises. It is the responsibility of the Door Supervisor to ensure none of these items enter the premises or the smoking area.

Despite these items not originating from the premises, it is the responsibility of staff to clear them on a regular basis throughout a session and to check at the end of the night that no such items remain to the front of the premises.

Effective house-keeping of this nature reduces the chances of glasses and bottles breaking or causing potential accidents. Consideration should also be given that such litter causes a nuisance to neighbours and while much of this may not originate from the premises an effort should be made to clear such litter as is reasonable by way of being a good neighbour.

Action Points:

- Place signs at the exits reminding customers that drinks may not be removed from the premises or be taken into the smoking area.
- Prior to closing the premises check that all litter to the front of the premises has been cleared.
- Sweeping outside the premises at the end of the session not only clears smaller rubbish, but may assist in getting patrons to move away from the premises.

10. CLOAKROOM & LOST PROPERTY

Patrons shall be reminded by way of notices and announcements that collecting items left in the cloakroom prior to the end of the night may allow them to avoid queues at the end of the night. This in turn will lead to some people dispersing in a more orderly way and being less frustrated if they leave having had to queue for a period of time to retrieve their coats and bags.

Additional staff will be allocated to the cloakroom as appropriate at the end of the session to reduce waiting times.

Any possessions that are found left behind at the end of an event will be held for a period of three months unless claimed by their owner. At this time they will be donated to local charities and no claim can be made against the company. Notices to this effect will be displayed at the premises.

11. 'SOFT CLOSURE' - MUSIC & ENTERTAINMENT

A 'soft closure' is in place at the premises, this is designed to close the premises more slowly and thus to encourage a more even dispersal rather than everyone being asked to leave at the same time. This in turn seeks to minimise the potential for noise and anti-social behaviour which can occur when larger numbers of people leave a venue at the same time.

The type of music being played in the last hour prior to closing should be considered. It is useful to play more 'calming' / 'chill out' music in the hour prior to closing the premises as this will have a positive impact of the behaviour of patrons when they leave the premises.

1. Patrons will be notified by announcement of 'Last Orders' giving the 10 minutes to purchase a last drink if they wish to do so.
2. 'Time' will then be announced when the bar closes.
3. Once 'Time' has been announced the smoking area will be closed, people still smoking should be allowed to finish their cigarette, but no further people should be admitted to the area.
4. 10 Minutes after 'time' has been called, staff cleaning and collecting glasses will start politely asking people to finish their drinks. Doing this in a polite individual manner, rather than shouting at the whole bar, is likely to have a more positive effect.
5. 20 Minutes after 'Time' has been called people should be asked to leave in the same manner as that indicated above.
6. 30 Minutes after 'Time' has been called, everyone should have left and dispersal as described earlier in this policy should be underway.

The music will not be turned back on by staff for their own entertainment while cleaning the premises, once customers have left the premises.

12. CONTROLLING CUSTOMERS & PREVENTING LOITERING

There are a number of solutions already described earlier in the policy on strategies which will help move people away from the premises and disperse them. However additional consideration can be given to the following:

- Making announcements
- Lighting
- Notices and signage
- Staff allocation
- Thanking patrons on the way out; this also encourages them to return by ensuring their final interaction with staff is positive.
- Staff should be aware when leaving after their shift, where background noise may no longer drown them out, staff can be a source of nuisance themselves.
- Consideration should be given to additional training for key staff. Intoxicated customers may react more positively to messages from staff other than Door Supervisors. People who are intoxicated are instinctively adverse to authority figures, such as the police or door supervisors. While the Police and Door Supervisors are trained to handle conflict, the vast majority of patrons are not involved in conflict and for them a more positive outcome may be achieved by other staff providing them with the messages and information they require.
- Providing perceived incentives; such as giving patrons a lollipop as they leave, not only does this seem like an incentive, someone with a lollipop in their mouth will talk less.

OFFICIAL

WEST MIDLANDS FIRE SERVICE

LICENSING ACT 2003

Voluntary undertaking- Supplement to Application

PREMISES: Luxor, 152 Reddal Hill Road
Cradley Heath

Before signing this document, you should be aware that failure to comply with this undertaking may result in a review of the premises licence and/or enforcement action under the Regulatory Reform (Fire Safety) Order 2005

PUBLIC SAFETY

1. A maximum Safe capacity of the premises will initially be set as follows;
360 persons. (including staff)

The above will be reflected in the fire risk assessment and suitable management procedures will be adopted to ensure that the safe capacity is not exceeded

2. The fire alarm system will be provided with an automatic cut out which silences amplified music upon actuation of the alarm.
A commissioning or test certificate issued in accordance with BS5839-1 will be provided to the Fire Authority before the premises operates the new premises licence.

3. The emergency lighting will be provided in accordance with the relevant British Standard
A suitable certificate will be provided to the Fire Authority before the premises operates the new premises licence

4. Artificial decorative effects (plants/flower/leaves) will only be provided if they are inherently fire retardant, and a suitable certificate can be provided.

5. All kitchen fire doors will be well fitting and provided with intumescent strips and cold smoke seals to achieve FD30s standard

APPLICANT'S SIGNATURE *DSilva* Print
Name..... *DANIEL SILVA*

Date..... *07/04/23*.....

AUTHORISED OFFICER... *Neil Aston-Baugh* (POSITION) ... *Fire Safety Inspecting*
OFFICIAL
Officer (Authorised on behalf of West Midlands Fire Authority)

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REP 1 – MR POTTER

From:

Sent: 14 June 2023 15:03

To: Licensing Team for Alcohol & Gambling <Licensing_Team@sandwell.gov.uk>

Cc:

Subject: Luxor Event held on 4th June 2023

CAUTION: This email originated from outside of the Council / Children's Trust. Do not click links or open attachments

Afternoon,

As an objector to the above licence application, I would like the following information to be considered by the subcommittee for the hearing to be held on 18th July.

I am contacting you both on behalf of myself and several other residents. I want to be clear that this is not a complaint, although after Luxor's first event it's fair to say they have not left a good first impression.

One of the residents noticed that Sandip and Dal were conducting sound testing on Saturday 3rd June outside the venue and that the volume of music was clearly audible inside their property.

Myself and the other residents then had several observations from the event that was held on Sunday 4th June:

- We received an email from Luxor on 1st June inviting us to the event and it clearly stated that the event was scheduled to end at 7pm on 3rd June. The music stopped at 8:45pm that Sunday evening.

- Several residents and I did attend the event as we do want to continue to maintain a line of communication with Sandip and Dal. As we walked towards the venue, the sound of the bass escaping from the rear of the venue was only a slight improvement from when the Caribbean Kitchen was operating from the Regis. I mentioned this to Sandip directly at the event and her response was quite dismissive when I advised her that the issue was clear if they inspected the rear of the venue. Myself and several residents could then clearly hear the volume of bass in our addresses until around 8:30pm.

- The fact that they have been given access to the car park opposite the Regis helped to a point, however, did not eliminate the car parking issues altogether. My next-door neighbour had to approach a customer to ask them not to block their drive and the business owners and their tenant also had to contact Luxor regarding parking, which resulted in those vehicles being moved on; although as the business owner commented we do not want the aggravation on a Sunday evening.

- Customers were allowed to access the steps at the side of the venue on Highland Road, which is something that Sandip and Dal indicated would not be allowed at the hearing. A couple of customers were congregating on the steps which is an invasion of privacy for the resident who lives directly opposite the venue.

I contacted Sandip and Dal via text message on 4th June just before 8pm as we put our 10-month-old son down for bed at around 8pm. They did respond 40 minutes later asking whether we could still hear the bass and shortly afterwards the music stopped, although it's disappointing given the event was scheduled to end at 7pm. They have also been in contact since to say that they will ask

Appendix 8 – Additional Evidence from Objectors

their sound engineer to do some testing at my address later this week. I have had no further contact from Luxor since 4th June.

Kind Regards,

From:

Sent: 22 June 2023 16:57

To: Licensing Team for Alcohol & Gambling <Licensing_Team@sandwell.gov.uk>

Cc:

Subject: Luxor Events Licence Application Hearing - 18th July

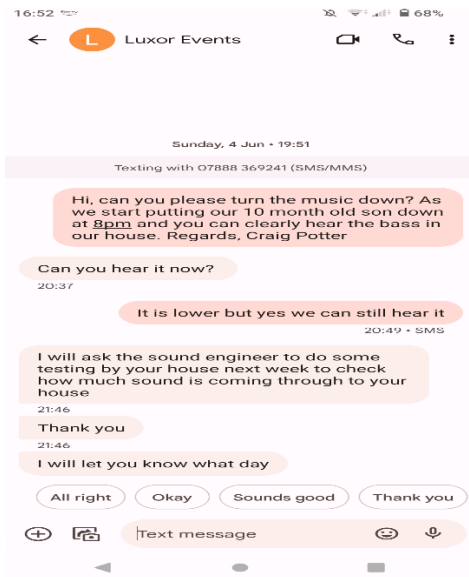
CAUTION: This email originated from outside of the Council / Children's Trust. Do not click links or open attachments

Afternoon,

Myself and the other residents would like the following to be considered by the subcommittee when they review the above licence application next month.

The link below is to a Halesowen News article dated 20th June in which Luxor Events report that they caused no noise nuisance during their first event on 4th June. I have also attached a screenshot of the text message that I sent Luxor on that date in which they acknowledge me asking them to lower the volume of bass that was coming from the venue.

https://www.halesowennews.co.uk/news/23602764.landmark-old-hill-venue-reopens-60-revamp/?fbclid=IwAR2zWvBRbSEt37_RZzKv|kfaMZNzj|11E6s|bxlsnE361df15TopuUjjqI_aem_th_AbI-MFSXtdFxYeImUTqvrUSs2QjcXAG_CapfCgdxz9p2Uy_lqRHLNKrNV3b06Q44Lsg



Kind Regards,

Sandwell MBC

18 July 2023

Documentation lodged on behalf of the Luxor Events (Sandwell) Ltd

Application for a Premises Licence

Acting for the Licence Holder, I have given full regard to:

- The licensing objectives set out in the Licensing Act 2003.
- The Council's Statement of Licensing Policy
- Home Office guidance - Licensing Act 2003. Section 182
- Representations received against the application.

The applicants (Luxor Events (Sandwell) Ltd) have recently taken over the building and carried out major refurbishment, they intend to run the premises in a responsible manner and have therefore implemented a range of policies and procedures to ensure they fully uphold the licensing objectives.

Attached to this pack are the following appendices in support of the application:

- A. Written response to WM Police objection
- B. Written response to Environmental health Objections
- C. Written response to Ward Councillor
- D. Written response (Generic) to Other persons
- E. Noise Management Plan.
- F. Risk Assessment.
- G. New operating schedule to replace original submission.
- H. Refusals log
- I. DPS Authorisations
- J. Staff training
- K. Dispersal plan
- L. Incident log
- M. Till prompts
- N. LA 2003 signage

From:

To: Police licensing

13 June 2023

CC. Licensing Authority

Premises Licence Application- Licensing Act 2003. Luxor Events Ltd.

Many thanks for your email in relation to this application.

To introduce myself, I am the licensing agent acting on behalf of the applicants for this premises licence. Could you let me know which officer is dealing with this, in order that we might find more mediation in the future.

As your representations to the application for the premises licence have been forwarded to me, I will now attempt to answer your questions, and hopefully allay any concerns you may have initially had:

a. My clients (the applicants) are responsible operators and reputable people, who have recently taken over this premises. In response to the points, you and some other residents have raised, they have instructed me to amend the operating schedule for this application, with more robust conditions, to evidence that they have listened to those with concerns in relation to the application.

b. There are a comprehensive suite of conditions added to the premises licence operating schedule (Pages 3,4 & 5), which will ensure that the premises upholds all of the four licensing objectives, in addition the applicant will ensure that the following policies are fully implemented and adhered to:

- Staff training in accordance with the Licensing Act 2003.
- A comprehensive Staff Training and Operations Manual
- Dispersal Policy
- Noise Management Plan
- Licensing compliance pack: Refusals log/Staff Training/DPS Authorisations/Signage.
- Dedicated taxi company

c. The licensing process can only seek to control those measures within the control of the licensee. It is not a mechanism for the general control of anti-social behaviour by individuals once they are away from the premises and beyond the direct control of the licence holder. However, licensees should take all reasonable steps to prevent the occurrence of crime and disorder & public nuisance immediately outside their premises, for example on the pavement, in a beer garden or in a smoking shelter to the extent that these matters are within their control. (Extract from the Councils Statement of Licensing Policy)

d. Although we understand your concerns, it is very unfair to link any activities or noise carried out by a previous owner, when my clients were no part of that operation. This is a new premises licence application and must be judged on its own merits, and we are hopeful you will see that the owners wish to work in harmony with their neighbours, and the Responsible Authorities.

e. Thank you for bringing up the issue of indirect noise/nuisance related to vehicles and patrons coming to and from the premises. While it may be very challenging to have direct control over such noise, there are steps we can and will take to minimize its impact and demonstrate our commitment to addressing these issues.

Such as:

Communication and signage: Clearly communicate to patrons and visitors the importance of maintaining a respectful noise level when arriving at or leaving our premises. (verbally by staff and with signage)

Parking arrangements: If possible, signpost specific parking areas and encourage patrons to park responsibly and away from residential areas to minimize vehicle-related noise disturbances.

Security and crowd management: Ensure adequate security measures are in place to handle crowds and prevent excessive noise during busy periods.

Trained staff will help maintain order and manage noise levels.

We will always remember, while complete control over indirect noise may not be possible, demonstrating our commitment to addressing the issue and actively taking steps to minimize its impact will help foster a positive relationship with our community.

f. It should be noted that the Premises Licence Holder intends to implement effective training, operational systems, and robust policies to a high level in the pursuit of good practice, and due diligence, although these will take a little time to be fully implemented.

Please feel free to contact me if you require any further information in relation to the application.

Unless you inform the Licensing Authority that you are willing to withdraw your representation, I believe we will leave the final decision to the Licensing Subcommittee to determine this application.

Kind regards

Director

From:

To:

CC. Licensing Authority

Dear Sharan,

Premises Licence Application- Licensing Act 2003. Luxor Events Ltd.

To introduce myself, I am the licensing agent acting on behalf of the applicants for this premises licence.

As your representations to the application for the premises licence have been forwarded to me, I will now attempt to answer your questions, and hopefully allay any concerns you may have initially had:

- a. My clients {the applicants} are responsible operators and reputable people, who have recently taken over this premises. In response to the points, you and some other residents have raised, they have instructed me to amend the operating schedule for this application, with more robust conditions, to evidence that they have listened to those with concerns in relation to the application.
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 - Trained staff will help maintain order and manage noise levels.
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- f. It should be noted that the Premises Licence Holder intends to implement effective training, operational systems, and robust policies to a high level in the pursuit of good practice, and due diligence.

Please feel free to contact me if you require any further information in relation to the application.

Unless you inform the Licensing Authority that you are willing to withdraw your representation, I believe we will leave the final decision to the Licensing Subcommittee to determine this application.

Kind regards

From:

To:

13 June 2023

CC: Licensing Authority

Dear Councillor Mayo,

Premises Licence Application- Licensing Act 2003. Luxor Events Ltd.

Many thanks for your email in relation to this application.

To introduce myself, I am the licensing agent acting on behalf of the applicants for this premises licence.

As your representations to the application for the premises licence have been forwarded to me, I will now attempt to answer your questions, and hopefully allay any concerns you may have initially had:

- g. My clients {the applicants} are responsible operators and reputable people, who have recently taken over this premises. In response to the points, you and some other residents have raised, they have instructed me to amend the operating schedule for this application, with more robust conditions, to evidence that they have listened to those with concerns in relation to the application.
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Please feel free to contact me if you require any further information in relation to the application.

Unless you inform the Licensing Authority that you are willing to withdraw your representation, I believe we will leave the final decision to the Licensing Subcommittee to determine this application.

Kind regards

From:

To:

13 June 2023

CC. Licensing Authority

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Premises Licence Application- Licensing Act 2003. Luxor Events Ltd

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- d. Although we understand your concerns, it is unfair to link activities carried out by a previous owner, when my clients were no part of that operation.

Page 60 This is a new premises licence application and must be judged on its own

merits, and we are hopeful you will see that the owners wish to work in harmony with their neighbours.

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Please feel free to contact me if you require any further information in relation to the application.

Unless you inform the Licensing Authority that you are willing to withdraw your representation, I believe we will leave the final decision to the Licensing Subcommittee to determine this application.

Kind regards

Noise Management Plan – Luxor Events Ltd

1. Purpose of the Noise Management Plan

This noise management plan is to consider the management and control of noise from internal/external activities at our premises.

The management team of this premises are committed to proactive management of noise and the purpose of this document is to identify and implement procedures, which will minimise disturbance to residents and other noise sensitive receptors. The intentions of those responsible to manage noise is shown in this commitment.

This plan should be considered as a “live document” which will evolve as the planning for future events progresses and the operational requirements become clearer. All reviews will be undertaken in full consultation with the relevant Responsible Authorities, where possible, to ensure compliance with the relevant licensing objectives.

Premises Licence

The premises will benefit from a premises licence, when granted. It will always ensure that it upholds the four licensing objectives.

The Licensing Act 2003

The Act introduced a single integrated system for regulating the sale by retail of alcohol, the supply of alcohol in a premises, the provision of entertainment and late-night refreshment.

The provision of regulated entertainment to the public is relevant in terms of noise and in doing so those responsible must conduct their functions with the view to promoting the **prevention of public nuisance** being relevant in this instance.

In the case of this premises a licence is **not required** to stage a performance of live music, or the playing of recorded music because:

- it takes place between 0800 and 2300 hours, and
- it takes place at an alcohol on-licensed premises; and
- the audience is no more than 500 people.

In Summary

Overall, the approaches set out above are designed to balance the potential disturbance in the local community against the enjoyable experience of the audience. The Regulated Entertainment will always be conducted to allow customers to hold a conversation, without the need to raise their voices – therefore the music will always be at a reasonable level.

It should be noted that in the case of the premises licence for this venue, the hours of Entertainment are until 2300 hours and therefore fall in the category of being de-regulate under the **Live Music Act**.

