

**APPENDIX A**  
**OPERATING SCHEDULE OF CONDITIONS AND OPERATIONAL**  
**MANAGEMENT PLAN**

**M**

Describe any additional steps you intend to take to promote the four licensing objectives as a result of the proposed variation:

**a) General – all four licensing objectives (b, c, d and e) (please read guidance note 11)**

Please see appended documents to address all four licensing objectives:-

- Operating schedule of conditions;
- Operational Management Plan; and
- Shelter Hall Overview

**b) The prevention of crime and disorder**

See a) above

**c) Public safety**

See a) above

**d) The prevention of public nuisance**

See a) above

**e) The protection of children from harm**

See a) above

**THE SHELTER HALL 152 – 154 KINGS ROAD ARCHES BRIGHTON BN1 1NB**

**APPLICATION TO VARY PREMISES LICENCE 1445/3/2020/03145/LAPREV**

**PROPOSED CHANGES TO LICENCE CONDITIONS**

**Proposed changes highlighted in red with proposed deletions in ~~strike through text~~:**

**CONDITION 2**

2. The Premises will at all time remain "food led" but alcohol sales shall be permitted as follows:

Substantial ~~hot~~ food will be available from not less than ~~2~~ 3 of the 7 kitchen serveries until not more than 60 minutes before the projected time for the cessation of alcohol sales and there will be at least 1 kitchen service available until not less than 30 minutes before the cessation of alcohol sales.

Excluded from this is when an exclusive pre booked invitation only party or event is taking place ~~within the Private Dining or Function room shaded orange on the submitted plans or within the first floor area~~. This exclusion will only apply to the area (room/s) that have been reserved for the particular party/event. The Licensee will provide not less than 10 days

written notice of their intention to hold such an event to the Licensing Authority and to Sussex Police - such notice to specify the area to be used for such private party or event, the date, timings and the nature of such party or event, alcohol sales being limited to within such specified area only.

#### **CONDITION 4**

4.

##### **In the internal ground floor area edged red provided:**

- a) There shall be tables and not less than 200 seats available **except for during pre-booked private functions or events organised in accordance with condition 2 together with not less than 20 covers on high "poseur" tables.**
- b) There will be in addition to bar staff not less than 2 staff patrolling this area.
- c) When the windows in the Rotunda are open the external terrace area whether or not it is in use will be defined - save for the entrance - by a portable barrier.

##### **In the first floor and balcony area edged blue provided:**

- a) The area shall be supervised at all times by not less than one member of staff.
- b) The Servery bar will be open and staffed - when such servery bar is not in use it will be locked closed so that it cannot be accessed by members of the Public.
- c) As to the balconies there will on each be not less than one table and two chairs.
- d) Save where this area shall be in use for an exclusive pre-booked invitation only party or event and subject to the giving of the written notice specified above, there shall be no less than 65 seats in addition to the tables and chairs on the balcony's, maintained in this area - being a combination of chairs at tables and sofas.

##### **Upon the external terrace area edged green provided.**

- a) When in use the area shall be defined - save for the entrance - by a portable barrier.
- b) Tables and seating for not less than 100 customers will be provided - which shall be either secured **and rendered unusable to the floor** or removed to secure storage when not in use.
- c) Sale of alcohol will be permitted only from the internal bars as shown on the deposited plans or by waiter/waitress service.
- d) There will be no vertical drinking.
- e) A portable waiter station shall be staffed on the terrace to facilitate the clearing of glasses and the supervision of this area.

In the designated Function Room or in the Private Dining Room shaded orange shaded yellow provided that at all times this area is in use it is supervised by at least one member of

staff.

## CONDITION 20

20. ~~All alcohol sold for consumption outside on the front terrace area will be served in cans or shatter-proof receptacles~~ - Staff will patrol the terrace area to ensure that alcohol sold ~~inside the premises~~ in glass containers is not taken outside the designated terrace area. Alcohol sales ~~within the premises~~ will be permitted in glass containers subject to the Licensee's risk assessment. When such assessment requires it sales ~~within the premises~~ will ~~also~~ be in cans or shatterproof containers only.

## Shelter Hall Brighton





# Operational Management Plan

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## **1 Introduction to Sessions Market**

### **Revitalising High Streets**

- 1.1 Sessions develops unique cultural hubs in urban centres with an emphasis on architectural and environmental sensitivity. We aim to immerse our venues in the fabric of their local community, collaborating with surrounding producers, creators and artists to help each other thrive collectively.

### **Developing Local Talent**

- 1.2 Our food halls are incubators for food brands to develop from their point of conception, perfecting their operating models, and developing their brand equity. Sessions provides a state-of-the-art kitchen for food entrepreneurs to test and run an enterprise in a prime location to a targeted audience.



