

# Action Plan

Venue Name	<b>Mango Club (Crystal Sports/Shisha)</b>	Licence No: <b>222004769</b>	
Venue Address	<b>(Ground Floor front) Unit 1 Popin Commercial Centre South Way</b>	Date	18/11/2016
	<b>Wembley</b>	Borough	Brent
Postcode	<b>HA9 0HB</b>	Officer Completing DPS/License Holder	<b>PC McDonald 157QK Mr Kuppusamy Kirupakaran (PLH) Mr Paul Kelly (DPS)</b>

As a professional operator Police expect you to demonstrate a primary responsibility to ensure that the premises are a safe and secure environment and as a commercial licensed premises anticipate your full commitment to your customers and responsibilities under the Licensing Act 2003. This plan has been developed by the Police in consultation with both The Designated Premises Supervisor and Premises Licence holder over several weeks of discussions. The aim is to adopt practical options to ensure that the conditions of Premises License, (2003 Licensing Act) are met and erase the criminal offences that have plagued the venue for the last two months.

## Actions to be implemented

### Door Supervisors

There have been issues of persons conducting the role of door supervisor not in possession of SIA door supervisor licenses. These males, when questioned by police, have then claimed to be 'stewards' There should be no 'stewards' employed at the premises unless monitoring the rear car park and that person should be clearly identifiable by wearing a separate high visibility jacket.

The door supervisors are working for Mr Paul Kelly (the DPS) Mr Kelly's security company is called Defuse security. Mr Kelly does not possess a non front line SIA security authority to employ door supervisors. Condition 2 of the premises licence has not been complied with. There must always be a suitable gender mix of SIA door staff.

**1. Ensure that only SIA approved security company are used for supply of door supervisors.**  
Contact Brent Police Licensing team when this company has been accepted for employment.

**2. All door supervisors to wear high visibility jackets.**

**3. Condition 4 of the premises licence requires a register/log of door supervisors. This must be completed with full names and full SIA badge numbers. These logs/registers must be retained for a minimum of seven years. This will assist you in any civil claims are made.**

**4. This security staff will be equipped with a radio system to be able to communicate with each other and the DPS or duty manager to enable a quick response to any incident or complaint.**

### CCTV

There have been recent issues of the CCTV system not operating correctly, issues with downloading the footage the time and date being incorrect. The recent serious crime and disorder at the venue required footage of the victims and suspects within the venue prior to the actual offence. This paints a better picture to a judge and jury and is expected in criminal trails. In order to prevent any further inconsistencies with the premises licence conditions around CCTV:

**1. The premises licence holder shall have remote access to the CCTV system that shall be streamed to a mobile device.**

2. The DPS shall take training in the CCTV procedure and retain a secure log in code.
3. A CCTV camera shall be positioned within the external covered area where customers now enter the premises and searching takes place. This camera shall record a clear head and shoulders shot of anyone as they walk towards the entrance door (not top of head shot).

Prevention of crime, disorder and drunkenness.

1. Stop sales of full bottles of spirits.

In accordance with The mandatory conditions this does not promote responsibly drinking and it is impossible for staff to monitor how much alcohol is being consumed by customers.

2. Install and operate an Identification Scanner on the entrance of the premises excluding when open for customers attending events at Wembley Stadium.

3. In conjunction with Premises licence condition number 11, The incident Log should be retained for a minimum of seven years. This will assist you is any civil claims are made.

**Police advocate the use of Mango club for late night events end until the above action plan recommendations are implemented.**

Signed		
	<b>PC Nicola McDonald Brent Police Licensing Unit</b>	