Throughout the time that Entertainment takes place, staff will ensure that they conduct regular noise monitoring; and these will be recorded at **Annex A**. This will be carried out by conducting subjective / objective measurements at predetermined locations both internally on the site, and externally at the boundaries.

People / Crowd Noise

Whilst there is no formal mechanism for evaluating or controlling crowd noise, consideration will be given to minimising such as critical times such as during arrival and dispersal from the venue.

Staff will always monitor the entrance and egress from the premises including the behaviour of those within the vicinity of the premises. This will help achieve orderly arrival and departure of persons and will reduce the risk of nuisance occurring.

Prominent signage will also be in place requesting that patrons leave quietly and respect neighbours, and customers will be reminded of this by members of staff.

Procedure for Responding to and Dealing with Enquiries

Those responsible for the day-to-day management intend to engage with the community to communicate details of the events and listen to local concerns.

Should any noise complaints be received, a member of staff will investigate the complaint and if noise levels are deemed unacceptable, immediate action will be taken to reduce the levels of the noise source.

Conclusion

The implementation of this Noise Management Plan is a pragmatic way of bringing the venue to life, understanding its relationship with neighbours, but likewise, it also looks to proactively engage with the community and relevant Responsible Authorities.

Noise Monitoring

Noise Observation Reporting

| Monitoring Location | Date and Time | Subjective Assessment Measurements | Remedial Action Required and Taken |
|-----------------------------------|-------------------------------|---|--|
| E.G., opposite main site entrance | 01/01/2023 2100 – 2120 hrs | Noise from the venue, largely inaudible, occasional low bass beat detectable between lulls in traffic noise – unlikely to be audible to residential units | No action taken, but will continue to monitor at intervals |
| | | | |
| | | | |

Complaints received.

| Complainants address | Date and Time | Nature of complaint | Subjective assessment | Time of Visit | Remedial Action Required and Taken |
|------------------------------------|------------------------|---------------------------------|-----------------------|----------------------------|---|
| E.G 100 metres along the main Road | 01/01/2023 2200 hrs | What are they hearing, when and | | 1. 2100 hrs 2. 2130 hrs | No action taken; action taken to reduce noise levels to |

| | | | | | |
|--|--|---|--|--|--|
| | | how affecting property ? If this is regular, how long has it been happening | | | minimise any potential impact as levels at source can accommodate such reductions. |
| | | | | | |
| | | | | | |
| | | | | | |

ANNEX F

Risk Assessment Luxor Events Ltd June 2023

Location:
152 Reddal Hill Road
Cradley Heath
B64 5JJ

| | |
|-------------------|------------------|
| Created by | |
| Date | 11 June 2023 |
| Version | V1 |
| Status | Live |
| Authorised | Luxor Events Ltd |

| Activity | Hazards | Who might be at risk | Assessment | | | Control Measures |
|-----------------------|--|---|------------|---|---|--|
| | | | L | M | H | |
| Contractor Management | Injury to staff Uninsured losses Injury to public Injury to contractors | Contractors Employees | X | | | <ul style="list-style-type: none"> Contractors are provided with relevant information on your safety policy and applicable rules. Contractors will supply relevant, comprehensive, current health and safety documentation. The contractor must have adequate health and safety systems in place and is health and safety aware. The level of competency of the contractor to carry out the work is confirmed prior to engagement of contractor. If the contractor is an employer, they hold adequate employer's liability insurance. Risk assessments and method statements that are required have been provided, checked, and considered adequate prior to the commencement of work. The contractor holds adequate professional indemnity insurance cover. The contractor holds adequate public liability insurance for the task. Checks are carried out to ensure installation or working practices are carried out correctly. |
| Electrical Safety | Electric shock, fire, and explosion. | All employees Contractors Maintenance Staff | X | | | <ul style="list-style-type: none"> A competent electrician to achieve compliance with the Electricity at Work Regulations 1989 tests fixed electrical wiring. All electric cupboards and switch rooms are secured to prevent unauthorised access. Earth bonding strips are provided where required. Electrical switchgear areas are free from storage of combustible products. Employees who carry out electrical work are competent to do so. All employees have been instructed and/or trained to visually inspect portable electrical appliances before use. Portable appliance testing, as appropriate to the equipment, is up to date. There is an inventory of all portable electrical appliances in use. |

| Activity | Hazards | Who might be at risk | Assessment | | | Control Measures |
|------------|--|---|------------|---|---|--|
| | | | L | M | H | |
| First Aid | Delay in administering of First Aid may lead to the consequences of injuries/ill health being exacerbated. | All employees Customers Lone workers Members of the public Visitors | x | | | <ul style="list-style-type: none"> • First aid box is provided at key location and accessible to all employees. • First aid notices are displayed. • Persons have been nominated to take charge of the first aid kits and ensure they are kept fully stocked. |
| Gas Safety | Asphyxiation Explosion Fire | All employees Customers Members of the public Visitors | x | | | <ul style="list-style-type: none"> • Employees have been specifically instructed on the action to take in the event of a gas leak, on smelling gas in the building and in case of fire. • In the event of a leak, all reasonably practicable steps are taken to shut off the gas supply and inform the gas supplier. • Records are maintained of the inspection and servicing of gas appliances and installation. • The gas supply isolators are readily identifiable. • The premises' gas appliances and installation/supply pipes are subject to regular annual inspection by a competent person. |

| | | | | | |
|----------------------------------|---|---|----------|--|---|
| <p>H&S Management</p> | <p>Accidents and Incidents</p> <p>Communication and Consultation</p> <p>Emergency Plans</p> <p>Employee Training</p> <p>Monitoring & Measurement</p> <p>Organisation</p> <p>Statutory Notices</p> | <p>All employees Contractors Customers Visitors</p> | <p>x</p> | | <ul style="list-style-type: none"> • All serious accidents and/or incidents are investigated to determine the probable cause. • An Accident Book is provided for the recording of accidents. • Suitable arrangements are in place for reporting accidents, diseases, and dangerous occurrences to the enforcing authority. • There are arrangements in place to report any work-related ill-health. • There is a near miss or incident reporting procedure. • Health and Safety is a regular agenda item on meetings that are held with staff. • Suitable arrangements are in place for communicating with and consulting staff on Health and Safety matters. • Procedures for serious or imminent danger are established. • Staff are provided with suitable training in emergency plans and understand their role within them. • There are suitable arrangements with external services in the event of an emergency. • Induction training for new staff includes health and safety subjects. • Monitoring of health and safety controls and standards is carried out and recorded. • Performance for health and safety is fed back to the most senior level of the organisation. • The company has established performance criteria for health and safety. • Staff have been informed to whom they should report any concerns about health and safety issues, so that the management can address them. • The organisation has an effective structure in place for the management of health and safety. • Those managers to whom specific responsibilities have been allocated have had those responsibilities issued to them and/or included in their job descriptions. • A copy of the employers' liability insurance certificate is displayed. • The Health and Safety Policy is brought to the attention of all staff and a record kept as evidence of compliance. |
|----------------------------------|---|---|----------|--|---|

| Activity | Hazards | Who might be at risk | Assessment | | | Control Measures |
|-----------------|---|---|------------|---|---|--|
| | | | L | M | H | |
| Manual Handling | Musculoskeletal injuries due to: General lifting of supplies and equipment. | All employees Delivery Staff Events Staff | x | | | <ul style="list-style-type: none"> Manual handling assessments have been completed where activities are likely to cause a risk of injury. Manual handling training has been provided for employees identified as being at risk. Wherever practical the manual handling of loads likely to result in a risk of injury is avoided. |
| Noise | Noise arising from music, crowd noise and special effects | All employees Contractors Maintenance staff Visitors | x | | | <ul style="list-style-type: none"> Suitable hearing protection is provided to all employees and contractors where average noise exposure levels exceed 80 dB (A). All employees and contractors working within areas of noise are instructed to wear hearing protection. Health surveillance for hearing is conducted annually; all employees are part of the surveillance. Noise Management Plan used at all times. |
| PPE | <p>Employees fail to wear the designated PPE.</p> <p>Failure to provide the correct PPE for the risks involved.</p> <p>Worn, damaged or ineffective PPE.</p> | All employees Contractors Maintenance staff Visitors | x | | | <ul style="list-style-type: none"> A procedure has been established to enable employees to report defective PPE. Employees are issued with PPE appropriate to the hazards to which they may be exposed. Employees receive instruction and training in the wearing of PPE. Records are kept of PPE issued. Appropriate accommodation is provided for the storage of PPE when it is not in use. The PPE does not increase the overall risk to the employee. Where different items of PPE are required to be worn, they are compatible with each other. |
| Stress | <p>Increased occupational ill health.</p> <p>Poor performance from fatigue/debility affecting concentration.</p> <p>Increased absence, high staff turnover, low morale.</p> | All employees Managers Supervisors | x | | | <ul style="list-style-type: none"> Staff have been consulted on stress directly. Staff have been surveyed on factors around stress either through an employee opinion survey or stress survey e.g., HSE management standards indicator tool. |

| Activity | Hazards | Who might be at risk | Assessment | | | Control Measures |
|------------------|----------------------|----------------------|------------|---|---|--|
| | | | L | M | H | |
| Violence at Work | Aggressive behaviour | All employees | | x | | <ul style="list-style-type: none"> All CCTV facilities/surveillance equipment is subject to documented annual maintenance and servicing arrangements to ensure consistent good quality and reasonable working order. Clear, well positioned signs advertising levels of security were displayed. Closed Circuit Television Viewing (CCTV) recording facilities are provided that cover vulnerable/restricted areas. Written records detailing maintenance and servicing of the CCTV facilities are retained on the premises. Strict controls are in place regarding the access of unauthorised personnel to sensitive and/or restricted areas of the premises. Arrangements are in place to investigate all incidents of verbal, physical and threatening behaviour reported by employees. Access to cash handling areas is controlled via a secure door, which is kept locked while cash is being counted or the safe is open. Cash handling areas are located as far away as possible from entrances and exits and always in areas that cannot be observed by the public etc. Arrangements are in place for all door and window locks to be checked regularly to ensure that they are working effectively. A form is used to record all incidents of verbal and physical abuse, including threats, endured by employees. A process of employee consultation has been undertaken to determine whether employees feel threatened by verbal or physical violence. A programme of instructing employees in the policy on violence has been implemented. A specific policy on violence at work has been devised and implemented. |
| | Physical violence | Customers | | | | |
| | Verbal abuse | Visitors | | | | |

| Activity | Hazards | Who might be at risk | Assessment | | | Control Measures |
|------------------|---|--|------------|---|---|---|
| | | | L | M | H | |
| Workplace HSW | Temperature Ventilation Welfare Arrangements | All employees Contractors Maintenance staff Visitors Customers | x | | | <ul style="list-style-type: none"> • All reasonable effort has been made to maintain temperature at a comfortable level for the workforce, and warm facilities provided for outdoor employees such as door staff. • Rest areas and changing rooms are maintained at a comfortable level. • Air inlets are position away from any flues and exhaust ventilation systems. • An adequate supply of air is provided either through mechanical ventilation or openings /windows, such that stale air / fumes are removed. • Mechanical and air conditioning systems are regularly maintained and cleaned to ensure they are kept clean and free from anything that could contaminate the air. • Sanitary conveniences have warm/hot water, soap and means of drying. • Suitable and sufficient sanitary conveniences are provided and readily accessible. • An adequate supply of potable water is readily available, and cups provided. • An adequate, suitable, and secure space is provided to store workers' belongings. • Drinking water is marked where significant risk of drinking non-drinking water exists. • Suitable and sufficient rest areas are provided with clean surface on which to place food. • A means of heating food is provided where hot food cannot be obtained nearby. • Suitable changing facilities are provided with storage for work clothing. • The rest area includes the facility to prepare or obtain a hot drink. • Safety glass is provided where risk of collision or breakage. • Transparent or translucent surfaces are apparent or suitably marked. • Windows can be cleaned safely. • Seating provided gives adequate support for the lower back and footrests are provided for those that need them and enable them to undertake their roles safely and comfortably. |

| Activity | Hazards | Who might be at risk | Assessment | | | Control Measures |
|-------------------------|---|---|------------|---|---|---|
| | | | L | M | H | |
| First Aid | Inadequate First Aid Provision and access to the venue during event build | All | x | | | Appropriate and suitable first aid cover to be provided by trained employees or contractors. |
| Security | Access to the venue Contravene to venue. Venue capacity and licensing requirements | All | x | | | <ul style="list-style-type: none"> Entrance is permitted by evidence of correct proof of age; security will carry out accreditation checks at the entrances. No unauthorised persons would be allowed into the premises. Security to be aware of location of extinguishers. Security would be present throughout the opening hours and would take appropriate action where necessary. Security in place to monitor all areas and patrol the premises. Door supervisors to perform duties as required by the DPS and ensure that searches are carried out where deemed necessary, and that capacity levels are monitored and maintained. |
| Slips, trips, and falls | The premises is now to be considered a place where accident may occur – equipment, tools and waste materials can create trip hazards. | Suppliers Contractors Others associated with the premises | x | | | <ul style="list-style-type: none"> Staff will collect glasses etc throughout the premises and complete the process as soon as the premises is closed. |

Luxor Events Limited

New operating schedule to replace original submitted with the application.

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

As the applicants, We will ensure that we fully uphold all of the four licensing objectives, at all times.

We have taken into consideration the following key documents:

- (1) Councils Statement of Licensing Policy
- (2) Guidance issued under Section 182 of the Licensing Act

There is now a robust operating schedule, in addition to policies/procedures in place at the premises, with reasonable hours of operation, demonstrating a commitment to due diligence at the premises.

As the Premises Licence Holder, We will ensure that we fully uphold all of the licensing objectives, at all times.

Policies and procedures are being fully implemented for the safe and efficient running of the premises, including, but not least:

1. Staff training and operations manual
2. Refusals log
3. Incident log
4. Challenge 25
5. Signage – consideration to neighbours
6. Noise Management Plan
7. Dispersal plan
8. DPS Authorisation form
9. Risk Assessment

b) The prevention of crime and disorder

CCTV will be installed, operated, and fully maintained at all times; images will be retained for at least 28 days and be produced on request of any Responsible Authority. The CCTV will be operational at all times whilst the premises are trading.

Warning notices will be displayed in public areas of the premises advising that CCTV is in operation.

If the CCTV hard drive needs to be replaced then the old / previous one will be kept on the premises for a minimum of 28 days and made immediately available to any of the responsible authorities on request.

There will be someone on site while the premises is carrying out licensable activity who is able to operate the CCTV on request of any of the responsible authorities.

A refusals register will be maintained at all times and will be checked and signed off by the DPS at regular intervals. These will be made available for inspection by any Responsible Authority, upon reasonable request.

Customers carrying open or sealed bottles or glasses will not be admitted into the premises at any time.

Customers will not be permitted to take open containers of alcoholic drinks from the premises.

c) Public safety

The premises licence holder or DPS will carry out pre-opening checks of the premises, to ensure that there are no risks to patrons and that all safety precautions are in place.

All staff training forms in relation to the Licensing Act and Challenge 25 policy will be signed by both the trainer and trainee. No staff to work 'front of house' without this documented training while the premises is carrying out licensable activity.

These training records to be made immediately available to any of the responsible authorities on request. The licence holder will ensure that all staff receive appropriate staff training.

The licence holder would ensure that all staff are aware of their social and legal obligations and their responsibilities regarding the sale of alcohol.

All safety certificates and inspection reports will be kept on site and made available to officers of relevant statutory bodies, including Fire Risk Assessment.

The premises will comply with all food safety regulations. The staff involved in food preparation will be fully trained.

d) The prevention of public nuisance

As the Premises Licence Holder, we will ensure that the disturbance caused to the general public is kept to a minimum, and signage will be placed in prominent places, asking customers to respect our neighbours.

Staff members will ensure that the frontage of the premises are checked regularly for litter and rubbish, clearing away and debris.

No rubbish, including bottles, shall be moved, removed, or placed in outside areas between 2200 hours and 0800 hours.

All doors and windows will remain closed when music is being played at the venue.

e) The protection of children from harm

A Challenge 25 policy is in place and only recognised forms of ID will be accepted. {PASS accredited ID, passport, or photo driving licence}.

All children will be accompanied by an adult when attending functions at the venue.

All staff training in relation to the Licensing Act and Challenge 25 policy will be signed by both the trainer and trainee. No staff to work 'front of house' without this documented training while the premises is carrying out licensable activity.

Refusals Log - Luxor Events Ltd

If a customer appears to be under 25 and fails to produce a valid ID photo, the sale should be **Refused** and recorded in this refusals log. The staff member making the sale should write an entry whenever an age-related sale is refused.

No ID - No Sale

Licence Leader Limited
Alcohol Licensing Services

| DATE | PRODUCT | TIME | NAME OF PERSON OR DESCRIPTION | OBSERVATIONS | STAFF MEMBER |
|------------|------------------|----------|---|--------------------------------|--------------|
| 01/03/2023 | A bottle of wine | 1900 Hrs | Male blond 175 cm tall, approx. 17 years of age | Nervous and refused to show ID | Nicki Jay |
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**Designated Premises Supervisor (DPS)
Authorisation for Sale/Supply of alcohol**

Luxor Events Ltd

I am the Designated Premises Supervisor (DPS), and the holder of a Personal Licence and I am the person in a position of authority at the premises.

I hereby authorise the following named personnel to sell and supply alcohol, to comply with the Licensing Act 2003.