## 2 Shelter Hall

- 2.1 Shelter Hall is an ethically-driven immersive food market concept which brings together the best of the Brighton under one roof. Our food market is a microcosm of the local community, epitomising the ethos and vibrancy of Brighton, creating a cultural heartbeat of Brighton society on the seafront.
- 2.2 We are the local, ethical and independent choice that champions sustainable regeneration and taste.
- 2.3 Shelter Hall is designed by We Like Today in the spirit of Brighton, its community and what they feel. As a historic building we celebrate the famed architecture of Brighton, echo it in the design and respect the integrity of its history by naming the market 'Shelter Hall'.
- 2.4 Shelter Hall is a seafront destination where guests can spend an entire day, rather than a location to grab a quick bite offering an open beachfront market hall and terrace, sea view balcony and market.





### **3 Corporate Social Responsibility**

3.1 Our business is centred around:

- 3.1.1 Ethically driven practices and food concepts
- 3.1.2 Locally sourced ingredients, with as many sourced from Sussex producers as possible
- 3.1.3 Sustainable building, supplies and servicing
- 3.1.4 Community focussed
- 3.1.5 Brighton centric, thoughtful and values driven
- 3.1.6 Promoting the use of recycled materials – our floor is made from 98% recycled materials
- 3.1.7 Eliminating single-use packaging and plastics by using melamine plates & cutlery.

3.2 Shelter Hall provides a low cost and accessible platform for fledgling food entrepreneurs to showcase their products without the capital expenditure required to open a bricks and mortar site.

3.3 We actively engage, promote and participate in the following Brighton schemes and initiatives:

- 3.3.1 Circular Brighton & Hove (CBH) - Shelter Hall is serving as a case study for Circular Brighton & Hove (CBH) – a network supporting the transition to a circular economy in the greater Brighton region
- 3.3.2 Brighton Beach Patrol
- 3.3.3 Brighton Beach Clean
- 3.3.4 Brighton Business Crime Reduction Partnership
- 3.3.5 NightSafe radio scheme

## 4 Management & Staffing

- 4.1 We strive towards the highest possible standards of training, with particular focus on food hygiene; health & safety; the Licensing Act 2003; general compliance and business management. In addition, we employ high levels of staff headed by a general manager to cover all aspects of the Shelter Hall's operation as a licensed premises trading in the Brighton Cumulative Impact Zone.
- 4.2 On busier trading days, for example on Thursday, Friday and Saturday the staff and security levels are increased in order to ensure customers are supervised in a safe environment with no adverse impact to the local area.
- 4.3 The general manager is appointed as the designated community contact. Local residents and the responsible authorities have an open line of communication with the general manager to discuss any issues affecting the local area.
- 4.4 Staff will continue to be reminded of their duties under the Licensing Act 2003 to promote the Licensing Objectives: the Prevention of Public Nuisance; the Prevention of Crime & Disorder; Public Safety; and the Protection of Children From Harm.
- 4.5 Additional controls include:
- 4.6 Extensive employee induction and on-going refresher training, covering inter alia:
  - 4.6.1 The responsible supply of alcohol
  - 4.6.2 Age verification
  - 4.6.3 Customer welfare
  - 4.6.4 Responsibilities in the local area and towards local residents
  - 4.6.5 Customer care and hospitality
  - 4.6.6 Complaint handling
  - 4.6.7 Food Hygiene & Safety
  - 4.6.8 Health & Safety
  - 4.6.9 Fire Safety
  - 4.6.10 Team working skills and regular team meetings
  - 4.6.11 Obligations under the Licensing Act 2003
- 4.7 Operational procedures to prevent any sources of nuisance or crime in the local area, covering inter alia:
  - 4.7.1 Responsible management of customers in and outside Shelter Hall
  - 4.7.2 Controlled management of the arrival of customers
  - 4.7.3 Preventing loitering or any disturbance whatsoever outside Shelter Hall
  - 4.7.4 Controlling and supervising customer smoking



- 4.7.5 Litter and waste refuse
- 4.7.6 Dispersal (see dispersal policy below)

4.8 Sympathetic servicing of the Shelter Hall, including consolidated servicing and deliveries.

## 5 Noise Control

- 5.1 There are no noise sensitive premises, for example residential accommodation, located in the immediate vicinity of Shelter Hall. Notwithstanding, we are mindful of the risk of noise associated with Shelter Hall's operation that could potentially cause a nuisance to local people. We risk assess and consider potential noise sources from plant & equipment; music; and customer noise as they arrive, visit and leave the Shelter Hall.
- 5.2 Our entertainment, including live music performances, is played at appropriate times and at modest volumes. In doing so we can contribute to Brighton's cultural offer responsibly and without causing any disturbance to the local community.



