Statement of Licensing Policy

VERSION NUMBER	DATE
2026.2	22 July 2026

Recommended by Licensing Committee on: 9 July 2026
Approved by Council on: 22 July 2026
Effective: 23 July 2026

Licensing Team - Contact Us

For applications, forms, or advice, contact:

01263 513811

licensing@north-norfolk.gov.uk

Apply online

NORTH NORFOLK DISTRICT COUNCIL

Contents

1. Introduction and Summary 4

2. The Policy 6

3. Main Principles 8

4. Crime and Disorder 9

5. Public Safety 11

6. Prevention of Public Nuisance 12

7. Prevention of Harm to Children 12

8. Licensing Hours 16

9. Partnership Working and Integrating Strategies 16

10. Standard Conditions 18

11. Enforcement 18

12. Cultural Activities 20

13. Live Music, Dancing and Theatre 20

14. Planning 20

15. Temporary Event Notices 21

16. Personal Licences 21

17. Premises Licence and Club Premises Certificate Applications 22

18. Review Process 22

19. Responsible Authorities and other persons 23

20. Promotion of Equality 24

21. Administration, Exercise and Delegation of Functions 25

22. Other Relevant Matters 25

23. Portman Group Code of Practice 27

24. Entitlement to Work in the UK 27

25. Futher Advice 29

Annexes

Annex A: Table of Delegations of Licensing Functions 30

Annex B: The Portman Group Code of Practice 31

Annex C: Model Pool of Conditions - Public Safety 32

Annex D: Model Pool of Conditions – Crime and Disorder 35

Annex E: Model Pool of Conditions – Prevention of Public Nuisance 37

Annex F: Model Pool of Conditions – Protection of Children from Harm 38

1. Introduction and Summary

1.1 North Norfolk District Council is the Licensing Authority under the Licensing Act 2003 and is responsible for granting premises licences, club premises certificates, temporary events notices, and personal licences in the district in respect of the sale and/or supply of alcohol and the provision of regulated entertainment and late-night refreshment.

1.2 North Norfolk is one of the 7 districts which make up the county of Norfolk. It is predominantly a rural area with 5 market towns covering some 400 square miles with a population of approximately 105,000. There are approximately 1300 licences issued annually for public houses, restaurants, clubs, community centres and halls in the district where alcohol is sold or entertainment is provided on a regular or occasional basis. In addition, there are retail outlets selling alcohol.

Under the Licensing Act, the retail sale of alcohol and provision of regulated entertainment can only take place in suitable premises licensed by the Council. The people operating and managing these premises must hold appropriate licences.

Updated for 2026:

- Safeguarding requirements have been strengthened
- Economic growth and partnership working are recognised as part of the wider strategic context in which licensed premises operate
- These factors will not be used as a basis for determining applications unless they are directly relevant to one or more of the four licensing objectives.
- All references to guidance are current as of November 2025
- www.gov.uk/government/publications/explanatory-memorandum-revised-guidance-issued-under-section-182-of-the-licensing-act-2003

1.3 This policy sets out how NNDC will consider applications for licences under the Licensing Act 2003. This policy explains how the Council makes licensing decisions under the Licensing Act 2003. It is not a crime prevention, public health, counter-terrorism, or economic strategy. It does not give the Council any extra powers beyond the law. Separate guidance is available on the Council's website and on request, for applicants and other interested parties. The separate guidance provides practical advice on how to apply, comply with statutory requirements, and prepare supporting documentation.

1.4 This Policy is intended to guide applicants, Members, responsible authorities and other persons in understanding how licensing decisions will be made. It does not replace the statutory framework but should be read alongside the Licensing Act 2003 and the Section 182 Guidance.

1.5 Each application will be considered on its individual merits.

1.6 The policy will not seek to introduce 'zones' where specific activities are concentrated.

1.7 The policy will not be used to fix the hours during which alcohol can be sold and, in general, shops will be permitted to sell alcohol during the hours, which they are normally open for trade.

1.8 This policy statement will not seek to regulate matters which are provided for in any other legislation such as planning, health and safety, employment rights, fire safety etc.

1.9 NNDC wishes to encourage licensees to provide a wide range of entertainment activities within the district during their opening hours and to promote live music, dance, theatre and other options for the wider cultural and social benefit of the community.