This being either when I am present on the premises or in my absence. I can always be contactable on the following telephone number:

NAMES OF AUTHORISED PERSONS:

I, being a person named below am aware of and accept my responsibilities under the Licensing Act 2003 and will endeavour to comply in accordance with the licensing law and the licence conditions attached to the premises licence.

| Name | Personal Licence Number (If Applicable) | Date | Signature |
|------|--|------|-----------|
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Designated Premises Supervisor - Authorisation.

| | |
|---|--|
| Name: | |
| Personal Licence Number: | |
| Signature: | |
| <ul style="list-style-type: none"> ➤ It is illegal to sell alcohol to anyone under the age of 18. ➤ It is illegal to sell alcohol to anyone 18 or over if they are buying on behalf of someone under the age of 18. ➤ All premises that sell alcohol must have a premises licence and a Designated Premises Supervisor ➤ Staff under the age of 18 must not sell alcohol unless each sale has been approved by the personal licence holder or responsible person aged over 18 ➤ It is illegal to sell liqueur chocolates to anyone under the age of 16 ➤ If you are not sure that the customer is 18 (alcohol) or 16 (liqueur chocolates, ask for proof of age ➤ I recommend you use a Challenge 25 scheme ➤ If you are still not sure, refuse the sale and record in the Refusals Log ➤ The premises Licence holder must display the premises licence on the premises in a public place | |

Licensing Act 2003 - Staff Training Luxor Events Ltd

Training delivered to all staff will include, not least the following list below, and should also include the fact that staff fully understand all of the content.

| |
|---|
| ➤ It is illegal to sell alcohol to anyone under the age of 18. |
| ➤ It is illegal to sell alcohol to anyone 18 or over if they are buying on behalf of someone under the age of 18. |
| ➤ All premises that sell alcohol must have a Premises Licence and a Designated Premises Supervisor |
| ➤ Staff under the age of 18 must not sell alcohol unless each sale has been approved by the Personal Licence Holder or responsible person aged over 18 |
| ➤ The premises Licence holder must display the premises licence inside the premises in a public place |
| ➤ If you are not sure that the customer is 18, ask for proof of age, use the Challenge 25 scheme. If you are not sure, refuse the sale and record in the Refusals Log |
| ➤ Make sure you know the hours allowed within the licence for the sales of alcohol. |
| ➤ Ensure you know all of the conditions within the operating schedule of the premises licence. |
| ➤ Make sure the CCTV is always on and working when the premises is open and trading. |
| ➤ Never serve anyone who is drunk |
| ➤ Always offer 'free' water to anyone who has drunk too much |
| ➤ No alcoholic drink shall be sold for consumption off the premises. |
| ➤ No persons carrying open bottles shall be admitted to the premises at any time. |
| ➤ A record of staff training in relation to the sale of alcohol will be kept on the premises and available to Police or Licensing Authority on request. |

Staff that have been trained must sign below to confirm they have received the training.

| Name | Date | Signature | Comments |
|------|------|-----------|----------|
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Signed by the DPS.

| | |
|---------------------|------|
| Name (Print) | |
| Signature | |
| Date | 2023 |

DISPERSAL POLICY

1. Purpose

This policy is designed to provide guidance for the management and employees and set out the terms for the dispersal of customers/guests from the premises.

The purpose of this policy is to set out the reasonable steps the premises will undertake to prevent unnecessary avoidable disturbance to residents, services and other businesses operating in the vicinity of the premises.

It is the stated intention of the premises to operate in a manner which causes the minimum impact from noise nuisance and anti-social behaviour from our customers to neighbours and other members of the public.

To this end all relevant staff will be trained in this policy and other appropriate skills to achieve an orderly and safe dispersal from the premises.

All staff are compelled by their contract of employment to comply with and actively implement this dispersal policy; where their job role includes these responsibilities.

It is the responsibility of the Designated Premises Supervisor to ensure that this policy is enforced at the premises and to regularly update the policy to meet the requirements of the business, and work in conjunction with responsible authorities.

2. LOCAL CO-OPERATION

The premises will, where practicable, work in partnership with local Responsible Authorities to share information and best practice.

The premises will work in co-operation, where appropriate, with other premises in the area to ensure that local policies are co-ordinated.

3. DISPERSAL

Dispersal shall take place through the front door(s) of the premises onto Reddal Hill Road or the side door onto Highland Road.

All conditions relating to dispersal included in the Premises licence will be enforced and relevant staff will be trained in these conditions, as well as the terminal hours and operating hours outlined on the premises licence.

Operating days for Luxor Events will be Monday to Sunday but will vary dependent on event booking dates.

Operating hours for Luxor Events will be 09:00 to 00:00 but will vary by event booking.

The activities below will only run between the event hours of 10:00 to 23:00. The date and time between these hours will be dependent on event booking.

- Live music
- Recorded music
- Performances of dance
- Anything of a similar description that falls within the above activities
- Supply of alcohol

Allocation of staff in the last 30 minutes prior to closing will be reviewed, to ensure that the collecting of glasses and the clearing of other waste is prioritised; this provides a message to customers that the premises is in the process of closing and encourages them to finish their drinks and prepare for departure.

Where a cloakroom is in operation additional staff will also be allocated there to ensure people can collect their belongings as efficiently as possible as they are leaving the premises.

A suitable member of staff or a Door Supervisor will be visible at each public entrance / exit to control the dispersal, to remind people to leave quietly and to prevent patrons from re-entering the premises.

Action Points:

- Make an announcement at the end of the evening to encourage patrons to disperse gradually and to leave the area quietly.
- Ensure adequate signage is available at each exit asking people to leave quietly and not to congregate outside or in the local area; direct patron's attention to these signs as they leave.
- Remove drinks and glass vessels from patrons as they leave to ensure no glass leave the premises.

4. DOOR SUPERVISORS

Door Supervisors Licensed by the Security Industry Authority will be employed by the premises based upon the risk assessment carried out in relation to the following factors:

- Size of the venue
- Expected attendance
- Type of event taking place
- Location of the premises
- Time of year
- Special occasion (New Year, Halloween, Local Festivals etc.)
- Premises Licence Conditions

Door Supervisors will be tasked with:

• **Management of the Queue to Enter the Premises.** Where a queue forms they will monitor to ensure the behaviour of those queuing is conducive with the entry policy. Any person who appears to be drunk or intoxicated will, where possible, be removed from the queue prior to them reaching the front.

While monitoring the queue the Door Supervisor should remove alcohol from anyone consuming alcohol while queuing or if they are unwilling to give up their alcohol remove them from the queue and advise them they will be refused entry as a result. Door Supervisors must seek to control the noise from any person queuing outside the premises in order to reduce the potential for noise to disturb people living and working in the local community. This is achieved by politely reminding customers that anyone not complying with the request will be refused entry to the premises.

• **Dispersal from the Premises.** During the 'soft closure' period and once the premises is closed, the Door Supervisors shall assist with the dispersal of customers from the area. The purpose of an effective dispersal is to ensure that patrons leave the area quickly, quietly and in an orderly manner.

The most effective approach to dispersal is to be friendly and helpful, understanding that one of the effects of alcohol is to inhibit the effective decision-making ability. What may seem obvious and logical to a sober person, may seem confusing and complicated to a person who has consumed alcohol.

People loitering may be doing so because they are unable to make a decision or easily access the information they require; often they will disperse when they are given this information. Many patrons will move on if they can be helped to achieve one of the following outcomes:

- o How to get home?
- o Where they can go next?
- o Where they can get some food?

By providing this information it can encourage them to leave the immediate area more quickly.

Just because someone arrived using one form of transport, do not assume that transport option is still available to them or that they can remember immediately how they arrived. Give them options, and offer assistance:

- o Call a local taxi
- o Provide information on local bus / train / underground routes
- o Help to locate their friends
- o Call someone for them

- **Door Supervisors will be easily identifiable.** The law requires Door Supervisors to display their SIA Licence, however the use of a clear uniform will provide greater awareness of their presence.

Action Points:

Door Supervisors can expedite the dispersal of patrons with their actions both at closing time and throughout the night by:

- Controlling the level of intoxication of patrons throughout the night and acting appropriately when people become intoxicated. Anyone who becomes too intoxicated to be served at the bar, shall be removed from the premises.
- Encourage patrons to leave gradually via the appropriate exits at the end of the night; try and avoid large numbers of patrons all leaving at the same time.
- Provide information about the transport options from the premises.
- Remove drinks and glasses and bottles from those leaving the premises.
- Remind people who are leaving to do so quietly and direct their attention to the signs displayed.
- Ask patrons not to assemble or loiter outside the premises once they have left.

5. MARSHALLS

Marshalls are licensed Door Supervisors who work away from the premises and provide a highly visible presence in the immediate local area, providing reassurance to residents and controlling antisocial behaviour from patrons; they have one main role:

- **Area Marshalls** – To patrol and monitor the local area to ensure that patrons disperse effectively and do not contribute to anti-social behaviour in the local area. Area Marshalls will have a detailed knowledge of all transport options in the area and provide directions for patrons who may be loitering in the vicinity of the premises.

Marshalls will be easily identifiable by way of their uniform or high visibility jacket / vest. They will have direct communication with the door supervisors at the premises via a two-way radio.

6. SIGNAGE & LIGHTING

The following signs will be displayed at the premises:

- Signs requesting patrons to Leave Quietly and Respect the Neighbours
- Signs to inform patrons that drinks may not leave the premises at any time.

These signs are to be displayed prominently at every public entrance and exit from the premises.

Lighting (Internal) – The premises will turn on the House Lights 30 minutes prior to closing time; the time by which every patron must have left the premises.

Turning the house lights on is a clear indication to patrons that the premises is in the process of closing and generally encourages patrons to leave gradually over the following 30 minutes (often referred to as a 'drinking up time'). There is a distinct advantage to patrons leaving of their own free will as they are much more likely to leave and disperse, then if they are asked to do so.

Lighting (External) - External lighting should be sufficient for patrons to leave the premises safely. Providing sufficient lighting in the external areas of the premises will encourage patrons to leave; patrons may be slower to leave if it is brighter inside than outside.

External lighting will be regularly reviewed to ensure it is not a cause of nuisance to neighbours.

Both internal and external lighting will be regularly reviewed to ensure it does not impede the effectiveness of CCTV.

7. TRANSPORT

In order to facilitate the dispersal of patrons from the premises, patrons will be provided with information on the various means of transport available from the premises:

- **Taxi & Taxi Ranks** - The premises shall display the number(s) of a local taxi company and the location of any taxi rank located in the proximity of the premises. The local taxi company whose numbers are displayed will be contacted to advise them of the location of the premises and informed of the appropriate collection point; they will be asked not to sound their horns on arrival.

Where a taxi has been called for a Patron, those persons will be asked to wait inside for their taxi to arrive.

For organised events, guests will be advised to pre-book taxis and advise the taxi company of the correct pick-up location along with instructions on how to minimise disturbance to local residents.

- **Car Parks** - Haden Road rear car park, Hill Passage pay and display car park and side streets where there are no double lines visible avoiding any car park spaces in front of driveways.

Door Supervisors will be aware of patrons venturing into the street / road as they leave the premises and control this in order to promote Public Safety and prevent the potential for accidents and injuries.

8. SMOKING AREAS

The Premises operates a controlled smoking area at the side of the building underneath a sign posted smoking shelter facing Reddal Hill Road.

The maximum number of patrons permitted in the smoking area at any one time is restricted to 6. The number of people using the smoking area will be controlled by a Door Supervisor to ensure that the maximum number is not exceeded at any time.

The activities below will only run between the event hours of 10:00 to 23:00. The date and time between these hours will be dependent on event booking.

The smoking area is specifically for smokers and no drinks, glasses or bottles are permitted in this area. Once patrons have finished smoking they should be directed back inside the premises to reduce the noise generated outside the premises.

The smoking area will be closed 30 minutes prior to the closure of the premises and at the same time the bar is closed.

The closing of the smoking area at this time will aid dispersal and prevent confusion between those in the smoking area and those leaving the premises. It will also mean that anyone wishing to smoke must leave the premises and no re-entry is permitted after this time.

9. BOTTLES, GLASSES & LITTER

The premises will maintain the area immediately to the front of the premises clear of bottles, glasses and litter by regularly sending a member of staff to the area to clear these items.

No glasses, bottles or other drinks are permitted to leave the premises and it is the responsibility of the Door Supervisor to ensure this rule is enforced. This includes preventing such items being taken into the smoking area or away from the premises at the end of the night.

It may be the case that glass bottles and glasses are brought to the area from other premises and left in the vicinity or at the front of the premises. It is the responsibility of the Door Supervisor to ensure none of these items enter the premises or the smoking area.

Despite these items not originating from the premises, it is the responsibility of staff to clear them on a regular basis throughout a session and to check at the end of the night that no such items remain to the front of the premises.

Effective house-keeping of this nature reduces the chances of glasses and bottles breaking or causing potential accidents. Consideration should also be given that such litter causes a nuisance to neighbours and while much of this may not originate from the premises an effort should be made to clear such litter as is reasonable by way of being a good neighbour.

Action Points:

- Place signs at the exits reminding customers that drinks may not be removed from the premises or be taken into the smoking area.
- Prior to closing the premises check that all litter to the front of the premises has been cleared.
- Sweeping outside the premises at the end of the session not only clears smaller rubbish, but may assist in getting patrons to move away from the premises.

10. CLOAKROOM & LOST PROPERTY

Patrons shall be reminded by way of notices and announcements that collecting items left in the cloakroom prior to the end of the night may allow them to avoid queues at the end of the night. This in turn will lead to some people dispersing in a more orderly way and being less frustrated if they leave having had to queue for a period of time to retrieve their coats and bags.

Additional staff will be allocated to the cloakroom as appropriate at the end of the session to reduce waiting times.

Any possessions that are found left behind at the end of an event will be held for a period of three months unless claimed by their owner. At this time they will be donated to local charities and no claim can be made against the company. Notices to this effect will be displayed at the premises.

11. 'SOFT CLOSURE' - MUSIC & ENTERTAINMENT

A 'soft closure' is in place at the premises, this is designed to close the premises more slowly and thus to encourage a more even dispersal rather than everyone being asked to leave at the same time. This in turn seeks to minimise the potential for noise and anti-social behaviour which can occur when larger numbers of people leave a venue at the same time.

The type of music being played in the last hour prior to closing should be considered. It is useful to play more 'calming' / 'chill out' music in the hour prior to closing the premises as this will have a positive impact of the behaviour of patrons when they leave the premises.

1. Patrons will be notified by announcement of 'Last Orders' giving the 10 minutes to purchase a last drink if they wish to do so.

2. 'Time' will then be announced when the bar closes.

3. Once 'Time' has been announced the smoking area will be closed, people still smoking should be allowed to finish their cigarette, but no further people should be admitted to the area.

4. 10 Minutes after 'time' has been called, staff cleaning and collecting glasses will start politely asking people to finish their drinks. Doing this in a polite individual manner, rather than shouting at the whole bar, is likely to have a more positive effect.

5. 20 Minutes after 'Time' has been called people should be asked to leave in the same manner as that indicated above.

6. 30 Minutes after 'Time' has been called, everyone should have left and dispersal as described earlier in this policy should be underway.

The music will not be turned back on by staff for their own entertainment while cleaning the premises, once customers have left the premises.

12. CONTROLLING CUSTOMERS & PREVENTING LOITERING

There are a number of solutions already described earlier in the policy on strategies which will help move people away from the premises and disperse them. However additional consideration can be given to the following:

- Making announcements
- Lighting
- Notices and signage
- Staff allocation
- Thanking patrons on the way out; this also encourages them to return by ensuring their final interaction with staff is positive.
- Staff should be aware when leaving after their shift, where background noise may no longer drown them out, staff can be a source of nuisance themselves.
- Consideration should be given to additional training for key staff. Intoxicated customers may react more positively to messages from staff other than Door Supervisors. People who are intoxicated are instinctively adverse to authority figures, such as the police or door supervisors. While the Police and Door Supervisors are trained to handle conflict, the vast majority of patrons are not involved in conflict and for them a more positive outcome may be achieved by other staff providing them with the messages and information they require.
- Providing perceived incentives; such as giving patrons a lollipop as they leave, not only does this seem like an incentive, someone with a lollipop in their mouth will talk less.

Incident Log Book

Luxor Events

Please use a separate page in this log for each incident.

Do not put yourself or staff at risk, call 999 or 101 when appropriate.

Staff should write an entry whenever an incident occurs.

| |
|---|
| Licence Leader Alcohol Licensing Services Mobile. |
|---|

| Incident Report Log | | |
|--|------------------------|----------------------------|
| Date of incident | Time of incident | |
| Location | Value of Losses/Damage | |
| Description of Incident | | |
| Images available | YES/NO | Are still images available |
| Was it reported to West Midlands Police | YES/NO | Crime Number |
| If reported to West Midlands Police, was it reported at the time of incident or afterwards:- | | |
| Which staff member was involved with this incident | | |
| What further action has been taken by Premises Licence Holder | | |
| Final comments; | | |
| | | |

CHALLENGE 25

**Does the person buying alcohol look under 25
NOW Check ID.**

Enter in "Refusals Log" if sale is refused.

Signage prominently posted throughout the premises, near all exits.

**LICENSING ACT 2003
CUSTOMER NOTICE**

When leaving the premises
customers are requested to respect
the needs of local residents &
leave the premises quietly avoiding
any unnecessary disturbance
Thank You

07 July 2023

PRE1505 – Luxor Events Ltd, 152 Reddal Hill Road, Cradley Heath B64 5JJ

Additional conditions - Operating Schedule

As a result of a productive meeting with the applicants, Police licensing and Environmental health, we have agreed to add additional conditions to the operating schedule to make them more robust and to allay some concerns held by the Responsible Authorities:

Meeting held at the venue at 1100 hours, Friday 7 July 2023

Attended by :

Agent for the applicant
Applicant
Applicant
Environmental Health officer
Environmental Health officer
Police Licensing Officer

The Prevention of Crime and Disorder

1. When licensable activity takes place there will always be a personal licence holder on duty at the premises.
2. The premises will only operate licensable activity for pre-booked events.
3. When the premises is not booked for planned events, it will not operate as a walk in venue for the general public.
4. The premises will record the name, date of birth, address and contact number of any persons hiring the venue. (Booking form.) The risk assessment grading will be written on the booking form.
5. When carrying out licensable activity the premises will display prominent signage outside the front of the venue stating that the venue is open for a private function or event, invite only and no access is permitted to the general public.
6. All events will be risk assessed and the premises will notify West Midlands Police licensing team of any event deemed to be medium or high risk. This notification will be made 28 days before the event, and will include all details for the promoter and all DJ's or musicians performing (Full name, Date of Birth, stage name). The premises licence holder will utilise a 'booking form for these details' and these will be retained at the premises for a period of no less than 3 months.

7. The premises will employ their own (in house) SIA/door staff and not use those of promoters who may book the venue.

Public Nuisance

1. The dispersal plan will be a 'live' document and will be constantly reviewed and updated, it will include that the entrance on Highland Road will not be used for dispersal, except in the case of emergencies.
2. Staff will monitor traffic control of patrons using the premises, and signpost patrons to the nearest car parks. Best efforts to ensure people park responsibly.