- 5.3 Our customer base, purpose of visit and operational hours means it is unlikely that our customers will contribute to anti-social behaviour when either inside or outside Shelter Hall. This type of behaviour will not be tolerated under any circumstances in any event.
- 5.4 Our dispersal policy promotes a quick, quiet and controlled departure of customers, particularly during more sensitive times in the evening. This controls any potential noise sources associated with customer dispersal.



## **6 Security**

- 6.1 We will work in partnership with the Police, Licensing Authority and Brighton Beach Patrol.
- 6.2 SIA registered supervisors are employed in accordance with licence conditions and based upon an ongoing security risk assessment.
- 6.3 A comprehensive CCTV is installed in accordance with Home Office Guidelines relating to UK Police Requirements for Digital CCTV System (PSDB Publication Number 09/05). Recordings are kept for the minimum 31 days and readily available to the Police on request.
- 6.4 Our staff are trained to be vigilant for thefts.
- 6.5 Additional security risks, for example terrorism, will continue to be assessed and appropriate procedures implemented accordingly.



## **7 Smoking Policy**

7.1 Our Smoking Area is located on the exterior terrace.

7.2 The Smoking Area is managed to ensure customers smoking outside:

7.2.1 behave responsibly;

7.2.2 do not obstruct the highway;

7.2.3 do not drop smoking related litter; and

7.2.4 do not cause a nuisance.

7.3 Ashtrays and bins are provided in the Smoking Area. Smoking related litter will be regularly collected.



## **8 Responsible Sale of Alcohol & Customer Welfare**

- 8.1 The responsible supply of alcohol is vital to ensure the safety and wellbeing of our customers, general members of the public and all persons working at Shelter Hall.
- 8.2 It is an offence to sell or allow the sale of alcohol to persons who are drunk or under 18. All members of the Shelter Hall team must read, understand and agree to comply with the contents of our responsible sale of alcohol procedures.

### **Age Verification**

- 8.3 Shelter Hall operates a "Challenge 25" age verification policy whereby any person attempting to buy alcohol who appears to be under 25 will be asked for photographic ID to prove they are aged 18 or over.
- 8.4 The recommended forms of ID that are accepted are passports, official Photographic Identity Cards issued by EU states bearing a hologram or ultraviolet feature, driving licences with a photograph, photographic military ID or proof of age cards bearing the 'PASS' mark hologram.
- 8.5 Signage advertising the "Challenge 25" policy is displayed in prominent locations in Shelter Hall.

### **Training**

- 8.6 Our staff received the following documented induction and refresher training:
- 8.6.1 Challenge 25
  - 8.6.2 The sale of age restricted products
  - 8.6.3 Refusing the sale of alcohol to underage persons
  - 8.6.4 Refusing the sale of alcohol to persons who are intoxicated
  - 8.6.5 Refusing the sale of alcohol to persons who may have alcohol dependency issues

### **Recognising a person who is intoxicated**

- 8.7 Staff are trained to recognise the following symptoms that are common indicators that a person may be intoxicated:
- 8.7.1 Reddened or glazed eyes
  - 8.7.2 Poor coordination, for example unsteadiness
  - 8.7.3 Slurred speech
  - 8.7.4 Inability to respond appropriately to clearly stated questions or requests



8.7.5 Smell of alcohol on the breath

8.8 If a customer demonstrates any of the above symptoms, or if there is any doubt whatsoever about customer intoxication, the alcohol must not be supplied.

### **Responsible Sale of Alcohol Safeguards**

8.9 Shelter Hall does not sell cheap price alcohol.

8.10 Staff do not receive any commission from alcohol sold.

8.11 Staff actively discourage customers from excessive or rapid consumption of alcohol.

8.12 Alcoholic drinks are served in standard drinks measures.

8.13 Customers are made aware that small measures are available in accordance with the Premises Licence mandatory conditions; these are show in the menus and/or being informed by staff when ordering their drinks:

8.13.1 Beer or cider half a pint.

8.13.2 Gin, rum, vodka and whisky: 25 ml.

8.13.3 Still wine in a glass: 125 ml.

8.14 Free tap water is available on request. Staff shall actively offer drinking water to customers.

8.15 No alcohol is dispensed directly by one person into the mouth of another.

8.16 Alcohol will not be served to a person that appears to be intoxicated.

8.17 Staff will report to management any customers that appear to be intoxicated. Water and soft drinks will be offered to these customers.

8.18 Intoxicated patrons will be asked to leave the premises providing it is safe to do so.

8.19 Any refusal of alcohol will be written on a refusal book. In case of any issue raised due to refusal will be written in the incident book.

8.20 We will always promote sensible attitude to drinking.





**Customer Welfare**

- 8.21 Ensuring the responsible sale of alcohol promotes a safe and enjoyable environment for customers. Staff must be mindful that excessive alcohol consumption leading to intoxication compromises customer welfare. Alcohol must not be supplied to customers that are intoxicated.
- 8.22 Staff and performers are expected to be familiar with indicative behaviour of intoxication (see above) and take appropriate action when required.