1.10 The activities which require a licence under the provisions of the Licensing Act 2003 and which this policy statement covers include:

a) The sale of alcohol

Including:

- Sale of alcohol for consumption **on** premises
- Sale of alcohol for consumption **off** premises
- Online/remote alcohol sales (if the dispatch point is in the district) (This is captured under Premises Licences, Personal Licences and TENs)

b) The supply of alcohol by or on behalf of a club

For qualifying members' clubs (e.g. British Legion, sports clubs) Covered under **Club Premises Certificates.**

c) Regulated entertainment

Depending on exemptions and timings, includes:

- Live music
- Recorded music
- Dance performances
- Plays
- Indoor sporting events
- Films
- Entertainment similar to music/dance/performances
  Note: Unamplified music between 08:00 and 23:00 is exempt from conditions, as reflected in policy section 1.11.

d) The provision of late-night refreshment

Serving **hot food or hot drink** between **23:00 and 05:00**
Includes cafés, takeaways, mobile food vans, etc.

Licences and Notices under the Act

The Act applies to four main application types (listed consistently across policy documents)

- **Premises Licences**
- **Club Premises Certificates**
- **Personal Licences**
- **Temporary Event Notices (TENs)**

1.11 Some activities are exempt from requiring authorisation under the Licensing Act 2003. The Live Music Act 2012, the Legislative Reform (Entertainment Licensing) Order 2014 and the Deregulation Act 2015 introduced a number of exemptions where certain entertainment no longer needs a licence. Officers and applicants should refer to current legislation and the Home Office **Revised Guidance issued under Section 182 of the Licensing Act 2003** to confirm whether an activity requires a licence.

1.12 The Licensing Authority is not permitted to specify conditions relating to public nuisance and child protection, for entertainment which is unamplified and takes place between 08:00 hours and 23:00 hours.

1.13 The licensing objectives set out in the Licensing Act 2003 include **the protection of children from harm.** The Council is aware of significant problems arising from and associated with underage drinking. In its role as licensing authority (Local Authority), the Council will take all possible steps, with the other designated authorities, to ensure that alcohol is not sold or supplied to children. This Policy should be read alongside the updated Section 182 Guidance (Nov 2025)

1.14 This policy shall apply to all applications and notices given under the Act in respect of the following:

- Premises licences
- Club Premises Certificates
- Personal Licences
- Temporary Event Notices

2. The Policy

2.1 The Licensing 2003 Act requires clear focus on the promotion of four statutory objectives which must be addressed when licensing functions are undertaken:

- prevention of crime and disorder
- public safety
- prevention of public nuisance
- protection of children from harm

Each objective is of equal importance. These four objectives are exhaustive and all licensing decisions must be made solely by reference to them and the statutory framework. No weight will be given to matters that are not directly relevant to one or more of the licensing objectives.

The four licensing objectives are exhaustive. There are no additional licensing objectives. All licensing decisions must be made solely by reference to these objectives and the relevant statutory framework. No weight will be given to considerations unless they are directly relevant to one or more of the four licensing objectives.

In addition to promoting the four licensing objectives, the Licensing Act 2003 also supports a number of wider aims and purposes. These are important considerations for everyone involved in licensing and should underpin decision making. They include:

- ensuring local residents are protected from disturbance and anti social behaviour linked to licensed premises
- promoting proportionate and streamlined regulation that gives businesses greater freedom and flexibility to meet customer expectations
- increasing choice for consumers, including visitors and tourists, about where, when and how they spend their leisure time
- encouraging more family friendly premises where children can safely accompany parents or carers
- supporting the continued development of live music, dance, theatre and other cultural activities within communities, in both rural and urban areas
- contributing to the regeneration of areas that would benefit from increased investment, activity and employment opportunities associated with a well managed night time economy

2.2 The 2003 Act further requires that the Council publishes a Statement of Licensing Policy every five years that sets out how the Council will promote the licensing objectives when making decisions on Licensing applications and notices. This policy meets the review frequency requirement.

2.3 During the five-year period the policy will be kept under review and the Council may make appropriate revisions, for instance in the light of feedback from the local community on whether the statutory objectives are being met.