I, (Licence Leader Ltd) acting as the agent for the Applicant "Luxor Events Ltd", agree to modify the premises licence application to include the above amendments to the operating schedule.

Agent Signature:

Date: 7 July 2023

Appendix 11 – EHO evidence

From: [REDACTED]
Sent: 13 July 2023 09:11
To: Licensing Team for Alcohol & Gambling <Licensing_Team@sandwell.gov.uk>
Cc: [REDACTED]
Subject: Luxor Events, 152 Reddal Hill Road, Cradley Heath, B64 5JJ

Hi Geeta,

Sorry, I think I should have sent this information in earlier – it's just a summary of my observation when I went out with [REDACTED] to undertake some direct Officer observations on 1 July 2023 – during a TE at the above premises:

Visited Luxor to undertake Officer Obvs with Emma Burton as they had put in a TEN - pre-wedding party from 1.00pm-10.30pm. My vehicle was parked outside 2 Hickman's Drive. Slightly windy conditions.

4.00pm – several security staff at doors and one walking around onto Highland Road, directing vehicles away from Highland Road to the carparks away from venue. No parking issues observed. No music heard but what appears to be entertainers walking to and from venue and can hear Dj talking. Guests have been seen arriving slowly since 3.45pm. We parked up firstly outside 2 Hickman's Road and then around 5.00pm outside 29 Highland Road. Emma went for a walk around the corner toward the main entrance of venue (opposite side of road) and back towards vehicle after 7 mins. She reported no music audible at all and suggested no music is playing. We drove back to and parked outside 2 Hickman's Avenue and what seems like drums/dhol started playing at 5.35pm - followed by bhangra music - from my vehicle, low level beats audible and feel slight vibration – windows and doors shut. Music louder and beats more audible at 5.47pm - more intense. Sandip Gillar seen walking around several times, perhaps monitoring sound. Dj heard speaking over microphone, followed by more music - clearly audible at 5.57pm.

Thanks

[REDACTED] BSc (Hons) MCIETH
Environmental Health Officer (Citizen & Consumer Protection)



[REDACTED]
Sandwell Metropolitan Borough Council, Sandwell Council House, Freeth Street, Oldbury, B69 3DE

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Tel:
Email:
www: noiseassessments.co.uk
Reg No. 12207511

30th July 2023

Ref: NALPRO190723.01

Luxor Events
152 Reddal Hill Road
Cradley Heath
B64 5JJ

SENT VIA EMAIL ONLY

Event Noise Impact Assessment– Luxor Events, 152 Reddal Hill Road, Cradley Heath, B64 5JJ

Noise Assessments Ltd was commissioned by Luxor Events (herein the venue) for undertaking a noise assessment at the above venue to assess the potential speaker music noise from within their building through the weakest part of the building (windows and doors) for weekend events to the nearby residential dwellings during the daytime period.

The opening hours of the venue are 9am till 11pm Monday to Sunday, with the main music events being weddings at the weekend.

No entertainment is provided outdoors.

Existing Context

The venue is in an urban location surrounded by residential areas, commercial sites, and main roads. Traffic to other business units was observed during the monitoring period and bird song.

Noise Guidance

BS4142:2014 is the prescribed standard for assessing fixed plant sources of industrial and commercial noise on residential receptors for the UK. It is noted the assessment omits usage for music and entertainment noise sources, however, the method of referencing noise emissions to the background noise climate is deemed a useful tool for the assessment.

According to BS4142:2014, the following 'Low Impact' target should be achieved. It is

useful to consider the exceedance of the background noise level in relation to the lower frequency bands, 63Hz and 125Hz, due to the prominent low frequency content within recorded music.

Measurement Location




Noise monitoring equipment for measuring sound levels was undertaken on Sunday 23rd July 2023.

The data collected during this period has been used to characterise the existing acoustic environment at the venue.

Measurements and venue location are shown in figure 1 below:

Figure 1: Venue & Measurement Location



-  Venue boundary
-  External noise level measurement locations
-  NSR1 Nearest sensitive receptor

Measurement Equipment

Measurements were undertaken using a calibrated, Pulsar N45 class 1 sound level meter. Full details as available on request.

During all measurements the microphone was protected with an outdoor windshield.

The calibration level of the meter was checked before and after the survey with a sound calibrator with no variation in the levels observed.

The sound level meters were set to measure various noise parameters including LAeq values using a 'fast' time weighting. Calibration certificates have been included.

Weather Conditions

Weather conditions were deemed acceptable for noise measurements.

Noise Survey

The noise survey was carried out at the NSR for representative periods of the daytime on Sunday 23rd July 2023.

Background Sound Level

The lowest daytime background sound level was measured between 10:00-11:00 as 44 dB LA90,15min.

Noise Breakout

Noise breakout from the music will occur through the weakest part of the external façade; this is taken to be the side of the venue through the sealed windows. During the survey, the music was turned on as per normal speaker volume.

With reductions afforded by the glazing, break-out noise level from the external façade at NR1 was measured as 45 dB LAeq, NSR2 42 dB LAeq, and NSR3 40 dB LAeq,

It is demonstrated above that under the current façade scheme, noise breakout at 63 Hz and 125Hz is below the 1/1 octave band criteria.

Noise breakout from the windows at the side of the venue to the residential windows is below the lowest measured background noise level of 44 dB LA90 daytime; therefore, the noise impact because of noise breakout is expected to be **low**.

Noise intrusion levels with residential windows open have been determined assuming that the insulation provided by a window, partially open for ventilation, is 15 dB as suggested by BS 8233 and WHO. The noise impact within bedrooms and living spaces because of noise breakout is expected to be **desirable**.

Noise Management

To keep noise in the community as low as practical, several noise reduction measures will be reminded and enforced with patrons at the venue.

- Be mindful of nearby residents when guests leave the venue.
- Noise signage for guests regarding respectful of residents.

- The venue Manager will make sure all event staff are aware of the noise levels and make regular checks inside and outside the venue.
- Windows shut.

Summary

The results of the noise assessment demonstrate that internal noise from the music near sensitive receivers will be considered **low** and **desirable**.

Recommendations

To remain, and adhere to low impact noise from the venue, there should be additional improvements of an improved emergency exit door to reduce noise leakage, and a check of all seals and gaps around windows and vents etc where noise has the potential to breakout.

Yours sincerely

(Hons) PgDip TechIOA Technical Director

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11 September 2023

Documentation lodged on behalf of the Luxor Events (Sandwell) Ltd

Application for a Premises Licence

Acting for the Licence Holder, I have given full regard to:

- The licensing objectives set out in the Licensing Act 2003.
- The Council's Statement of Licensing Policy
- Home Office guidance - Licensing Act 2003. Section 182
- Representations received against the application.

The applicants (Luxor Events (Sandwell) Ltd) have recently taken over the building and carried out major refurbishment, they intend to run the premises in a responsible manner and have therefore implemented a range of policies and procedures to ensure they fully uphold the licensing objectives.

Attached to this pack are the following appendices in support of the application:

- A. Written response to WM Police objection
- B. Written response to Environmental health Objections
- C. Written response to Ward Councillor
- D. Written response (Generic) to Other persons
- E. Noise Management Plan.
- F. Risk Assessment.
- G. New operating schedule to replace original submission.
- H. Refusals log
- I. DPS Authorisations
- J. Staff training
- K. Dispersal plan
- L. Incident log
- M. Till prompts
- N. LA 2003 signage
- O. Noise acoustics report (Version 2)

(Director)

Licence Leader Ltd. Email. Web. www.licence-leader.co.uk Tel.

From: (Agent for the applicant)

To: 13 June 2023

CC. Licensing Authority licensing_team@sandwell.gov.uk

Premises Licence Application- Licensing Act 2003. Luxor Events Ltd.

Many thanks for your email in relation to this application.

To introduce myself, I am the licensing agent acting on behalf of the applicants for this premises licence. Could you let me know which officer is dealing with this, in order that we might find more mediation in the future.

As your representations to the application for the premises licence have been forwarded to me, I will now attempt to answer your questions, and hopefully allay any concerns you may have initially had:

a. My clients {the applicants} are responsible operators and reputable people, who have recently taken over this premises. In response to the points, you and some other residents have raised, they have instructed me to amend the operating schedule for this application, with more robust conditions, to evidence that they have listened to those with concerns in relation to the application.

b. There are a comprehensive suite of conditions added to the premises licence operating schedule (Pages 3,4 & 5), which will ensure that the premises upholds all of the four licensing objectives, in addition the applicant will ensure that the following policies are fully implemented and adhered to:

- Staff training in accordance with the Licensing Act 2003.
- A comprehensive Staff Training and Operations Manual
- Dispersal Policy
- Noise Management Plan
- Licensing compliance pack: Refusals log/Staff Training/DPS Authorisations/Signage.
- Dedicated taxi company

c. The licensing process can only seek to control those measures within the control of the licensee. It is not a mechanism for the general control of anti-social behaviour by individuals once they are away from the premises and beyond the direct control of the licence holder. However, licensees should take all reasonable steps to prevent the occurrence of crime and disorder & public nuisance immediately outside their premises, for example on the pavement, in a beer garden or in a smoking shelter to the extent that these matters are within their control. (Extract from the Councils Statement of Licensing Policy)

d. Although we understand your concerns, it is very unfair to link any activities or noise carried out by a previous owner, when my clients were no part of that operation. This is a new premises licence application and must be judged on its own merits, and we are hopeful you will see that the owners wish to work in harmony with their neighbours, and the Responsible Authorities.

e. Thank you for bringing up the issue of indirect noise/nuisance related to vehicles and patrons coming to and from the premises. While it may be very challenging to have direct control over such noise, there are steps we can and will take to minimize its impact and demonstrate our commitment to addressing these issues.

Such as:

Communication and signage: Clearly communicate to patrons and visitors the importance of maintaining a respectful noise level when arriving at or leaving our premises. (verbally by staff and with signage)

Parking arrangements: If possible, signpost specific parking areas and encourage patrons to park responsibly and away from residential areas to minimize vehicle-related noise disturbances.

Security and crowd management: Ensure adequate security measures are in place to handle crowds and prevent excessive noise during busy periods.

Trained staff will help maintain order and manage noise levels.

We will always remember, while complete control over indirect noise may not be possible, demonstrating our commitment to addressing the issue and actively taking steps to minimize its impact will help foster a positive relationship with our community.

f. It should be noted that the Premises Licence Holder intends to implement effective training, operational systems, and robust policies to a high level in the pursuit of good practice, and due diligence, although these will take a little time to be fully implemented.

Please feel free to contact me if you require any further information in relation to the application.

Unless you inform the Licensing Authority that you are willing to withdraw your representation, I believe we will leave the final decision to the Licensing Subcommittee to determine this application.

Kind regards

Director

From: (Agent for the applicant)

Mob.

To: 13 June 2023

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Kind regards

(Director)

Noise Management Plan – Luxor Events Ltd

1. Purpose of the Noise Management Plan

This noise management plan is to consider the management and control of noise from internal/external activities at our premises.

The management team of this premises are committed to proactive management of noise and the purpose of this document is to identify and implement procedures, which will minimise disturbance to residents and other noise sensitive receptors. The intentions of those responsible to manage noise is shown in this commitment.

This plan should be considered as a “live document” which will evolve as the planning for future events progresses and the operational requirements become clearer. All reviews will be undertaken in full consultation with the relevant Responsible Authorities, where possible, to ensure compliance with the relevant licensing objectives.

Premises Licence

The premises will benefit from a premises licence, when granted. It will always ensure that it upholds the four licensing objectives.

The Licensing Act 2003

The Act introduced a single integrated system for regulating the sale by retail of alcohol, the supply of alcohol in a premises, the provision of entertainment and late-night refreshment.

The provision of regulated entertainment to the public is relevant in terms of noise and in doing so those responsible must conduct their functions with the view to promoting the **prevention of public nuisance** being relevant in this instance.

In the case of this premises a licence is **not required** to stage a performance of live music, or the playing of recorded music because:

- it takes place between 0800 and 2300 hours, and
- it takes place at an alcohol on-licensed premises; and
- the audience is no more than 500 people.

In Summary

Overall, the approaches set out above are designed to balance the potential disturbance in the local community against the enjoyable experience of the audience. The Regulated Entertainment will always be conducted to allow customers to hold a conversation, without the need to raise their voices – therefore the music will always be at a reasonable level.

It should be noted that in the case of the premises licence for this venue, the hours of Entertainment are until 2300 hours and therefore fall in the category of being de-regulate under the **Live Music Act**.

Throughout the time that Entertainment takes place, staff will ensure that they conduct regular noise monitoring; and these will be recorded at **Annex A**. This will be carried out by conducting subjective / objective measurements at predetermined locations both internally on the site, and externally at the boundaries.

People / Crowd Noise

Whilst there is no formal mechanism for evaluating or controlling crowd noise, consideration will be given to minimising such as critical times such as during arrival and dispersal from the venue.

Staff will always monitor the entrance and egress from the premises including the behaviour of those within the vicinity of the premises. This will help achieve orderly arrival and departure of persons and will reduce the risk of nuisance occurring.

Prominent signage will also be in place requesting that patrons leave quietly and respect neighbours, and customers will be reminded of this by members of staff.

Procedure for Responding to and Dealing with Enquiries

Those responsible for the day-to-day management intend to engage with the community to communicate details of the events and listen to local concerns.

Should any noise complaints be received, a member of staff will investigate the complaint and if noise levels are deemed unacceptable, immediate action will be taken to reduce the levels of the noise source.

Conclusion

The implementation of this Noise Management Plan is a pragmatic way of bringing the venue to life, understanding its relationship with neighbours, but likewise, it also looks to proactively engage with the community and relevant Responsible Authorities.

Noise Monitoring

Noise Observation Reporting

| Monitoring Location | Date and Time | Subjective Assessment Measurements | Remedial Action Required and Taken |
|-----------------------------------|-------------------------------|---|--|
| E.G., opposite main site entrance | 01/01/2023 2100 – 2120 hrs | Noise from the venue, largely inaudible, occasional low bass beat detectable between lulls in traffic noise – unlikely to be audible to residential units | No action taken, but will continue to monitor at intervals |
| | | | |
| | | | |

Complaints received.

| Complainants address | Date and Time | Nature of complaint | Subjective assessment | Time of Visit | Remedial Action Required and Taken |
|--|------------------------|---------------------------------|-----------------------|----------------------------|---|
| E.G 100 metres along the main RPa Page 109 | 01/01/2023 2200 hrs | What are they hearing, when and | | 1. 2100 hrs 2. 2130 hrs | No action taken; action taken to reduce noise levels to |

| | | | | | |
|--|--|---|--|--|--|
| | | how affecting property ? If this is regular, how long has it been happening | | | minimise any potential impact as levels at source can accommodate such reductions. |
| | | | | | |
| | | | | | |
| | | | | | |

ANNEX F

Risk Assessment Luxor Events Ltd June 2023

Location:
152 Reddal Hill Road
Cradley Heath
B64 5JJ

| | |
|-------------------|------------------|
| Created by | |
| Date | 11 June 2023 |
| Version | V1 |
| Status | Live |
| Authorised | Luxor Events Ltd |

| Activity | Hazards | Who might be at risk | Assessment | | | Control Measures |
|------------------------------|--|---|------------|---|---|--|
| | | | L | M | H | |
| Contractor Management | Injury to staff Uninsured losses Injury to public Injury to contractors | Contractors Employees | X | | | <ul style="list-style-type: none"> Contractors are provided with relevant information on your safety policy and applicable rules. Contractors will supply relevant, comprehensive, current health and safety documentation. The contractor must have adequate health and safety systems in place and is health and safety aware. The level of competency of the contractor to carry out the work is confirmed prior to engagement of contractor. If the contractor is an employer, they hold adequate employer's liability insurance. Risk assessments and method statements that are required have been provided, checked, and considered adequate prior to the commencement of work. The contractor holds adequate professional indemnity insurance cover. The contractor holds adequate public liability insurance for the task. Checks are carried out to ensure installation or working practices are carried out correctly. |
| Electrical Safety | Electric shock, fire, and explosion. | All employees Contractors Maintenance Staff | X | | | <ul style="list-style-type: none"> A competent electrician to achieve compliance with the Electricity at Work Regulations 1989 tests fixed electrical wiring. All electric cupboards and switch rooms are secured to prevent unauthorised access. Earth bonding strips are provided where required. Electrical switchgear areas are free from storage of combustible products. Employees who carry out electrical work are competent to do so. All employees have been instructed and/or trained to visually inspect portable electrical appliances before use. Portable appliance testing, as appropriate to the equipment, is up to date. There is an inventory of all portable electrical appliances in use. |

| Activity | Hazards | Who might be at risk | Assessment | | | Control Measures |
|------------|--|---|------------|---|---|--|
| | | | L | M | H | |
| First Aid | Delay in administering of First Aid may lead to the consequences of injuries/ill health being exacerbated. | All employees Customers Lone workers Members of the public Visitors | x | | | <ul style="list-style-type: none"> • First aid box is provided at key location and accessible to all employees. • First aid notices are displayed. • Persons have been nominated to take charge of the first aid kits and ensure they are kept fully stocked. |
| Gas Safety | Asphyxiation Explosion Fire | All employees Customers Members of the public Visitors | x | | | <ul style="list-style-type: none"> • Employees have been specifically instructed on the action to take in the event of a gas leak, on smelling gas in the building and in case of fire. • In the event of a leak, all reasonably practicable steps are taken to shut off the gas supply and inform the gas supplier. • Records are maintained of the inspection and servicing of gas appliances and installation. • The gas supply isolators are readily identifiable. • The premises' gas appliances and installation/supply pipes are subject to regular annual inspection by a competent person. |