**Safe Departure of Customers**

- 8.23 Customers who appear intoxicated must not be rushed out of Shelter Hall. They should be offered soft drinks before making their journey home.
- 8.24 We encourage safe transport options in accordance with our dispersal policy to ensure customers make their journey home safely.

**Responsible Sale of Alcohol for Consumption off the Premises**

- 8.25 The Council and Police have identified concerns arising from the sale of alcohol for consumption off the premises in Brighton. These concerns include:
  - 8.25.1 Street drinking
  - 8.25.2 Proxy purchasing
  - 8.25.3 Dispersal issues
  - 8.25.4 Pre-loading
  - 8.25.5 Excessive drinking
- 8.26 We must be mindful of these local issues. It is vital that our responsible sale of alcohol procedures are upheld to ensure that Shelter Hall does not contribute to the existing problems identified in Brighton.

**Refusals Log**

8.27 Details of all refused deliveries of alcohol should be recorded in a log, as follows:

DATE	TIME	STAFF NAME	CUSTOMER DETAILS (IF KNOWN) OR TABLE NUMBER	REASON FOR REFUSAL

Logs should be regularly checked and signed by a manager to ensure that all members of staff are using them.



## 9 Dispersal Policy

- 9.1 A significant proportion of persons visiting Shelter Hall are anticipated to be:
- 9.1.1 Local residents;
  - 9.1.2 Persons working locally;
  - 9.1.3 Shoppers visiting the various retail offerings in Brighton;
  - 9.1.4 Tourists.
- 9.2 These persons will already be in the area in any event and are expected to make their journey home via their established transport links. This dispersal policy seeks to ensure a controlled, quick and quiet dispersal of persons already in the areas (as categorised above) and new persons that may be visiting Brighton specifically for Shelter Hall.
- 9.3 By implementing this dispersal policy, we seek to promote a professional and responsible management of customers as they leave to ensure they make their journey home safely and without any adverse impact on local residents.

### Entrances and Exits

- 9.4 Access to Shelter Hall is via entrances at ground floor level situated at Kings Road Arches. The primary point of entry and exit is via the East and West Corridors. Entrances and exits are monitored by staff. Supervision of the entry and exit points is increased during busier trading periods.
- 9.5 At peak periods, additional staff and SIA supervisors are employed to assist with the quiet dispersal of customers.

### Transport

- 9.6 Customers are expected to arrive and depart by various modes of transport. Shelter Hall is very well serviced by public transport links, as set out below. Staff are familiar with the transport links so they can advise customers where required.
- 9.7 **Rail**
- 9.7.1 The proposed hours of operation fall within the scheduled timetables for trains operating out of Brighton Train Station.



9.7.2 Brighton Train Station is approximately 20-25 minutes walk from Shelter Hall.

## **9.8 Cycle**

9.8.1 Shelter Hall promotes the use of cycles, providing it is safe to do so. Staff will be vigilant for any persons attempting to cycle who may be intoxicated.

9.8.2 We allow customers to bring their bicycles into Shelter Hall.

## **9.9 Taxi**

9.9.1 Licensed taxis are readily available right through the day and night in the area.

9.9.2 Other forms of app-based taxis may also be used by customers. Customers can wait inside Shelter Hall until their taxi has arrived to ensure a quick and quiet exit.

## **9.10 Bus**

9.10.1 Shelter Hall is well serviced by public buses. The closest bus stop is located on Ship Street and is serviced by bus route 77.

9.10.2 Other bus stops within easy walking distance, including 25, 26, 48 and N25 which go to a variety of destinations throughout Brighton.

9.10.3 Staff are familiar with the local bus services and will advise customers accordingly.



## **10 Closing Procedure**

- 10.1 Management controls are implemented to ensure that the closing procedure of Shelter Hall has no adverse impact on the local community and promotes the Licensing Objectives. The procedures will facilitate a quick and quiet closure of Shelter Hall.
- 10.2 Management controls will include:
  - 10.2.1 Politely reminding customers of the operating hours ahead of the closure times.
  - 10.2.2 Phased closure of the bar and food stands ahead of the closure time.
  - 10.2.3 Ensuring all customers are off the premises by the authorised closing times. There are no exceptions to this rule whatsoever.
  - 10.2.4 A prompt clean and clear up of Shelter Hall and surrounding area as soon as possible after closure.
  - 10.2.5 Employees/traders must leave Shelter Hall quickly and quietly, at all times following the Dispersal Policy set out above.
  - 10.2.6 Employees/traders are not permitted to loiter outside Shelter Hall or smoke in the vicinity after closing.