2.4 When we decide applications, we consider this policy and the Home Office guidance issued under section 182 of the Licensing Act 2003, as well as National Licensing Policy Framework (November 2025) when reviewing this Statement of Licensing Policy.

2.5 Before publishing this policy statement the Council has consulted with the following:

- chief officer of police for the area (Norfolk Constabulary)
- fire authority for the area (Norfolk Fire Service)
- representatives of local holders of premises licences
- representatives of local holders of club premises certificates
- representatives of local holders of personal licenses; and
- representatives of businesses and residents in its area

2.6 The views of all these persons/bodies listed will be given appropriate weight when the policy is determined. It is recognised that it may be difficult to identify persons or bodies' representative for all parts of industry affected by the provisions of the 2003 Act, but the Council has made reasonable efforts to identify persons or bodies concerned.

2.7 In determining its policy, the Council will have regard to the guidance issued under Section 182 of the Licensing Act 2003 and give appropriate weight to the views of those it has consulted.

2.8 The Licensing Authority recognises the wider context in which licensed premises operate, including the importance of a thriving hospitality and leisure sector. However, licensing decisions will not be made on the basis of economic growth, regeneration or investment considerations unless such matters are directly and demonstrably relevant to the promotion of one or more of the four licensing objectives. This ensures compliance with the statutory framework and Section 182 Guidance

2.9 Any conditions attached to a licence will only be imposed where they are **necessary, proportionate, relevant to the promotion of the licensing objectives, and evidence-based**, in accordance with the Section 182 Guidance. Conditions will not be applied as standard or default and will be tailored to the individual premises and circumstances.

3. Main Principles

3.1 Nothing in the Statement of Licensing Policy will:

- undermine the rights of any person to apply under the 2003 Act for a variety of permissions and have the application considered on its individual merits, and/or
- override the right of any person to make representations on any application or seek a review of a licence or certificate where they are permitted to do so under the 2003 Act

3.2 Licensing is about regulating licensable activities on licensed premises, qualifying clubs and temporary events within the terms of the 2003 Act, and any conditions that are attached to premises licences or club premises certificates will be focused on matters which are within the control of individual licensee or club, i.e. the premises and its vicinity.

3.3 Whether or not incidents can be regarded as being in the vicinity of licensed premises is a question of fact and will depend on the circumstances of the case. In dispute, the question will ultimately be decided by the courts.

The Council will focus on the direct impact of the activities taking place at licensed premises on members of the public who live, work or engage in normal activity in the area concerned.

3.4 Licensing law forms only one element of the wider arrangements for managing the evening and night time economy. It plays an important role, but it is most effective when integrated with other local strategies and partnership activity. The licensing regime will therefore continue to operate as part of a holistic, coordinated approach to managing the evening and night time economy across the district

3.5 The Council recognises that the licensing function cannot be used to control anti social behaviour by individuals once they are beyond the direct control of the licence holder. While licensing plays an important role in promoting the licensing objectives, it is only one part of a wider system for managing behaviour associated with the night time economy. A range of other tools and powers are available to address issues of unruly or problematic behaviour occurring away from licensed premises, including but not limited to:

- Planning and Environmental Health controls

- CCTV
- Ongoing measures to create a safe and clean environment in these areas in partnership with local businesses, transport operators, and other Council departments

- To designate parts of the district as places where alcohol may not be consumed publicly

- Regular liaison with Police on law enforcement issues regarding:

    - disorder and anti-social behaviour, including the issue of fixed penalty notices

    - prosecution of those selling alcohol to people who are drunk

    - confiscation of alcohol from adults and children in designated areas

    - instantly closing licensed premises or temporary events on the grounds of disorder, or likelihood of disorder or excessive noise from the premises

- Partnership working with Trading Standards to identify concerns.

- Encouraging positive relationships between licensed premises, law enforcement, and the Local Authority to educate and promote good practice under the legislation.

- The power of the Police, other responsible authority, or a local resident or business or district Councillor to seek a review of the licence or certificate

3.6 Each application will be considered on its own merits. This policy is a guide only and does not limit how decisions are made in individual cases.

4. Crime and Disorder

4.1 The Council acknowledges that the Police are the main source of advice on crime and disorder.

4.2 Licensed premises, especially those offering late night/early morning entertainment, alcohol and refreshment for large numbers of people, can be a source of crime and disorder problems, including spiking. Applicants should consider Operating Schedules to satisfactorily address these issues from the design of the premises through to the daily operation of the business.