H&S
Management

| | | | | |
|---|---|----------|--|---|
| <p>Accidents and Incidents</p> <p>Communication and Consultation</p> <p>Emergency Plans</p> <p>Employee Training</p> <p>Monitoring & Measurement</p> <p>Organisation</p> <p>Statutory Notices</p> | <p>All employees Contractors Customers Visitors</p> | <p>x</p> | | <ul style="list-style-type: none"> • All serious accidents and/or incidents are investigated to determine the probable cause. • An Accident Book is provided for the recording of accidents. • Suitable arrangements are in place for reporting accidents, diseases, and dangerous occurrences to the enforcing authority. • There are arrangements in place to report any work-related ill-health. • There is a near miss or incident reporting procedure. • Health and Safety is a regular agenda item on meetings that are held with staff. • Suitable arrangements are in place for communicating with and consulting staff on Health and Safety matters. • Procedures for serious or imminent danger are established. • Staff are provided with suitable training in emergency plans and understand their role within them. • There are suitable arrangements with external services in the event of an emergency. • Induction training for new staff includes health and safety subjects. • Monitoring of health and safety controls and standards is carried out and recorded. • Performance for health and safety is fed back to the most senior level of the organisation. • The company has established performance criteria for health and safety. • Staff have been informed to whom they should report any concerns about health and safety issues, so that the management can address them. • The organisation has an effective structure in place for the management of health and safety. • Those managers to whom specific responsibilities have been allocated have had those responsibilities issued to them and/or included in their job descriptions. • A copy of the employers' liability insurance certificate is displayed. • The Health and Safety Policy is brought to the attention of all staff and a record kept as evidence of compliance. |
|---|---|----------|--|---|

| Activity | Hazards | Who might be at risk | Assessment | | | Control Measures |
|-----------------|---|---|------------|---|---|--|
| | | | L | M | H | |
| Manual Handling | Musculoskeletal injuries due to: General lifting of supplies and equipment. | All employees Delivery Staff Events Staff | x | | | <ul style="list-style-type: none"> Manual handling assessments have been completed where activities are likely to cause a risk of injury. Manual handling training has been provided for employees identified as being at risk. Wherever practical the manual handling of loads likely to result in a risk of injury is avoided. |
| Noise | Noise arising from music, crowd noise and special effects | All employees Contractors Maintenance staff Visitors | x | | | <ul style="list-style-type: none"> Suitable hearing protection is provided to all employees and contractors where average noise exposure levels exceed 80 dB (A). All employees and contractors working within areas of noise are instructed to wear hearing protection. Health surveillance for hearing is conducted annually; all employees are part of the surveillance. Noise Management Plan used at all times. |
| PPE | <p>Employees fail to wear the designated PPE.</p> <p>Failure to provide the correct PPE for the risks involved.</p> <p>Worn, damaged or ineffective PPE.</p> | All employees Contractors Maintenance staff Visitors | x | | | <ul style="list-style-type: none"> A procedure has been established to enable employees to report defective PPE. Employees are issued with PPE appropriate to the hazards to which they may be exposed. Employees receive instruction and training in the wearing of PPE. Records are kept of PPE issued. Appropriate accommodation is provided for the storage of PPE when it is not in use. The PPE does not increase the overall risk to the employee. Where different items of PPE are required to be worn, they are compatible with each other. |
| Stress | <p>Increased occupational ill health.</p> <p>Poor performance from fatigue/debility affecting concentration.</p> <p>Increased absence, high staff turnover, low morale.</p> | All employees Managers Supervisors | x | | | <ul style="list-style-type: none"> Staff have been consulted on stress directly. Staff have been surveyed on factors around stress either through an employee opinion survey or stress survey e.g., HSE management standards indicator tool. |

| Activity | Hazards | Who might be at risk | Assessment | | | Control Measures |
|------------------|--|---|------------|---|---|--|
| | | | L | M | H | |
| Violence at Work | <p>Aggressive behaviour</p> <p>Physical violence</p> <p>Verbal abuse</p> | <p>All employees</p> <p>Customers</p> <p>Visitors</p> | | x | | <ul style="list-style-type: none"> All CCTV facilities/surveillance equipment is subject to documented annual maintenance and servicing arrangements to ensure consistent good quality and reasonable working order. Clear, well positioned signs advertising levels of security were displayed. Closed Circuit Television Viewing (CCTV) recording facilities are provided that cover vulnerable/restricted areas. Written records detailing maintenance and servicing of the CCTV facilities are retained on the premises. Strict controls are in place regarding the access of unauthorised personnel to sensitive and/or restricted areas of the premises. Arrangements are in place to investigate all incidents of verbal, physical and threatening behaviour reported by employees. Access to cash handling areas is controlled via a secure door, which is kept locked while cash is being counted or the safe is open. Cash handling areas are located as far away as possible from entrances and exits and always in areas that cannot be observed by the public etc. Arrangements are in place for all door and window locks to be checked regularly to ensure that they are working effectively. A form is used to record all incidents of verbal and physical abuse, including threats, endured by employees. A process of employee consultation has been undertaken to determine whether employees feel threatened by verbal or physical violence. A programme of instructing employees in the policy on violence has been implemented. A specific policy on violence at work has been devised and implemented. |

| Activity | Hazards | Who might be at risk | Assessment | | | Control Measures |
|------------------|---|--|------------|---|---|---|
| | | | L | M | H | |
| Workplace HSW | Temperature Ventilation Welfare Arrangements | All employees Contractors Maintenance staff Visitors Customers | x | | | <ul style="list-style-type: none"> • All reasonable effort has been made to maintain temperature at a comfortable level for the workforce, and warm facilities provided for outdoor employees such as door staff. • Rest areas and changing rooms are maintained at a comfortable level. • Air inlets are position away from any flues and exhaust ventilation systems. • An adequate supply of air is provided either through mechanical ventilation or openings /windows, such that stale air / fumes are removed. • Mechanical and air conditioning systems are regularly maintained and cleaned to ensure they are kept clean and free from anything that could contaminate the air. • Sanitary conveniences have warm/hot water, soap and means of drying. • Suitable and sufficient sanitary conveniences are provided and readily accessible. • An adequate supply of potable water is readily available, and cups provided. • An adequate, suitable, and secure space is provided to store workers' belongings. • Drinking water is marked where significant risk of drinking non-drinking water exists. • Suitable and sufficient rest areas are provided with clean surface on which to place food. • A means of heating food is provided where hot food cannot be obtained nearby. • Suitable changing facilities are provided with storage for work clothing. • The rest area includes the facility to prepare or obtain a hot drink. • Safety glass is provided where risk of collision or breakage. • Transparent or translucent surfaces are apparent or suitably marked. • Windows can be cleaned safely. • Seating provided gives adequate support for the lower back and footrests are provided for those that need them and enable them to undertake their roles safely and comfortably. |

| Activity | Hazards | Who might be at risk | Assessment | | | Control Measures |
|-------------------------|---|---|------------|---|---|---|
| | | | L | M | H | |
| First Aid | Inadequate First Aid Provision and access to the venue during event build | All | x | | | Appropriate and suitable first aid cover to be provided by trained employees or contractors. |
| Security | Access to the venue Contravene to venue. Venue capacity and licensing requirements | All | x | | | <ul style="list-style-type: none"> Entrance is permitted by evidence of correct proof of age; security will carry out accreditation checks at the entrances. No unauthorised persons would be allowed into the premises. Security to be aware of location of extinguishers. Security would be present throughout the opening hours and would take appropriate action where necessary. Security in place to monitor all areas and patrol the premises. Door supervisors to perform duties as required by the DPS and ensure that searches are carried out where deemed necessary, and that capacity levels are monitored and maintained. |
| Slips, trips, and falls | The premises is now to be considered a place where accident may occur – equipment, tools and waste materials can create trip hazards. | Suppliers Contractors Others associated with the premises | x | | | <ul style="list-style-type: none"> Staff will collect glasses etc throughout the premises and complete the process as soon as the premises is closed. |

Luxor Events Limited

New operating schedule to replace original submitted with the application.

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

As the applicants, We will ensure that we fully uphold all of the four licensing objectives, at all times.

We have taken into consideration the following key documents:

- (1) Councils Statement of Licensing Policy
- (2) Guidance issued under Section 182 of the Licensing Act

There is now a robust operating schedule, in addition to policies/procedures in place at the premises, with reasonable hours of operation, demonstrating a commitment to due diligence at the premises.

As the Premises Licence Holder, We will ensure that we fully uphold all of the licensing objectives, at all times.

Policies and procedures are being fully implemented for the safe and efficient running of the premises, including, but not least:

1. Staff training and operations manual
2. Refusals log
3. Incident log
4. Challenge 25
5. Signage – consideration to neighbours
6. Noise Management Plan
7. Dispersal plan
8. DPS Authorisation form
9. Risk Assessment

b) The prevention of crime and disorder

CCTV will be installed, operated, and fully maintained at all times; images will be retained for at least 28 days and be produced on request of any Responsible Authority. The CCTV will be operational at all times whilst the premises are trading.

Warning notices will be displayed in public areas of the premises advising that CCTV is in operation.

If the CCTV hard drive needs to be replaced then the old / previous one will be kept on the premises for a minimum of 28 days and made immediately available to any of the responsible authorities on request.

There will be someone on site while the premises is carrying out licensable activity who is able to operate the CCTV on request of any of the responsible authorities.

A refusals register will be maintained at all times and will be checked and signed off by the DPS at regular intervals. These will be made available for inspection by any Responsible Authority, upon reasonable request.

Customers carrying open or sealed bottles or glasses will not be admitted into the premises at any time.

Customers will not be permitted to take open containers of alcoholic drinks from the premises.

c) Public safety

The premises licence holder or DPS will carry out pre-opening checks of the premises, to ensure that there are no risks to patrons and that all safety precautions are in place.

All staff training forms in relation to the Licensing Act and Challenge 25 policy will be signed by both the trainer and trainee. No staff to work 'front of house' without this documented training while the premises is carrying out licensable activity.

These training records to be made immediately available to any of the responsible authorities on request. The licence holder will ensure that all staff receive appropriate staff training.

The licence holder would ensure that all staff are aware of their social and legal obligations and their responsibilities regarding the sale of alcohol.

All safety certificates and inspection reports will be kept on site and made available to officers of relevant statutory bodies, including Fire Risk Assessment.

The premises will comply with all food safety regulations. The staff involved in food preparation will be fully trained.

d) The prevention of public nuisance

As the Premises Licence Holder, we will ensure that the disturbance caused to the general public is kept to a minimum, and signage will be placed in prominent places, asking customers to respect our neighbours.

Staff members will ensure that the frontage of the premises are checked regularly for litter and rubbish, clearing away and debris.

No rubbish, including bottles, shall be moved, removed, or placed in outside areas between 2200 hours and 0800 hours.

All doors and windows will remain closed when music is being played at the venue.

e) The protection of children from harm

A Challenge 25 policy is in place and only recognised forms of ID will be accepted. {PASS accredited ID, passport, or photo driving licence}.

All children will be accompanied by an adult when attending functions at the venue.

All staff training in relation to the Licensing Act and Challenge 25 policy will be signed by both the trainer and trainee. No staff to work 'front of house' without this documented training while the premises is carrying out licensable activity.

Refusals Log - Luxor Events Ltd

If a customer appears to be under 25 and fails to produce a valid ID photo, the sale should be **Refused** and recorded in this refusals log. The staff member making the sale should write an entry whenever an age-related sale is refused.

No ID - No Sale

Licence Leader Limited
Alcohol Licensing Services

| DATE | PRODUCT | TIME | NAME OF PERSON OR DESCRIPTION | OBSERVATIONS | STAFF MEMBER |
|------------|------------------|----------|---|--------------------------------|--------------|
| 01/03/2023 | A bottle of wine | 1900 Hrs | Male blond 175 cm tall, approx. 17 years of age | Nervous and refused to show ID | Nicki Jay |
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Designated Premises Supervisor (DPS) Authorisation for Sale/Supply of alcohol

Luxor Events Ltd

I am the Designated Premises Supervisor (DPS), and the holder of a Personal Licence and I am the person in a position of authority at the premises.

I hereby authorise the following named personnel to sell and supply alcohol, to comply with the Licensing Act 2003.

This being either when I am present on the premises or in my absence. I can always be contactable on the following telephone number:

NAMES OF AUTHORISED PERSONS:

I, being a person named below am aware of and accept my responsibilities under the Licensing Act 2003 and will endeavour to comply in accordance with the licensing law and the licence conditions attached to the premises licence.

| Name | Personal Licence Number (If Applicable) | Date | Signature |
|------|--|------|-----------|
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Designated Premises Supervisor - Authorisation.

| | |
|---|--|
| Name: | |
| Personal Licence Number: | |
| Signature: | |
| <ul style="list-style-type: none"> ➤ It is illegal to sell alcohol to anyone under the age of 18. ➤ It is illegal to sell alcohol to anyone 18 or over if they are buying on behalf of someone under the age of 18. ➤ All premises that sell alcohol must have a premises licence and a Designated Premises Supervisor ➤ Staff under the age of 18 must not sell alcohol unless each sale has been approved by the personal licence holder or responsible person aged over 18 ➤ It is illegal to sell liqueur chocolates to anyone under the age of 16 ➤ If you are not sure that the customer is 18 (alcohol) or 16 (liqueur chocolates, ask for proof of age ➤ I recommend you use a Challenge 25 scheme ➤ If you are still not sure, refuse the sale and record in the Refusals Log ➤ The premises Licence holder must display the premises licence on the premises in a public place | |

Licensing Act 2003 - Staff Training Luxor Events Ltd

Training delivered to all staff will include, not least the following list below, and should also include the fact that staff fully understand all of the content.

| |
|---|
| ➤ It is illegal to sell alcohol to anyone under the age of 18. |
| ➤ It is illegal to sell alcohol to anyone 18 or over if they are buying on behalf of someone under the age of 18. |
| ➤ All premises that sell alcohol must have a Premises Licence and a Designated Premises Supervisor |
| ➤ Staff under the age of 18 must not sell alcohol unless each sale has been approved by the Personal Licence Holder or responsible person aged over 18 |
| ➤ The premises Licence holder must display the premises licence inside the premises in a public place |
| ➤ If you are not sure that the customer is 18, ask for proof of age, use the Challenge 25 scheme. If you are not sure, refuse the sale and record in the Refusals Log |
| ➤ Make sure you know the hours allowed within the licence for the sales of alcohol. |
| ➤ Ensure you know all of the conditions within the operating schedule of the premises licence. |
| ➤ Make sure the CCTV is always on and working when the premises is open and trading. |
| ➤ Never serve anyone who is drunk |
| ➤ Always offer 'free' water to anyone who has drunk too much |
| ➤ No alcoholic drink shall be sold for consumption off the premises. |
| ➤ No persons carrying open bottles shall be admitted to the premises at any time. |
| ➤ A record of staff training in relation to the sale of alcohol will be kept on the premises and available to Police or Licensing Authority on request. |

Staff that have been trained must sign below to confirm they have received the training.

| Name | Date | Signature | Comments |
|------|------|-----------|----------|
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Signed by the DPS.

| | |
|---------------------|------|
| Name (Print) | |
| Signature | |
| Date | 2023 |

DISPERSAL POLICY

1. Purpose

This policy is designed to provide guidance for the management and employees and set out the terms for the dispersal of customers/guests from the premises.

The purpose of this policy is to set out the reasonable steps the premises will undertake to prevent unnecessary avoidable disturbance to residents, services and other businesses operating in the vicinity of the premises.

It is the stated intention of the premises to operate in a manner which causes the minimum impact from noise nuisance and anti-social behaviour from our customers to neighbours and other members of the public.

To this end all relevant staff will be trained in this policy and other appropriate skills to achieve an orderly and safe dispersal from the premises.

All staff are compelled by their contract of employment to comply with and actively implement this dispersal policy; where their job role includes these responsibilities.

It is the responsibility of the Designated Premises Supervisor to ensure that this policy is enforced at the premises and to regularly update the policy to meet the requirements of the business, and work in conjunction with responsible authorities.

2. LOCAL CO-OPERATION

The premises will, where practicable, work in partnership with local Responsible Authorities to share information and best practice.

The premises will work in co-operation, where appropriate, with other premises in the area to ensure that local policies are co-ordinated.

3. DISPERSAL

Dispersal shall take place through the front door(s) of the premises onto Reddal Hill Road or the side door onto Highland Road.

All conditions relating to dispersal included in the Premises licence will be enforced and relevant staff will be trained in these conditions, as well as the terminal hours and operating hours outlined on the premises licence.

Operating days for Luxor Events will be Monday to Sunday but will vary dependent on event booking dates.

Operating hours for Luxor Events will be 09:00 to 00:00 but will vary by event booking.

The activities below will only run between the event hours of 10:00 to 23:00. The date and time between these hours will be dependent on event booking.

- Live music
- Recorded music
- Performances of dance
- Anything of a similar description that falls within the above activities
- Supply of alcohol

Allocation of staff in the last 30 minutes prior to closing will be reviewed, to ensure that the collecting of glasses and the clearing of other waste is prioritised; this provides a message to customers that the premises is in the process of closing and encourages them to finish their drinks and prepare for departure.

Where a cloakroom is in operation additional staff will also be allocated there to ensure people can collect their belongings as efficiently as possible as they are leaving the premises.

A suitable member of staff or a Door Supervisor will be visible at each public entrance / exit to control the dispersal, to remind people to leave quietly and to prevent patrons from re-entering the premises.

Action Points:

- Make an announcement at the end of the evening to encourage patrons to disperse gradually and to leave the area quietly.
- Ensure adequate signage is available at each exit asking people to leave quietly and not to congregate outside or in the local area; direct patron's attention to these signs as they leave.
- Remove drinks and glass vessels from patrons as they leave to ensure no glass leave the premises.

4. DOOR SUPERVISORS

Door Supervisors Licensed by the Security Industry Authority will be employed by the premises based upon the risk assessment carried out in relation to the following factors:

- Size of the venue
- Expected attendance
- Type of event taking place
- Location of the premises
- Time of year
- Special occasion (New Year, Halloween, Local Festivals etc.)
- Premises Licence Conditions

Door Supervisors will be tasked with:

• **Management of the Queue to Enter the Premises.** Where a queue forms they will monitor to ensure the behaviour of those queuing is conducive with the entry policy. Any person who appears to be drunk or intoxicated will, where possible, be removed from the queue prior to them reaching the front.

While monitoring the queue the Door Supervisor should remove alcohol from anyone consuming alcohol while queuing or if they are unwilling to give up their alcohol remove them from the queue and advise them they will be refused entry as a result. Door Supervisors must seek to control the noise from any person queuing outside the premises in order to reduce the potential for noise to disturb people living and working in the local community. This is achieved by politely reminding customers that anyone not complying with the request will be refused entry to the premises.

