

# Action Plan

Venue Name	<b>Ibis Hotel</b>	Licence No: <b>254725</b>	<b>Start Date 11/07/17</b> <b>End Date</b> End of Domestic Football Season 2017- 2018
Venue Address	<b>South Way Wembley</b>	Date	11/07/2017
		Borough	Brent
Postcode	<b>HA9 0HB</b>	Officer Completing DPS/License Holder	<b>PC Heath 928QK</b> <b>Accor UK Economy Hotels Limited (PLH)</b> <b>Mr Darren Phillips (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 were obvious issues with the persons conducting the role of door supervisors on the previous match day event Arsenal v Chelsea (06/07/17). Both were stood inside the venue therefore having no control over people entering/congregating outside. This is in breach of condition 10 on your licence which states "**Customers shall not be allowed to congregate outside the premises**".

Police advise the following:-

1. Ensure that only **SIA approved security company** are used for supply of door supervisors & recommend a register/log of door supervisors is kept. These logs/registers must be retained for a minimum of seven years. This will assist you if any civil claims are made or

Employ Door Supervisors with experience in dealing with busy pubs who will adopt a robust, professional approach to what can sometimes be a hostile environment & recommend a register/log of door supervisors is kept. These logs/registers must be retained for a minimum of seven years. This will assist you if any civil claims are made.

2. Customers shall not congregate outside

### Prevention of crime, disorder and drunkenness.

A serious Grievous Bodily Harm (GBH) occurred at your premise whereby a male had his nose broken in three places & a further 3 males were arrested for public order offences.

Police advise the following:-

1. Bar staff to serve residents only on football event days.
2. Bar staff to check that customers are residents of the hotel before serving them

3. Regular training be given to staff regarding dealing with drunkenness & awareness around preserving a crime scene should a fight break out.

Signed		
	<b>PC Michelle Heath</b> <b>Brent Police Licensing Unit</b>	