4.3 Applicants are recommended to seek advice from Council licensing officers and Police, as well as considering, local planning and transport policies, tourism, cultural, community engagement and crime prevention strategies, when preparing their plans and schedules.

4.4 In addition to the requirements for the Council to promote the licensing objectives, it also has a duty under Section 17 of the Crime and Disorder Act 1998 to reasonably prevent crime and disorder in North Norfolk's District. The Local Authority also acknowledges powers contained within the Violent Crime Reduction Act 2006.

4.5 The Council will consider attaching conditions to licences and permissions to deter and prevent crime and disorder both inside and immediately outside the premises, and these may include conditions drawn from Annex D: Model Pool of Conditions relating to Crime and Disorder.

4.6 Psychoactive substances: Since 26 May 2016 it is illegal to produce, supply, offer to supply, possess with intent to supply, import or export psychoactive substances intended for human consumption (Psychoactive Substances Act 2016). Where such activity is suspected at or linked to licensed premises, we will work with the Police and may seek a licence review on crime and disorder grounds. The sale of new psychoactive substances (NPS) – otherwise known as 'legal highs' – is not regulated under the 2003 Act. NNDC will consider whether conditions are appropriate to prevent the sale of such products alongside the sale of alcohol at a licensed premises, including at off-licences, or, for on-trade premises to impose a door policy, for example. Some NPS products may contain controlled drugs, and therefore be illegal, in which case the Licensing Authority will involve the Police and consider applying for a review of the premises licence on crime and disorder grounds. Some NPS

are not illegal. There is evidence that such NPS products can cause harms, particularly if taken with alcohol. NNDC will work with the Police to monitor venues of concern and review licences, where appropriate, based on intelligence received.

Cumulative Impact

4.7 The Council will not take 'need' into account when considering an application, as this is a matter for planning control and the market. However, it recognises that the cumulative impact of the number, type, and density of licensed premises in each area, may lead to serious problems of nuisance and disorder outside and some distance from the premises.

4.8 The Council does not currently have a Cumulative Impact Assessment in place. The absence of a CIA does not prevent relevant representations being made on the grounds that the grant of an application would give rise to cumulative impact affecting one or more of the licensing objectives.

4.9 Representations may be received from a responsible authority or interested party that an area has become saturated with premises making it a focal point for large groups of people to gather and circulate away from the licensed premises. This could create unacceptable problems of disorder and nuisance over and above the impact from the individual premises.

4.10 In these circumstances, the Council may consider that the imposition of conditions would not adequately address these problems and may decide to adopt a special policy of refusal on new premises licences or club premises certificates because the area is saturated with licensed premises and the granting of more would undermine one of the licensing objectives.

4.11 The Council will take the following steps when considering whether to adopt a special saturation policy:

- identification of serious concern from a responsible authority or representatives of residents about nuisance and disorder
- evidence that disorder and nuisance is arising from customers of licensed premises,
- identifying the area where problems are arising and the boundaries of that area
- assessing the causes
- adopting a policy about future licence applications from that area

4.12 The absence of a special policy does not prevent any responsible authority or interested party making representations on a new application for the grant of a licence on the grounds that the premises will give rise to a negative cumulative impact on one or more of the licensing objectives.

4.13 The Council will not use such policies solely:

- as the grounds for suspension or revocation of a licence when

representations are received about problems with existing licensed premises, or,

- to refuse modifications to a licence, except where the modifications are directly relevant to the policy, for example where the application is for a significant increase in the capacity limits

5. Public Safety

5.1 Licence holders have a responsibility to ensure the safety of those using their premises, as part of their duties under the 2003 Act. Public health is addressed in other legislation. Physical safety includes the prevention of accidents and injuries and other immediate harms that can result from alcohol consumption such as unconsciousness or alcohol poisoning.

5.2 Applicants should consider the risks to public safety relevant to their premises and identify appropriate control measures within their operating schedule. The nature and extent of such measures will vary depending on the type, scale, and location of the premises. Illustrative examples of measures that may be appropriate in certain circumstances are set out in Annex C.