• **Dispersal from the Premises.** During the 'soft closure' period and once the premises is closed, the Door Supervisors shall assist with the dispersal of customers from the area. The purpose of an effective dispersal is to ensure that patrons leave the area quickly, quietly and in an orderly manner.

The most effective approach to dispersal is to be friendly and helpful, understanding that one of the effects of alcohol is to inhibit the effective decision-making ability. What may seem obvious and logical to a sober person, may seem confusing and complicated to a person who has consumed alcohol.

People loitering may be doing so because they are unable to make a decision or easily access the information they require; often they will disperse when they are given this information. Many patrons will move on if they can be helped to achieve one of the following outcomes:

- o How to get home?
- o Where they can go next?
- o Where they can get some food?

By providing this information it can encourage them to leave the immediate area more quickly.

Just because someone arrived using one form of transport, do not assume that transport option is still available to them or that they can remember immediately how they arrived. Give them options, and offer assistance:

- o Call a local taxi
- o Provide information on local bus / train / underground routes
- o Help to locate their friends
- o Call someone for them

- **Door Supervisors will be easily identifiable.** The law requires Door Supervisors to display their SIA Licence, however the use of a clear uniform will provide greater awareness of their presence.

Action Points:

Door Supervisors can expedite the dispersal of patrons with their actions both at closing time and throughout the night by:

- Controlling the level of intoxication of patrons throughout the night and acting appropriately when people become intoxicated. Anyone who becomes too intoxicated to be served at the bar, shall be removed from the premises.
- Encourage patrons to leave gradually via the appropriate exits at the end of the night; try and avoid large numbers of patrons all leaving at the same time.
- Provide information about the transport options from the premises.
- Remove drinks and glasses and bottles from those leaving the premises.
- Remind people who are leaving to do so quietly and direct their attention to the signs displayed.
- Ask patrons not to assemble or loiter outside the premises once they have left.

5. MARSHALLS

Marshalls are licensed Door Supervisors who work away from the premises and provide a highly visible presence in the immediate local area, providing reassurance to residents and controlling antisocial behaviour from patrons; they have one main role:

- **Area Marshalls** – To patrol and monitor the local area to ensure that patrons disperse effectively and do not contribute to anti-social behaviour in the local area. Area Marshalls will have a detailed knowledge of all transport options in the area and provide directions for patrons who may be loitering in the vicinity of the premises.

Marshalls will be easily identifiable by way of their uniform or high visibility jacket / vest. They will have direct communication with the door supervisors at the premises via a two-way radio.

6. SIGNAGE & LIGHTING

The following signs will be displayed at the premises:

- Signs requesting patrons to Leave Quietly and Respect the Neighbours
- Signs to inform patrons that drinks may not leave the premises at any time.

These signs are to be displayed prominently at every public entrance and exit from the premises.

Lighting (Internal) – The premises will turn on the House Lights 30 minutes prior to closing time; the time by which every patron must have left the premises.

Turning the house lights on is a clear indication to patrons that the premises is in the process of closing and generally encourages patrons to leave gradually over the following 30 minutes (often referred to as a 'drinking up time'). There is a distinct advantage to patrons leaving of their own free will as they are much more likely to leave and disperse, then if they are asked to do so.

Lighting (External) - External lighting should be sufficient for patrons to leave the premises safely. Providing sufficient lighting in the external areas of the premises will encourage patrons to leave; patrons may be slower to leave if it is brighter inside than outside.

External lighting will be regularly reviewed to ensure it is not a cause of nuisance to neighbours.

Both internal and external lighting will be regularly reviewed to ensure it does not impede the effectiveness of CCTV.

7. TRANSPORT

In order to facilitate the dispersal of patrons from the premises, patrons will be provided with information on the various means of transport available from the premises:

- **Taxi & Taxi Ranks** - The premises shall display the number(s) of a local taxi company and the location of any taxi rank located in the proximity of the premises. The local taxi company whose numbers are displayed will be contacted to advise them of the location of the premises and informed of the appropriate collection point; they will be asked not to sound their horns on arrival.

Where a taxi has been called for a Patron, those persons will be asked to wait inside for their taxi to arrive.

For organised events, guests will be advised to pre-book taxis and advise the taxi company of the correct pick-up location along with instructions on how to minimise disturbance to local residents.

- **Car Parks** - Haden Road rear car park, Hill Passage pay and display car park and side streets where there are no double lines visible avoiding any car park spaces in front of driveways.

Door Supervisors will be aware of patrons venturing into the street / road as they leave the premises and control this in order to promote Public Safety and prevent the potential for accidents and injuries.

8. SMOKING AREAS

The Premises operates a controlled smoking area at the side of the building underneath a sign posted smoking shelter facing Reddal Hill Road.

The maximum number of patrons permitted in the smoking area at any one time is restricted to 6. The number of people using the smoking area will be controlled by a Door Supervisor to ensure that the maximum number is not exceeded at any time.

The activities below will only run between the event hours of 10:00 to 23:00. The date and time between these hours will be dependent on event booking.

The smoking area is specifically for smokers and no drinks, glasses or bottles are permitted in this area. Once patrons have finished smoking they should be directed back inside the premises to reduce the noise generated outside the premises.

The smoking area will be closed 30 minutes prior to the closure of the premises and at the same time the bar is closed.

The closing of the smoking area at this time will aid dispersal and prevent confusion between those in the smoking area and those leaving the premises. It will also mean that anyone wishing to smoke must leave the premises and no re-entry is permitted after this time.

9. BOTTLES, GLASSES & LITTER

The premises will maintain the area immediately to the front of the premises clear of bottles, glasses and litter by regularly sending a member of staff to the area to clear these items.

No glasses, bottles or other drinks are permitted to leave the premises and it is the responsibility of the Door Supervisor to ensure this rule is enforced. This includes preventing such items being taken into the smoking area or away from the premises at the end of the night.

It may be the case that glass bottles and glasses are brought to the area from other premises and left in the vicinity or at the front of the premises. It is the responsibility of the Door Supervisor to ensure none of these items enter the premises or the smoking area.

Despite these items not originating from the premises, it is the responsibility of staff to clear them on a regular basis throughout a session and to check at the end of the night that no such items remain to the front of the premises.

Effective house-keeping of this nature reduces the chances of glasses and bottles breaking or causing potential accidents. Consideration should also be given that such litter causes a nuisance to neighbours and while much of this may not originate from the premises an effort should be made to clear such litter as is reasonable by way of being a good neighbour.

Action Points:

- Place signs at the exits reminding customers that drinks may not be removed from the premises or be taken into the smoking area.
- Prior to closing the premises check that all litter to the front of the premises has been cleared.
- Sweeping outside the premises at the end of the session not only clears smaller rubbish, but may assist in getting patrons to move away from the premises.

10. CLOAKROOM & LOST PROPERTY

Patrons shall be reminded by way of notices and announcements that collecting items left in the cloakroom prior to the end of the night may allow them to avoid queues at the end of the night. This in turn will lead to some people dispersing in a more orderly way and being less frustrated if they leave having had to queue for a period of time to retrieve their coats and bags.

Additional staff will be allocated to the cloakroom as appropriate at the end of the session to reduce waiting times.

Any possessions that are found left behind at the end of an event will be held for a period of three months unless claimed by their owner. At this time they will be donated to local charities and no claim can be made against the company. Notices to this effect will be displayed at the premises.

11. 'SOFT CLOSURE' - MUSIC & ENTERTAINMENT

A 'soft closure' is in place at the premises, this is designed to close the premises more slowly and thus to encourage a more even dispersal rather than everyone being asked to leave at the same time. This in turn seeks to minimise the potential for noise and anti-social behaviour which can occur when larger numbers of people leave a venue at the same time.

The type of music being played in the last hour prior to closing should be considered. It is useful to play more 'calming' / 'chill out' music in the hour prior to closing the premises as this will have a positive impact of the behaviour of patrons when they leave the premises.

1. Patrons will be notified by announcement of 'Last Orders' giving the 10 minutes to purchase a last drink if they wish to do so.
2. 'Time' will then be announced when the bar closes.
3. Once 'Time' has been announced the smoking area will be closed, people still smoking should be allowed to finish their cigarette, but no further people should be admitted to the area.
4. 10 Minutes after 'time' has been called, staff cleaning and collecting glasses will start politely asking people to finish their drinks. Doing this in a polite individual manner, rather than shouting at the whole bar, is likely to have a more positive effect.
5. 20 Minutes after 'Time' has been called people should be asked to leave in the same manner as that indicated above.
6. 30 Minutes after 'Time' has been called, everyone should have left and dispersal as described earlier in this policy should be underway.

The music will not be turned back on by staff for their own entertainment while cleaning the premises, once customers have left the premises.

12. CONTROLLING CUSTOMERS & PREVENTING LOITERING

There are a number of solutions already described earlier in the policy on strategies which will help move people away from the premises and disperse them. However addition consideration can be given to the following:

- Making announcements
- Lighting
- Notices and signage
- Staff allocation
- Thanking patrons on the way out; this also encourages them to return by ensuring their final interaction with staff is positive.
- Staff should be aware when leaving after their shift, where background noise may no longer drown them out, staff can be a source of nuisance themselves.
- Consideration should be given to additional training for key staff. Intoxicated customers may react more positively to messages from staff other than Door Supervisors. People who are intoxicated are instinctively adverse to authority figures, such as the police or door supervisors. While the Police and Door Supervisors are trained to handle conflict, the vast majority of patrons are not involved in conflict and for them a more positive outcome may be achieved by other staff providing them with the messages and information they require.
- Providing perceived incentives; such as giving patrons a lollipop as they leave, not only does this seem like an incentive, someone with a lollipop in their mouth will talk less.

Incident Log Book

Luxor Events

Please use a separate page in this log for each incident.

Do not put yourself or staff at risk, call 999 or 101 when appropriate.

Staff should write an entry whenever an incident occurs.

| Incident Report Log | |
|--|------------------------|
| Date of incident | Time of incident |
| Location | Value of Losses/Damage |
| Description of Incident | |
| Images available | YES/NO |
| Was it reported to West Midlands Police | YES/NO |
| If reported to West Midlands Police, was it reported at the time of incident or afterwards:- | |
| Which staff member was involved with this incident | |
| What further action has been taken by Premises Licence Holder | |
| Final comments; | |
| | |

CHALLENGE 25

**Does the person buying alcohol look under 25
NOW Check ID.**

Enter in "Refusals Log" if sale is refused.

Signage prominently posted throughout the premises, near all exits.



Noise Report dated 30/07/2023 attached as a separate document.

LUXOR COMPLAINTS

- **05.06.23** (LAUNCH EVENT) EMAIL SR:229948
 - Sent on behalf of himself and other residents;
 - Volume of music was clearly audible inside their property;
 - We received an email from Luxor on 1st June inviting us to the event and it clearly stated that the event was scheduled to end at 7pm yesterday. The music stopped last night at 8:45pm;
 - Several residents and I did attend the event yesterday as we do want to continue to maintain a line of communication with Sandip and Dal. As we walked towards the venue, the sound of the bass escaping from the rear of the venue was only a slight improvement from when the Caribbean Kitchen was operating from the Regis. I mentioned this to Sandip directly at the event yesterday and her response was quite dismissive when I advised her that the issue was clear if they inspected the rear of the venue. Myself and several residents could then clearly hear the volume of bass in our addresses until around 8:30pm;
 - The fact that they have been given access to the car park opposite the Regis helped to a point, however, did not eliminate the car parking issues altogether
Customers were allowed to access the steps at the side of the venue on Highland Road, which is something that Sandip and Dal indicated would not be allowed at the hearing;
- **01.07.23** (PRE-WED PARTY) EMAIL SR:229948
 - A formal complaint about the noise emanating from Luxor Events – 01.07.23;
 - The noise, bass and vibrations from the venue have been up and down this afternoon and evening, ranging from the mildly annoying to the ridiculous, and I'm now attempting to put my children to bed with what sounds like a fun fair next door;
 - Even with all of the windows shut which I would normally open on a warm evening such as today I can clearly hear bass in my home, denying me the enjoyment and use of my property;
 - This is not the first time there has been excessive noise from Luxor events since its opening, notably on the 4th of June, however I wished to give them the benefit of the doubt so and hoped this was a one off. This is ridiculous.
- **01.07.23** (PRE-WED PARTY) SHARAN & EMMA SR:229948
 - Visited Luxor to undertake Officer Obsvs with Emma Burton as they had a put in a TEN - pre-wedding party from 1.00pm-10.30pm. 4.00pm – several security staff at doors and one walking around onto Highland Road, directing vehicles away from Highland Road to the carparks away from venue. No music heard but what appears to be entertainers walking to and from venue and can hear Dj talking. Guests have been seen arriving slowly since 3.45pm. We parked up firstly on Hickman's Road and then around 5.00pm onto Highland Road. Emma went for a walk around the corner toward the main entrance of venue (opposite side of road) and back towards vehicle after 7 mins. She reported no music audible at all. What seems like drums/dhol started playing at 5.35pm - followed by bhangra music - from my vehicle, low level beats audible and feel slight vibration. Music louder and beats more audible at 5.47pm - more intense. Sandip Gillar seen walking around several times, perhaps monitoring sound. Dj heard speaking over microphone, followed by more music - clearly audible at 5.57pm.
- **03.07.23** FORMAL COMPLAINT TO SMBC (01.07.23) ***** SR: 236335
- **03.07.23** COMPLAINT (PHONE) ***** SR: 229948
 - Regarding wake event (14.06.23) – people sitting around on walls
 - Regarding pre-wedding party event (01.07.23) – security outside premises directing vehicles was disturbing C and music was a disturbance too

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Appendix – 16 complaint from

From: >

Sent: 06 September 2023 09:31

To: Licensing Team for Alcohol & Gambling <Licensing_Team@sandwell.gov.uk>

Cc:

Subject: Notice of Hearing - Luxor Events, 152 Reddal Hill Road, Cradley Heath, B64 5JJ

CAUTION: This email originated from outside of the Council / Children's Trust. Do not click links or open attachments

Morning,

I have already submitted this complaint to Environmental Health, who have advised me to forward it onto Licensing given the hearing scheduled for 11th September.

I would like to make an official complaint about Luxor Events after they had an event on this past Saturday night - 2nd September.

At 20:48, would could hear the DJ from our house and shortly after the bass from the music. We could clearly hear this upstairs as we was trying to get our son to sleep. We could also hear this over our tower fan which we had on as it was warm. I also saw one of the owners outside the rear of the venue attempting to monitor the noise from what looked like a mobile phone.

At 21:10, would could still hear the DJ and bass at similar levels in our living room. We had to turn the volume up on our television to partially block out the noise. I also saw the other owner over the road from our house and again she was attempting to monitor the noise from what looked like a mobile phone.

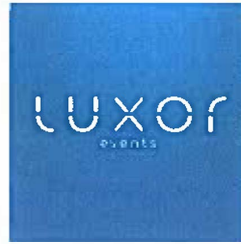
At 22:36, the volume of the DJ and levels of bass increased further. Again we tried to block this noise out by turning up the television but it was too loud.

I believe the event finished around 23:00 but don't know the exact time.

Kind Regards,

Highland Road
Cradley Heath
B64

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LUXOR EVENTS VENUE

152 Reddal Hill Road
Cradley Heath
B64 5JJ

Event Contract & Booking Form

Client details

| | |
|-----------------------|-----|
| Client Name: | |
| Address: | TBC |
| Telephone No: | |
| Email address: | |

Event details

| Event date: | Occasion: | No. of guests: | Timings: |
|--------------------------------|------------------|-----------------------|-----------------|
| Saturday 25th November 2023 | Birthday Party | 110 guests | 5pm - 10:30pm |

Package Details & Costs

| | |
|------------------|--|
| INCLUDED: | <ul style="list-style-type: none"> ● Event coordinator ● Room hire ● 3 course Indian meal - standard package <ul style="list-style-type: none"> ○ Starters - 3 veg / 2 non veg ○ Mains - 2 veg / 1 non-veg with accompaniments ○ Dessert x 1 ● Kids meals ● Unlimited beers <ul style="list-style-type: none"> ○ 1 draught ○ 2 bottle beers ● Unlimited soft drinks ● Waiters and bar staff x 1 for beers ● Dancefloor - standard white ● Crockery, cutlery and glassware ● Table linen ● Tissue napkins (colour of your choice) ● In-house table décor ● Personalised menus |
|------------------|--|

| | |
|--|---|
| | <ul style="list-style-type: none"> • Complimentary 360 video booth (FREE) |
| RATE: | £30 per head |
| TOTAL PRICE: | £3300 |
| DEPOSIT AMOUNT: | £1000 (PAID) |
| REMAINING AMOUNT: | £2300 (see payment terms on terms & conditions) |
| DAMAGE DEPOSIT (refunded after event): | £500 |
| ADDITIONAL SERVICES (please confirm what is required as not included in total price above) | Pour drinks at bar - additional bar staff Canapes - on attached food menu within email DJ - can provide details |
| BOOKING AND PAYMENT DETAILS: | <ul style="list-style-type: none"> • This booking will remain provisional until the deposit is received. • Deposit is required to confirm booking • Full remaining payment (if any) and damage deposit to be received 4 weeks before event date |
| Summary of cancellation policy and Terms & Conditions: | <ul style="list-style-type: none"> • A contract is formed between you and Luxor Events when the deposit payment has been received, and is not subject to a signed copy returned. • Deposit must be sent within 7 days of receiving or the booking will be released. • Please make your menu choices at least 4 weeks prior to the event. A full menu list will be sent over to you. • You will be given access 1 hour prior to the event starting time on the day of the event to check if the venue meets the requirements agreed. Please inform the event coordinator on the day of any issues at this time. • Please ensure to provide an itinerary of your event 2 weeks prior to the event date. This should include timings and supplier details. • All supplier visits must be undertaken at least 2 weeks prior to your event. <p>Please see attached for full terms and conditions.</p> |
| Bank Details | Luxor Events (Sandwell) Ltd Monzo Sort code: Account number: |