5.3 The measures that are appropriate to promote public safety will vary between premises and the matters listed above may not apply in all cases. Applicants should consider and state, when making their application, appropriate steps to promote the public safety objective.

5.4 Whenever security roles are employed at licensed premises to carry out any security function they must be licensed by the Security Industry Authority (SIA). Competent and professional door supervisors are key to public safety at licensed premises. If a licensee directly employs security operatives they will need to be licensed by the SIA as a supervisor or manager.

5.5 In line with updated Section 182 guidance from November 2025, NNDC may consider additional licence conditions to safeguard patrons against spiking, where evidence justifies it.

5.6 The Council will consider attaching conditions to licences and permissions to promote safety, and these may include conditions drawn from Annex C: Model Pool of Conditions relating to Public Safety.

6. Prevention of Public Nuisance

6.1 Licensed premises, especially those operating late at night and in the early hours of the morning, can cause a range of nuisances impacting on people living, working, or sleeping in the vicinity of the premises.

6.2 The concerns relate mainly to noise nuisance, light pollution and noxious smells and due regard will be given to these issues. Applicant's operating schedules should satisfactorily address these issues. Applicants are advised to seek advice from the Council's Environmental Protection service before preparing their plans and schedules.

6.3 The Council will consider attaching conditions to licences and permissions to prevent public nuisance, and these may include conditions drawn from Annex E: Model Pool of Conditions relating to 'Public Nuisance.

7. Prevention of Harm to Children

Access to Licensed Premises

7.1 The wide range of premises that require licensing means that children can be expected to visit many of these, often on their own, for food and/or entertainment.

7.2 The 2003 Act makes it an offence to permit children under the age of 16 who are not accompanied by an adult to be present on premises being used exclusively or primarily for supply of alcohol for consumption on those premises under the authorisation of a premises licence, club premises certificate or where that activity continues under the authority of a Temporary Event Notice.

7.3 In addition, it is an offence to permit the presence of children under 16 who are not accompanied by an adult between midnight and 5am at other premises supplying alcohol for consumption on the premises under the authority of any premises licence, club premises certificate, or Temporary Event Notice. Outside of these hours, the offence does not prevent the admission of unaccompanied children under 16 to the wide variety of premises where the consumption of alcohol is not the exclusive or primary activity. Between 5am and midnight the offence would not necessarily apply to all restaurants, hotels, cinemas and even many pubs where the primary business activity is the consumption of both food and drink.

This does not mean that children should automatically be admitted to such premises and the following paragraphs are therefore of great importance notwithstanding the new offences created by the 2003 Act.

7.4 The Council will judge the merits of each separate application before deciding whether to impose conditions limiting the access of children to individual premises.

7.5 The Council recognises the Norfolk Safeguarding Children's Partnership (NSCP) as the lead responsible authority in relation to the protection of children from harm.

7.6 The Council will consider any of the following options when dealing with a licence application where limiting the access of children is considered necessary to prevent harm to children:

- Restrictions on the hours when children may be present
- Restrictions or exclusions on the presence of children under certain ages when specified activities are taking place
- Restrictions on parts of the premises to which children may have access
- Age restrictions (below 18) and encourage premises to challenge anyone who appears to be under the age of 25.

- Restrictions or exclusion when certain activities are taking place

- Requirements that children be accompanied by an adult

- Full exclusion of people under 18 from the premises when any licensable activities are taking place.

7.7 There will be no conditions requiring that children be admitted to any Premises. This is left to the discretion of the licensee.

7.8 The 2003 Act details offences designed to protect children in licensed premises and the Council will work closely with the police to ensure the appropriate enforcement of the law, especially prohibiting the sale and supply of alcohol to children.

Access to Cinemas

7.9 In the case of premises giving film exhibitions, conditions will be imposed restricting access only to those who meet the required age limit in line with any certificate granted by the British Board of Film Classification or, in specific cases, a certificate given to the film by the Council itself.

Children and Public Entertainment

7.10 Many children go to see and/or take part in an entertainment arranged especially for them, for example children's film shows and dance or drama school productions, and additional arrangements are required to safeguard them while at the premises.

Children's Entertainment – Safeguards

7.11 Where premises are likely to be used by children or vulnerable persons, applicants should consider appropriate safeguarding measures. These will vary depending on the nature of the premises and activities. Examples of measures that may be appropriate are set out in **Annex F**, but will only be applied where necessary and proportionate.

7.12 Where entertainment requiring a licence is specially presented for children, the Council will require the presence of an appropriate number of adult staff to ensure public safety and their protection from harm.

7.13 Submitted operating schedules should satisfactorily address these issues.

7.14 The Council will consider attaching conditions to licences and permissions to prevent harm to children, and these may include conditions drawn from Annex F: Model Pool of Conditions relating to the Protection of Children from Harm.

7.15 As agencies regulated under section 11 of the Children Act 2004, the Licensing Authority is obliged to have in place safeguarding processes. The Licensing Authority must also consider the need to protect children from sexual exploitation when undertaking licensing functions.

7.16 The Act provides a legal responsibility to make sure that children and young people are protected from harm at licensed premises. The Guidance

requires that children must be protected from "physical, psychological, and moral harm", premises allowing access to persons under the age of 18 are expected to have systems in place to safeguard children and young people. For further details of the safeguarding of children in licensed premises please see the Child Sexual Exploitation Leaflet on the following webpage: Child Exploitation page NSCP

7.17 The authority recognises that vulnerable persons can also include adults.

Adult Entertainment

7.18 Where regulated entertainment provided on premises is commonly of an adult or sexual nature NNDC may, where relevant representations are received, give additional consideration as to whether to grant a premises licence when the premises are in the vicinity of:

- Residential housing
- Schools
- Play areas
- Children's nurseries or preschool facilities
- Places of religious worship or education
- Historic buildings
- Tourist attractions
- Predominantly family shopping areas
- Community facilities or public buildings e.g. youth clubs, libraries and sports centres

7.19 The Licensing Authority may determine the nature of any external signage for premises providing adult entertainment. NNDC will also add a condition that the entertainment occurring on the premises should only be visible to those who have chosen to enter, regardless of the location.

7.20 The Licensing Authority is especially concerned that premises providing adult entertainment promote the protection of children from harm objective and may require evidence of how operating schedules address this by adopting strict entrance policies, security measures and staff training and management policies to ensure that this and the other licensing objectives are promoted.

7.21 NNDC has resolved to adopt schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982, as amended by the Policing and Crime Act 2009, in relation to lap dancing and other sexual entertainment venues and the Licensing and Regulatory Committee will have regard to this when an application is made to operate such a venue.

8. Licensing Hours

8.1 The Council will generally deal with the issue of licensing hours on the individual merits of each case. However, consideration will be given to

imposing stricter noise control conditions where premises are situated in mainly residential areas.

Shops, Stores and Supermarkets

8.2 The Council will generally consider licensing shops, stores and supermarkets to sell alcohol for consumption off the premises during their standard opening hours.

8.3 In doing so the Council will ensure that premises are allowed to sell alcohol for consumption off the premises at times that do not create issues of public nuisance and endanger public safety. For example, the Council may consider that there are good reasons for restricting those hours where police representations are made in respect of isolated shops known to be the focus of disorder and disturbance.

8.4 It is important to note that "opening hours" are not necessarily identical to the hours during which licensable activities may take place.

9. Partnership Working and Integrating Strategies

9.1 The Policy should indicate how the Licensing Authority will integrate licensing with related local strategies including crime prevention, planning, transport, tourism, equality and cultural priorities

9.2 While many local strategies are not directly related to the promotion of the licensing objectives, they indirectly impact upon them.

We will therefore endeavour to:

- Work with partner agencies that are involved either directly or indirectly in delivering the Policy, including responsible authorities, local businesses and the local community.

- Identify and galvanise new and existing opportunities to develop, strengthen and foster partnership to improve delivery of the policy.

- Undertake consultation and communication on licensing issues with licensees, communities, and their representatives.

- Ensure pro-active enforcement in line with the council's Enforcement Policy to achieve the licensing objectives.

- Work to reduce crime and disorder where it exists in close proximity to licensed premises.

9.3 There are many stakeholders in the hospitality leisure and tourism industry, covering a wide range of disciplines. Many are involved, directly or indirectly, in the promotion of the licensing objectives, particularly those relating to the prevention of crime and disorder and public nuisance.