LUXOR
events

Noise Observation Reporting – 01.07.23 Pre-wedding party

| Monitoring Location | Date and Time | Subjective Assessment Measurements | Remedial Action Required and Taken |
|---|-----------------|---|--|
| Back of venue car park | 4pm | No noise at all | No action taken, but will continue to monitor at intervals |
| Walk around venue outside | 4:30pm | Can hear faint music noise - but jet wash from car wash is much louder and constant all day | As above |
| Walk around venue outside | 5pm | Chinese dancers are performing inside venue - very faint drum noises - cars driving past louder | As above |
| Driveway between house behind venue and venue | 5:30pm | Music just started - can hear some bass | Immediately asked DJ to turn bass down |
| Walk around venue outside | 6pm | Can hear faint music playing if listen carefully. Wind is louder. | No action taken |
| Outside garage opposite | 6:30pm | Heard faint bass - motorcycle driving past drowned any noise out | Immediately asked DJ to turn bass down further |
| Music turned down for dinner | 7:15pm - 8:30pm | N/A | N/A |
| Driveway between house behind venue and venue | 8:45pm | Can hear a little music outside | No action taken |
| Event closed | 9:15pm | No music | N/A |

Complaints received

| Complainants address | Date and Time | Nature of complaint | Subjective assessment | Time of Visit | Remedial Action Required and Taken |
|--------------------------------|-------------------|--|---|---------------|---|
| Catherine - house behind venue | 01/07/23 - 8:39pm | Bass within the rooms of their house and when is the event ending? | Immediately went outside and stood by the house and recorded a video, where faint music could be heard in the background. Definitely no bass just | | Action taken to inform Catherine event is ending at 9:15pm. Action to reduce bass levels to reduce noise levels to minimise any potential impact. |

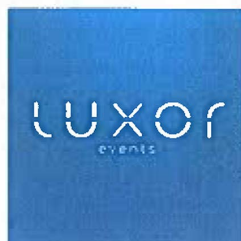
| | | | | | |
|--|--|--|---|--|--|
| | | | the beat of the music. Passing traffic and wind louder. | | |
|--|--|--|---|--|--|

Noise Observation Reporting – 14.06.23 Wake/celebration of life

| Monitoring Location | Date and Time | Subjective Assessment Measurements | Remedial Action Required and Taken |
|---|---------------|--|--|
| Walk around the venue outside | 2pm | No noise at all – music was very low in the background | No action taken, but will continue to monitor at intervals |
| House behind venue | 3pm | No noise at all – music was very low in the background | As above |
| Walk around venue outside | 5pm | No noise at all – music was very low in the background | As above |
| No further checks required as music volumes levels stayed the same until 8pm and all guests left by then. | | | |

Complaints received

| Complainants address | Date and Time | Nature of complaint | Subjective assessment | Time of Visit | Remedial Action Required and Taken |
|----------------------|---------------|---------------------|-----------------------|---------------|------------------------------------|
| N/A | | | | | |



LUXOR EVENTS VENUE

152 Reddat Hill Road
Cradley Heath
B64 5JJ

Event Hire Terms and Conditions

TERMS AND CONDITIONS OF BOOKING YOUR EVENT AT LUXOR EVENTS VENUE

- Your contract is with Luxor Events (Sandwell) Ltd (Company number 14593001) and may be trading as Luxor, Luxor Events, Luxor Events Venue, Luxor Events Hall.
- Luxor Events contract is with you solely.
- We will take instruction only from the person(s) booking, unless an alternative person(s) has been nominated and notified to Luxor Events in writing.
- No third party, who is not a party to the contract, shall have any right to enforce its terms.
- We appreciate that, on occasions, someone else (such as a parent) may wish to make payments due to us on your behalf. We are happy to accept such payments but please note, that unless we agree otherwise with you in writing, you are legally responsible for any payments due to us.
- Our terms and special offers are subject to change.
- For the avoidance of any doubt the terms of any promotional material sent to you or seen post-booking, which may contradict or be superseded by your booking letter, do not form part of your contract.

CONFIRMATION OF BOOKING AND PAYMENT TERMS

- The booking form will include the total price for your event. A deposit is required within 7 days to confirm your booking.
- A deposit of £1000 is required to confirm all booking up to £3500 and £2000 deposit for all bookings of £3501 or more.
- All deposits are non-transferable and non-refundable.
- It is taken that, on payment of the deposit, you agree to these Terms & Conditions which are legally binding.
- A contract is formed between you and Luxor Events when the deposit payment has been received, and is not subject to a signed copy returned.
- No booking application shall be binding on us and no contract shall be formed unless and until we receive your deposit as booking confirmation.
- You are responsible for all arrangements, confirmation and payment, with any external suppliers directly.
- 75% of the booking charges (taking in account the previous payments/deposit paid) is due three months prior to the event date.
- 100% of the booking charges (taking in account the previous payments/deposit paid) is due four weeks prior to the event date.
- We reserve the right to charge an administration fee for any late payments.

SECURITY DEPOSIT

- A refundable security/damages deposit of £500 is required and will need to be cleared at least 4 weeks before the event date.
- This will cover any of the following:

- Any damage, theft or breakages caused to the fabric or contents of Luxor Events Venue by you or your guests during your visit.
- Any balance owed for bar services.
- Any costs incurred by Luxor Events to dispose of items of decoration etc left & uncollected items.
- The security deposit will be repaid within seven working days of your departure by the same method as originally paid, unless uplifts from Luxor Events are outstanding.
- Any additional costs, in excess of the security deposit, will be due by you and payable immediately, prior to your departure.

Payment prior to confirmation of booking

| Event booking total charge | Deposit |
|----------------------------|---------|
| Less than £3500 | £1000 |
| More than £3501 | £2000 |

Payments leading up to event date

Example based on event booking total charge of £5000

| | | |
|---|------------------------------|--|
| Booking confirmation deposit & damage/security deposit | At the time of booking | £2000 |
| 75% of total charge | 3 months prior to event date | £1750 |
| 100% of total charge | 4 weeks prior to event date | £1250 (totalling to £5000) plus £500 refundable damage deposit |

ADDITIONAL GUESTS

- Additional guests for your event booking, and any other additional costs due are payable in full four weeks prior to your event date.
- It is your responsibility to supply final guest numbers, menu choices and any dietary requirements prior to this date.
- Any final balance because of an increase in numbers or additional services must be settled prior to your event taking place.
- Please note that your guest numbers cannot decrease after four weeks prior to your event date.
- We reserve the right to invoice any costs properly due and payable, but which have been omitted in error from your final statement, at a later date.
- Any error or omission in any information or document issued by us shall be subject to correction, provided that the correction does not materially affect the contract.

ON THE EVENT DAY/PRIOR TO THE EVENT DATE

- You will be given access 1 hour prior to the event starting time on the day of the event to check if the venue meets the requirements agreed. Please inform the event coordinator on the day of any issues at this time.
- Please ensure to provide an itinerary of your event 2 weeks prior to the event date. This should include timings and supplier details.
- Please make your menu choices at least 4 weeks prior to the event. A full menu list will be sent over to you.

CANCELLATION POLICY

- Initial deposits are non-refundable.
- In the event of cancellation the following charges apply:
 - Cancellation with less than nine months notice - 50% of the sum of your event booking total charge.
 - Cancellation with less than six months notice - 75% of the sum of your event booking total charge.
 - Cancellation with less than three months notice - 100% of the sum of your event booking total charge.
- If you need to cancel your event it is your sole responsibility to notify us and to ensure that we have received the notification in writing.
- Any such notification of cancellation should be emailed to info@luxorevents.co.uk.

WE ADVISE YOU TO PLEASE TAKE INSURANCE TO PROTECT YOUR FINANCES FROM UNEXPECTED SITUATIONS

CHANGES OF DATES & REARRANGEMENT POLICY

- Should you require to rearrange the date of your event we are happy to do so up until four weeks prior to your event date, subject to availability and a rearrangement fee as specified below.
- The rearrangement fee is due and payable within seven days of the date of your new booking letter, to secure your new dates.

OVER 12 MONTHS PRIOR TO YOUR EVENT DATE

REARRANGEMENT FEE £100

- To be paid within seven days of receipt of your new booking letter.
- Your new booking letter will confirm the new price of your chosen dates, if there should be any increase in cost.
- Your original non-refundable deposit will apply to your new chosen dates.

12 - 8 MONTHS PRIOR TO YOUR EVENT DATE

REARRANGEMENT FEE £250

- To be paid within seven days of receipt of your new booking letter.
- Your new booking letter will confirm the new price of your chosen dates, if there should be any increase in cost.
- Your original non-refundable deposit will apply to your new chosen dates.

8 - 4 MONTHS PRIOR TO YOUR EVENT DATE

REARRANGEMENT FEE £950

- To be paid within seven days of receipt of your new booking letter.
- Your new booking letter will confirm the new price of your chosen dates, if there should be any increase in cost.
- Your original non-refundable deposit will apply to your new chosen dates.

4 -1 MONTH PRIOR TO YOUR EVENT DATE

REARRANGEMENT FEE £1500

- To be paid within seven days of receipt of your new booking letter.
- Your new booking letter will confirm the new price of your chosen dates, if there should be any increase in cost.
- Your original non-refundable deposit will apply to your new chosen dates.

WITHIN FOUR WEEKS OF YOUR EVENT DATE

- Postponement and rearrangement is not possible within four weeks of your event.

CANCELLATION BY US, LUXOR EVENTS (SANDWELL) LTD

- We reserve the right to cancel your booking without liability to you and without any obligation to refund your deposit if:
 - You do not pay us the balance of your event package price by the date due for such payment; or
 - We have reasonable grounds to believe that you may not pay us the balance of your event package price by the due date and we have requested you to explain the position and you have not done so satisfactorily; or
 - We discover, before you have paid the balance of your event package price, that you have deliberately concealed information, or deliberately given us incorrect information, about your intended event in circumstances where (if you had not done so) it would have been reasonably foreseeable that we would not have accepted your booking; or
 - We have reasonable grounds to believe that your behaviour or that of your guests at the event is likely to result in damage to the venue or to our property and/or injury to people.

DELIVERIES AND UPLIFTS

- Deliveries in relation to your booking must take place on the day of your event only, unless by prior arrangement.
- All supplier visits must be undertaken at least 2 weeks prior to your event.
- Uplifts must take place within 3 days after the event. After this time, we reserve the right to make a charge of up to £25 per day for any items left on our premises.

EXTERNAL SUPPLIERS

- You are responsible for all arrangements, confirmation, and payment, with all external suppliers directly.
- You are responsible for ensuring they have appropriate liability insurance in place.
- Details of any third-party suppliers we provide to you are intended to help you in arranging other services to be provided in connection with your event.
- If you do engage these, or any other third-party suppliers, we accept no responsibility for their performance of services and you should take up any complaints with them directly.
- You are also responsible for paying their charges directly. We reserve the right not to allow into the venue any third-party suppliers who do not meet our requirements intended to ensure the safety and welfare of property and people at the venue.

DRUGS

- Please note that Luxor Events operates a zero-tolerance policy on drugs and any illegal substance.
- If any guest is found to be under the influence, the booking will be terminated with immediate effect and the police notified.

SAFETY

- You must comply with, and use your reasonable endeavors to ensure that your guests comply with all of our reasonable instructions intended to ensure the safety of property and/or people at the venue.
- You must provide your guests with such information we may reasonably request regarding arrangements to be followed at the venue (for example, in relation to car parking).
- We reserve the right to stop any activity which we reasonably believe is likely to cause damage to the interior or exterior of the venue or to risk the safety of people at the venue, and we will not tolerate any abusive behaviour by guests to any other guests or members of staff.
- We reserve the right to remove any persons acting inappropriately from the event.

CHILDREN AND BABIES

- Children must be supervised at all times by a responsible adult while attending functions at Luxor Events venue.
- Luxor Events staff cannot take any responsibility for minors.

ANIMALS

- You may bring animals onto the premises only where you have previously disclosed this to us and been given prior permission.
- Permitted animals must be kept on a lead at all times.

FORCE MAJEURE

- Luxor Events may have to make changes for the reason of Force Majeure, meaning unusual or unforeseeable circumstances beyond its control, the consequences of which neither our suppliers nor we could avoid. Example: industrial disputes, natural disaster, fire or adverse weather conditions, pandemic or epidemic, interruption or failure of utility services or similar beyond our control.
- Under these circumstances, Luxor Events will endeavour to reschedule your event date or to source an alternative venue of a similar standard.
- Luxor Events shall not be liable for any loss, damage, or costs, resulting from a Force Majeure event.
- Our total liability to you for any loss you suffer will be limited to the total amount due to us for your event package.
- We will not be liable for any losses which were not reasonably foreseeable to both you and us when the contract was entered into, nor for any losses that were not caused by any breach of contract or breach of statutory duty or negligence on our part.
- Nothing in these terms excludes or limits in any way our liability for death or personal injury caused by negligence, or for fraud or fraudulent misrepresentation, or for any other matter for which it would be illegal or unlawful for us to exclude or limit (or attempt to exclude or limit) our liability.

EVENT INSURANCE

- We strongly recommend that you seek appropriate event/wedding insurance.
- You are responsible for insuring any hired structures.

OCCUPANCY NUMBERS

- The number of people occupying Luxor Events venue must not exceed numbers agreed.
- We reserve the right to remove person(s) from the property due to unreasonable behaviour, damage to the property, or exceeding the stated occupancy.

INSTRUCTIONS

- Please note that Luxor Events will take instruction only from the person(s) booking unless an alternative person(s) has been nominated and notified to Luxor Events in writing.

RISK

- Personal belongings, vehicles, accessories, and contents are left at their owners' risk.
- Luxor Events will not be responsible for any loss or damage, or for any injury to persons, not caused through the fault of Luxor Events.

FIREWORKS AND CHINESE LANTERNS

- Fireworks and Chinese lanterns are not permitted unless by a professional company and only at certain times of the year.
- Any such arrangements must be checked and agreed with us in advance.

FIRE PITS

- Fire pits are prohibited to be used at Luxor Events venue.

CONFETTI

- Only natural types of biodegradable confetti (bubbles, rice, rose petals) may be used and only outside the venue.
- Paper confetti is expressly forbidden.

FOOD ALLERGIES

- We are unable to cater for any dietary requirements not notified to us in advance.
- Please note that the food at Luxor Events is prepared in a kitchen which handles all allergens.
- We cannot guarantee that the food is free from trace elements of any allergen.
- Luxor Events does not assume any liability for adverse reactions to foods consumed, or to items one may come into contact with, while eating at Luxor Events.

GOVERNING LAW

These Terms and Conditions shall be governed by English Law and the parties here to submit to the non-exclusive jurisdiction of the English Courts.

IMPORTANT

- On payment of your deposit you are accepting our Terms & Conditions, which are legally binding. We reserve the right to make reasonable amendments to these terms and conditions at our discretion without prior notification.

Noise Observation Reporting – 02.09.23 Wedding 100 guests

| Monitoring Location | Date and Time | Subjective Assessment Measurements | Remedial Action Required and Taken |
|--|-------------------|--|--|
| Walk around the venue outside | 7:15pm | No noise at all - music levels were very low within the venue due to bar vibe settings | No action taken, but will continue to monitor at intervals |
| House behind venue | 8:30pm | No noise at all | As above |
| Walk down the street half way down Highland Road. | 9pm | Nothing heard past Catherine's house behind | As above |
| House behind venue | 9:45pm | Can hear music and bass at the back of the venue which affects Catherine's house. | Back door was left open - immediately asked kitchen staff to keep it closed at all times. Additional measures required to sound proof back doors further |
| Walk around venue outside | 10:30pm | Very slight music only | No action taken, but will continue to monitor at intervals |
| Walk around venue outside and stayed until all guests left | 10:55pm - 11:15pm | Some guests try to take out phones to play music or sing. | All guests asked by DJ to leave quietly - also by security guard by the door and Dalveer outside the doors also directed by area marshals directly to their car. A handful of guests that tried to play music were asked to immediately put their phones on silent and go into their vehicles. |

Complaints received

| Complainants address | Date and Time | Nature of complaint | Subjective assessment | Time of Visit | Remedial Action Required and Taken |
|--------------------------------|-------------------|---|--|---------------|--|
| Catherine - house behind venue | 02.09.23 - 9:24pm | Back doors left open - noise travelling | As soon as text was read Sandip was already outside around | | Immediately went inside venue to ask kitchen staff to keep |

| | | | | | |
|--|--------------------|---------------------------------|--|--|--|
| | | | 9:45pm measuring volumes and Catherine was right. | | that door closed. Let Catherine know too. |
| Wayne - flat above businesses opposite venue | 02.09.23 - 10:44pm | DJ mic is loud and can be heard | Sandip and Dal both assessed DJ voice volume levels and agreed it was louder than the beginning of the night | | Asked DJ to lower down mic volume immediately. Let Wayne know too. |

**LUXOR EVENTS VENUE**

152 Reddal Hill Road
Cradley Heath
B64 5JJ

Event Quote & Contract

Client details

| | |
|-----------------------|-----|
| Client Name: | |
| Address: | TBC |
| Telephone No: | |
| Email address: | |

Event details

| Event date: | Occasion: | No. of guests: | Timings: |
|------------------------|------------------|-----------------------|-----------------|
| Saturday 1st July 2023 | Jago and Chuni | 120 | 3pm till 9pm |

Package Details & Costs

| | |
|------------------|---|
| INCLUDED: | <ul style="list-style-type: none">● Room hire● 3 course Indian meal - standard package<ul style="list-style-type: none">○ Starters - 3 veg / 2 non veg○ Mains - 2 veg / 1 non-veg with accompaniments○ Dessert x 1● Kids meals● Unlimited beers● Unlimited soft drinks● Event coordinator● Waiters and bar staff● Crockery, cutlery and glassware● Table linen● Tissue napkins● In-house table décor● Corkage fee £300 |
| RATE: | Adults Normal rate = £30 per head Discounted rate = £26 per head and waived £300 corkage fee |

| | |
|---|--|
| | <i>Please note for less than 100 guests there is a £750 room hire charge added to all packages.</i> |
| ADDITIONAL SERVICES | N/A |
| TOTAL PRICE: | TOTAL = £3120 |
| DEPOSIT AMOUNT: | £1000 |
| REMAINING AMOUNT: | £2120 (see payment terms on terms & conditions) |
| DAMAGE DEPOSIT (refunded after event): | £500 |
| BOOKING AND PAYMENT DETAILS: | <ul style="list-style-type: none"> • This booking will remain provisional until this document has been signed and sent back via email, along with the initial deposit. • Deposit is required to confirm booking • Full remaining payment to be received 6 weeks before event date |
| Summary of cancellation policy and Terms & Conditions: | <ul style="list-style-type: none"> • A contract is formed between you and Luxor Events when the deposit payment has been received, and is not subject to a signed copy returned. • Deposit must be sent and this document signed within 7 days of receiving or the booking will be released. • Please make your menu choices at least 4 weeks prior to the event. A full menu list will be sent over to you. • You will be given access 1 hour prior to the event starting time on the day of the event to check if the venue meets the requirements agreed. Please inform the event coordinator on the day of any issues at this time. • Please ensure to provide an itinerary of your event 2 weeks prior to the event date. This should include timings and supplier details. • All supplier visits must be undertaken at least 2 weeks prior to your event. <p>Please see attached for full terms and conditions.</p> |