9.4 Many of their strategies deal in part with the licensing function, and the Council will encourage multi-disciplinary working groups to ensure proper integration of local crime prevention, planning, transport, tourism, community engagement and cultural strategies; and ensure sensitive

implementation of the policy where compliance is required of non-professionals.

9.5 The Council will arrange for protocols with the Police to enable them to report to the Committee responsible for transport matters on the need for the swift and safe dispersal of people from those areas of towns and villages subject to congestion and thus avoid concentrations, which can produce disorder and disturbance.

9.6 Arrangements will be made for Licensing Committees to receive reports on the following matters to ensure these are reflected in their decisions:

- needs of the local tourist economy, community engagement and cultural strategy for the North Norfolk District, and,

- employment situation in the North Norfolk District and the need for investment and employment where appropriate
- Police reports on crime and disorder in the North Norfolk District

9.7 The Council recognises that there should be a clear separation of the planning and licensing regimes and licensing applications are independent of the planning application process and permissions.

9.8 The Council will work through the Norfolk Community Safety Partnership and with the Norfolk Constabulary Licensing Team, Trading Standards and Public Health to deliver the licensing objectives. NNDC will participate in multi-agency work under the Serious Violence Duty (Police, Crime, Sentencing and Courts Act 2022), using local data and problem profiles to inform policy and enforcement.

9.9 The Council recognises the need to avoid possible duplication with other regulatory regimes. However, some regulations do not cover the unique circumstances of all entertainment and the Council will consider attaching conditions to premises licences and club premises certificates where these are necessary for the promotion of the licensing objectives and are not already provided for in any other legislation.

9.10 The Licensing Authority has a statutory duty, under the Police, Crime, Sentencing and Courts Act 2022 and current Home Office guidance, to work with local partners to prevent and reduce serious violence. This includes sharing information, assessing local risks, and supporting a coordinated, public health approach to early intervention. In carrying out its functions, the Authority will consider how licensed premises may impact the risk of serious violence and will work with the police and other specified authorities to ensure licensing decisions contribute to community safety.

What is the Serious Violence Duty?

This duty requires councils and partners to work together to prevent and reduce serious violence in the community.

How does NNDC comply?

- We use local data and problem profiles to inform licensing decisions

- We share information with the Police, health, and community partners

- We support early intervention and prevention strategies for venues at risk

Practical steps:

- Regular review of crime and incident data

- Joint meetings with responsible authorities

- Support for venues to adopt best practice in violence prevention

9.11 References to the Serious Violence Duty reflect partnership working, data sharing and strategic coordination only. The Duty does not create additional licensing objectives and does not expand the statutory basis upon which licensing decisions are made.

10. Standard Conditions

The Council will not impose conditions unless it has received a representation from a Responsible Authority, such as the Police, Environmental Health Officer or other persons, such as a local resident or local business, which is a relevant representation, or is offered in the applicant's Operating Schedule. Any conditions will be proportional and appropriate to achieve the Licensing Objectives.

11. Enforcement

Forward-looking note: emerging powers

Respect Orders (Crime & Policing Bill 2025) – Civil orders to tackle persistent ASB, enforceable by arrest; breach becomes a criminal offence. Dispersal powers extended to 72 hours with mandatory review at 48 hours.

11.1 Once licensed, it is essential premises are maintained and operated to ensure the continued promotion of the licensing objectives and compliance with the specific requirements of the 2003 Act and the Council will make arrangements to monitor premises and take appropriate enforcement action to ensure this.

11.2 The Council has an enforcement protocol, agreed with all seven Norfolk Local Authorities, Norfolk Constabulary, Norfolk Fire Service, Customs and Excise and Trading Standards. This should provide for a more efficient deployment of staff and police officers who are commonly engaged in enforcing licensing law and inspection of licensed premises. These protocols will provide for the targeting of agreed problem and high-risk premises, but with a lighter touch being applied to those premises, which are shown to be well-managed and maintained.

11.3 All enforcement actions taken by the Council will comply with the Council's Enforcement Policy and the Enforcement Concordat House of Lords - Delegated Powers and Deregulation - Twenty-Eighth Report, which the Council has adopted to ensure key principles of consistency, transparency and proportionality will be maintained.