I confirm I am happy to proceed with this booking as I agree with the rates outlined and have read and agree to the terms and conditions:

| | |
|-------------------|--|
| Name: | |
| Signature: | |
| Date: | |

luxor
events

Noise Observation Reporting – 04.06.23 Launch Event

| Monitoring Location | Date and Time | Subjective Assessment Measurements | Remedial Action Required and Taken |
|-------------------------------|---------------|--|--|
| Walk around the venue outside | 3pm | No noise at all - music levels were very low within the venue due to bar vibe settings | No action taken, but will continue to monitor at intervals |
| House behind venue | 4:10pm | No noise at all | As above |
| Walk around venue outside | 4:55pm | Slight music and bass can be heard but nothing that will cause a noise nuisance as guests were talking inside over the music | As above |
| Outside garage opposite | 6:10pm | Very slight music only | As above |
| Walk around venue outside | 7:30pm | Very slight music only | As above |
| Walk around venue outside | 8pm | Slight music and bass - again guests were talking over it at normal voice levels. | As above |

Complaints received

| Complainants address | Date and Time | Nature of complaint | Subjective assessment | Time of Visit | Remedial Action Required and Taken |
|----------------------|------------------|---|---|---------------|---|
| Craig - no 29 | 04.06.23 - 6-7pm | Attended event and informed Sandip that bass was too high | We were speaking in the event at normal speaking volumes so the bass didn't seem too high to Sandip at that point as there were also children in the event. | 6-7pm | Action taken to ask DJ to reduce bass immediately to see if that made any difference. |

Appendix – 18 Evidence from Objector

From: <>

Sent: 07 September 2023 19:15

To: Licensing Team for Alcohol & Gambling **Cc:**

Subject: Fwd: Noise Complaint for Luxor events (Reddal Hill Rd)

CAUTION: This email originated from outside of the Council / Children's Trust. Do not click links or open attachments

Hi

I would like this complaint to be taken into consideration at the hearing on Monday 11th September 2023

Many thanks

Sent from my iPad

Begin forwarded message:

From:

Date: 7 September 2023 at 19:12:30 BST

To:

Subject: Noise Complaint for Luxor events (Reddal Hill Rd)

Hi ,

I'm writing to raise a complaint about the noise levels from Luxor Events, 152 Reddal Hill Road, Cradley Heath, B64 5JJ.

Luxor hosted an event on 2nd September 2023. The music from 9pm was loud and could be heard in my home over the television. The main noise was a chugging noise. The noise stopped for a short while and then returned until approximately 11pm. I did contact Luxor at 9.24 and advised the noise had been loud after 9pm. The back door was open, which I advised them of. The door was shut but when the music resumed it was still at the same levels, I can't say if that was because of the music being louder or if the door being shut didn't make any difference. Luxor responded telling me they are planning to soundproof the doors and will reiterate the importance of staff leaving it shut. At no point did they offer to reduce the volume just that they are monitoring it and the event would end at 11pm.

Following the event there was a Half hour period of loading vehicles at the back of the building and lights coming on and off. As a result of this we had difficulty getting to sleep at the time we would have liked. Having events going on until 11pm will always result in this kind of activity after the event until as late a midnight. Being epileptic the issue with lack of sleep can have a detrimental effect on my health.

Highland Road

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Appendix 19 – Objectors Response to Appendix 15

From: >

Sent: 08 September 2023 12:38

To: Licensing Team for Alcohol & Gambling

Cc:

Subject: Response to Appendix 15

CAUTION: This email originated from outside of the Council / Children's Trust. Do not click links or open attachments

Afternoon,

Apologies this is being submitted at short notice, however myself and the other residents of Highland Road and Hickmans Avenue included in this email have only seen this additional document (Appendix 15) over the past few days. This is the third hearing and second occasion for myself to seek permission from my employer to attend the further hearing on Monday, which was only confirmed by my employer on Tuesday 5th September.

Please see attached the Residents Response to Appendix 15 that we would like the Licensing Sub Committee to have access to prior to the hearing. We are aware that there isn't necessarily a need to submit such a response, although the residents feel that there is factually incorrect and misleading information contained with Appendix 15.

Kind Regards,

Mr on behalf of the residents of Highland Road and Hickmans Avenue

Highland Road

Cradley Heath

B64

The following are observations and comments on behalf of the residents and business owners of both Highland Road and Hickmans Avenue in relation to the statement made by Luxor Events on 29th August 2023:

- First Page – Luxor Events state that their sound report was conducted by Noise Assessments Ltd, however the residents wish to seek clarification upon why the sound report was not completed by

“the industry expert” () as Luxor Events promised to the Licensing Sub Committee, Council Representatives, Licensing Officer with West Midlands Police and residents at the initial hearing in May?

- Second Page – Luxor Events stated in regards to BS4142 assessment that *“this snapshot can be used for any part of the day”*. The residents do not believe that a Sunday morning at 11am is a true reflection given that Luxor Events have held events in the afternoon and evenings that have resulted in feedback and subsequent complaints to Sandwell Council on the following dates: 4th June 2023, 1st July 2023, and 2nd September 2023.

- Second Page – Luxor Events state when referring to the noise assessment that *“industry accepted noise data is used”*. As residents we are not experts, although we would like some clarity on what is actually meant by industry accepted noise data?

- Continued – In the same paragraph, Luxor Events state *“on this occasion, given the timescales, it was not possible to capture music from an actual event”*. Again, the residents refer to statements made by Luxor Events at the initial hearing in May that a sound report could be completed within days/weeks, thus four months have elapsed and music from an event could not be measured within the sound report; despite events occurring in June, July and September.

- Second Page – Luxor Events state in relation to *“BS4142:2014 is the prescribed standard for assessing fixed plant sources of industrial and commercial noise on residential receptors in the UK”*. The residents were under the impression that Luxor Events were applying for a commercial licence within a well populated residential area, and it is not an industrial business.

- Third Page – Luxor Events state that *“the area is residential with occasional road traffic”*. The residents would like to remind Luxor Events of our local knowledge that the venue is situated on the junction of a major bus route into a major UK city, i.e., Birmingham.

- Fourth Page – The residents have several comments and observations relating to Luxor Events’ Launch event on 4th June 2023:

- Luxor Events state *“that the event transpired from approximately 3pm to 8pm”*. The residents note a contradiction to what Luxor Events initially promised residents in regards to the length of this event. Several residents received an email from Luxor Events on 1st June 2023 in which Luxor Events promised that the event would be concluded by 7pm. Additionally, the residents provided feedback and observations to Sandwell Council and West Midlands Police via email on 5th June 2023. The residents noted that the music and event on a Sunday evening in school term time actually concluded at around 8:30pm.

- Luxor Events state *“residents who attended the event have affirmed that the sound levels were deemed appropriate”*. Again, the residents refer to the feedback provided in the email dated

5th June 2023, “several residents and I did attend the event yesterday as we do want to continue to maintain a line of communication with and . As we walked towards the venue, the sound of the bass escaping from the rear of the venue was only a slight improvement from when the Caribbean Kitchen was operating from the Regis”. The email continues, “Myself and several residents could then clearly hear the volume of bass in our addresses until around 8:30pm”.

- Luxor Events state “it is worth noting that one individual [] reported detecting vibrations, prompting an immediate adjustment in bass volume”. Again the residents refer to the feedback provided to Sandwell Council and West Midlands Police on 5th June 2023, “I [] contacted and via text message last night just before 8pm as we put our 10-month-old down for bed at around 8pm. They did respond 40 minutes later asking whether we could still hear the bass and shortly afterwards the music stopped, although it is disappointing given the event was scheduled to end at 7pm. They have also been in contact since to say that they will ask the sound engineer to do some testing at my address later this week”. The residents are disappointed that Luxor Events did not deliver on this promise and testing for the sound report from a residential address never materialised.

- Luxor Events state “our stringent security measures, including the presence of three security personnel and area marshals, efficiently managed the flow of people”. The residents were advised to confirm their attendance in the email sent by Luxor Events on 1st June and as indicated by Luxor Events in the hearing in May that guests would not be permitted entry to the venue if they were not part of the guest list. A resident who had not RSVP was permitted entry to the event on 4th June 2023.

- Fifth Page – Luxor Events state “we host baby sensory classes”. The residents would like to reiterate that despite Luxor Events and their customers having access to the venue’s adjacent car park, its customers for these classes having been parking on Highland Road and Hickmans Avenue. This was reported to Environmental Health on 9th August, 16th August, and 23rd August 2023.

- Sixth Page – Luxor Events state “Regarding the [neighbourhood] ambiance, as previously noted, it's important to highlight the presence of several [neighbouring] businesses that generate noise as part of their daily operations. Additionally, the vicinity is home to schools, where the sounds of children's laughter and conversation are commonplace, alongside the continuous flow of passing traffic throughout the day”. The residents would like to remind Luxor Events that what is not commonplace in a residential area is residents being able to hear thumping volume of bass in their homes and lyrics from songs and the noise from DJs clearly audible in our properties that cause a consistent noise nuisance and restrict the enjoyment of our residential properties. The residents were not informed that the other businesses and schools that Luxor Events are referring have a requirement to apply for an entertainment and alcohol licence, as they do not operate in the full hours that Luxor Events are proposing to trade between. The residents are also not aware of any other local businesses that Luxor Events maybe referring to where there has been a number of official complaints and an abatement notice issued similar to the events that occurred with the Regis in 2022. The residents have been disrupted by Luxor Events when events have taken place between the hours of 3pm and 11pm on Saturdays and Sundays, which are hours that noise from other businesses and schools do not operate in.

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Luxor Events (Sandwell) Ltd
152 Reddal Hill Road
Cradley Heath
West Midlands
B64 5JJ

Your Ref: SR: 229948
Matter being dealt with by: Sharan Dadwal
Telephone: 07876 478859
Date: 21 August 2023

Dear Sir/Madam,

Event Noise Impact Assessment:
Luxor Events (Sandwell) Ltd, 152 Reddal Hill Road, Cradley Heath, B64 5JJ

Thank you for the noise report you have submitted for the above premises, from Jonathan Mape, Noise Assessments Ltd, 30th July 2023 (Ref: NALPRO190723.01).

In summary, in my opinion there is limited information in the noise survey to:

- assess noise levels;
- determine the impact of the proposed noise measurement plan;
- evaluate recommendations to reduce noise levels.

I understand some modifications have been made to the building to improve acoustic insulation prior to the last hearing date. However, without the afore-mentioned data, I am unable to determine the impact on any noise reduction work or improvements where noise has the potential to breakout to noise sensitive buildings.

At the hearing you confirmed consultation had not yet been undertaken with an acoustic consultant. However, the contents of this noise report do not provide me with much confidence in measures taken to prevent any noise nuisance from occurring in the future when music is played at the above premises for a larger audience such as wedding events.

After reading through the report I do have a few matters to raise with you in terms of the methodology adopted:



Sandwell Metropolitan Borough Council
P.O. Box 2374, Sandwell Council House
Oldbury, West Midlands, B69 3DE
(Post Code for SAT NAV B69 3DB)

Email: ehs_enquiries@sandwell.gov.uk
Web: www.sandwell.gov.uk

- It does not present any actual data or calculations, other than the final rating levels;
- There are some good reasons why the BS4142:2014 is an inappropriate standard for rating music noise, not least because it considers A-weighted sound, in which the weighting reduces the impact of lower frequency noise that is often a source of disturbance where music is concerned. Having said this, a BS4142 assessment has not been conducted in this report as no related calculations have been provided nor has there been any consideration for acoustic features, such as duration, frequency and volume.
- It states that the music levels were “turned on as per normal speaker volume” but does not report how loud the music noise levels were inside the premises. Furthermore, the measurements do not appear to have been taken during an actual event so these cannot be recognised as being true representations of an actual event;
- Regarding low frequency noise, I am not quite sure why you have looked at the 63 and 125 Hz 1/1 octaves specifically. NANR45 (which relates to assessing low frequency noise) suggests consideration of 1/3 octave bands (though again, this standard isn’t intended to be used for music noise either). An octave is a wider band than a 1/3 octave, so using 1/1 would likely dampen the impact of noise in any 1/3 octave within the octave. The report states “..It is demonstrated above that under the current façade scheme, noise breakout at 63 Hz and 125Hz is below the 1/1 octave band criteria.”, but does not go on to address the standard adopted;
- The report is non-specific about the times during which the assessment was carried out, other than “representative periods of the daytime”. How does the noise consultant undertaking the survey know that they are representative when he has only been there once on a Sunday in the daytime? It seems very unlikely that background noise levels would be lowest between 10:00h and 11:00h, rather than at 22:00h to 23:00h, for instance;
- It is stated in the report that weather conditions were “deemed acceptable” for noise measurements – this is rather vague and would require further detail;



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The standards we would have liked the noise consultant to have worked to are as follows:

- when measured over any 15-minute period, 1 metre from the façade of any noise sensitive premises, the noise emitted from the licensed premises shall comply with the following:
- **LAeq EN shall not exceed LA90 WEN, and;**
- **L10 EN shall not exceed L90 WEN in any 1/3 octave band between 40 and 160 Hz (linear, Fast).**

For your information, the previous events that have occurred at the above premises (via TENs application) have resulted in the following complaints (in bold):

TEN 1 (04.06.23)

- Luxor launch event with background music:
- **Complaint received regarding level of music heard in complainant's house and parking issues;**

TEN 2 (14.06.23)

- Funeral Wake:
- **One complaint received – people sitting around outside on walls;**

TEN 3 (01.07.23)

- Pre-wedding Party:
- **Three complaints received - noise**
- **Officer observations – witnessed clearly audible music during observations from vehicle whilst parked outside 2 Hickman's Avenue, B64 5ND**

Environmental Protection Act 1990, S79 & 80 – Statutory Nuisance - in order to serve an Abatement Notice for a noise nuisance, I, as an Officer must witness and experience the nuisance for myself. I must also be satisfied that I have evidence to show to a court that the disturbance is serious enough to be considered a 'statutory nuisance' in a legal sense.



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A number of issues need to be taken into account when judging whether a noise amounts to an actionable nuisance and nearly always need to be taken in combination, such as the following:

- time of the day;
- duration of the noise;
- frequency of the noise;
- volume of noise
- character of the neighbourhood
- continuous or repetitive incidents compared to isolated incidents and the time the nuisance occurs;

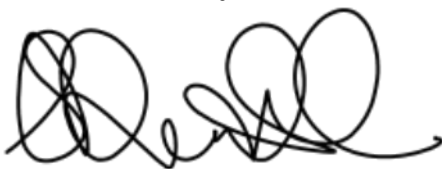
Taking into account all these factors if events monitored at similar noise levels held as Event 3 (pre-wedding party – 01.07.23), unless noise reduction can be demonstrated, it is envisaged a statutory noise nuisance is likely to be substantiated and a requirement for an abatement notice to be formally served.

I have on two occasions offered to discuss the proposed action and noise standards which should have been addressed but have received no response to date to discuss.

However, we are happy to discuss the above matter further, with the principle aim of course being to avoid a nuisance caused to surrounding residents.

Additionally, if you require any further information, please do not hesitate to contact me on the number above. Please remember to quote your reference number above in any future communications.

Yours sincerely,



Sharan Dadwal
Environmental Health Officer
(Citizen & Consumer Protection)



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Oldbury, West Midlands, B69 3DE
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**LICENCE LEADER
FAO ROB EDGE**

My Ref: DAE/N/LI/1/2/IL2
Your Ref:
Please ask for: David_Elliott
Telephone No: 0121 569 3272
Fax No:
Email: david_elliott@sandwell.gov.uk

Date: 21st July 2023
*Please assist us by quoting our
reference on all correspondence*

Dear Mr Edge

**APPLICATION FOR PREMISES LICENCE -LUXOR EVENTS
LIMITED -LICENSING SUB-COMMITTEE 2 -SANDWELL
COUNCIL HOUSE OLDBURY**

I am writing to confirm the application hearing has been adjourned. The sub-committee is required to take into account all relevant considerations when reaching a decision in connection with this application.

It has not had the benefit of a noise experts report commissioned by the applicant. This was the principal reason for adjourning the application on 22nd May 2023.

The sub-committee has heard much information but did not feel it was equipped to make a decision under Section 18 of the Licensing Act 2003 (which gives it various options) without this additional information to hear alongside the representations put forward by the residents ,police and Environmental Health.

You explained that an appropriate expert had been sourced. Accordingly, when a date suitable for all who wish to attend has been (shortly) identified the matter will be fixed before the same sub-committee for final determination.

Yours sincerely

David Elliott

Solicitor

Sandwell Metropolitan Borough Council

**BY EMAIL
LICENCE LEADER LTD
FAO ROB EDGE**

My Ref: DAE/N/LI/1/2/IL2
Your Ref:
Please ask for: David_Elliott
Telephone No: 0121 569 3272
Fax No:
Email: david_elliott@sandwell.gov.uk

Date: 7th August 2023
*Please assist us by quoting our
reference on all correspondence*

Dear Mr Edge

**APPLICATION FOR PREMISES LICENCE -LUXOR EVENTS
(SANDWELL) LTD -152 REDDAL HILL ROAD CRADLEY
HEATH B64 5JJ**

I am writing to confirm that this application will be re-covered on the 11th September 2023 at 10am. It will be held in one of the Annexes which are near to the committee rooms in the Link area at Freeth Street (ie near to where we have been previously)

I understand that your applicants noise report may well have been prepared for the benefit of your clients, interested parties responsible authorities and the sub-committee

Yours sincerely

David Elliott

Solicitor

Sandwell Metropolitan Borough Council

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