11.4 A closure power is provided for in the Anti-Social Behaviour, Crime and Policing Act 2014 which replaces section 161 of the Act. This closure power can be used to protect victims and communities by quickly closing premises that are causing nuisance or disorder. Further guidance on this power can be found on the gov.uk website, under the Anti-Social Behaviour, Crime and Policing Act: anti-social behaviour guidance.

Licence Fees

11.5 Any premises where a licensable activity is conducted must be licensed. Unauthorised licensable activity carries a £20,000 fine and/or up to six months in prison.

11.6 The relevant fee for the premises licence is based on the rateable value of the premises. The fee structure is set by the government, not the council. The rateable value of a property[EP2.1] can be found on the Valuation Office Agency website (GOV.UK) Find a business rates valuation - GOV.UK

11.7 Where a premises licence application is submitted to the wrong authority, it will be treated as invalid and the fee will be refunded in full as a payment made in error.

11.8 Where an application is valid and has been put out to consultation, an administrative fee may be retained if the application is withdrawn, to reflect reasonable costs incurred.

11.9 Where an annual fee is not paid, the Licensing Authority will act in accordance with the statutory provisions, including any applicable grace periods, notice requirements, and reinstatement procedures. Further operational detail is set out in internal procedures at **Annex G**.

11.10 Norfolk Constabulary Licensing Team will be informed of the suspension and removal of suspension.

12. Cultural Activities

12.1 The Council recognises the need to encourage the provision of a broad range of events in North Norfolk's district to promote live music, dance, theatre and other entertainments for enjoyment by a wide cross-section of the public.

12.2 When considering applications for regulated entertainment events, the Council will be conscious of the need for there to be a balance between the promotion of the entertainment, and concerns that are relevant to licensing objectives.

11.3 The Council is aware of the need to avoid where possible attaching conditions to a premises licence, or club certificate, that may inadvertently deter live entertainment by imposing indirect costs of a disproportionate nature. For example, a blanket requirement that any pub providing live music entertainment must have door supervisors.

11.4 The Live Music Act 2012, the Legislative Reform (Entertainment Licensing) Order 2014 and the Deregulation Act 2015 have exempted entertainment in certain instances.

13. Live music, dancing and theatre

13.1 The Council recognises the need to encourage and promote live music, dance and theatre for the wider cultural benefit of the community, particularly for children.

13.2 When considering applications for such events and the imposition of conditions on licences or certificates, the Council will carefully balance cultural and community needs with the necessity of promoting the licensing objectives.

13.3 Consideration will be given to the characteristics of any event, including the type, scale, and duration of the proposed entertainment, especially where only limited disturbance may be caused.

14. Planning

14.1 Planning and licensing regimes will be properly separated to avoid duplication and inefficiency.

14.2 Licensing applications do not re-hear planning matters and cannot overturn planning decisions. There is no legal basis to refuse a licence because planning permission has not been granted and licensing decisions will not override decisions taken by the Planning Committee or permissions granted on appeal. There is no legal basis for the Licensing Authority to refuse a licence application because it does not have Planning permission.

14.3 There are circumstances when as a condition of planning permission a terminal hour has been set for the use of premises for commercial purposes. Where these hours are different to the licensing hours, the applicant must observe the earlier closing time. Premises operating in breach of their planning permission would be liable to prosecution under planning law.

15. Temporary Event Notices

Updated with Section 182 guidance issued November 2025.

15.1 Temporary Event Notices (TENs) will be considered in accordance with the Licensing Act 2003 and the Section 182 Guidance. Applicants must comply with the statutory requirements for notice periods, limits, and procedures. Further guidance for applicants is available on the Council's website.

15.2 There is no discretion to relax either the 10-working days' notice or the five working days' notice, so the Council encourages notice to be provided at the earliest possible time within 12 months of the proposed event date. The maximum notice of 12 months should enable the Norfolk Constabulary and the Council's Environmental Protection Team to make sensible assessment as notices made too far in advance could lead to objections that could be otherwise avoided.

15.3 The Licensing Authority will consider the updated guidance in paragraphs 8.65–8.70 (Nov 2025), including the revised approach to TEN limits and assessment of risk.

16. Personal Licences

16.1 An application for a personal licence and disclosure of convictions and declaration form should be dated by the applicant within one calendar month of the application being received by the Council. This is to ensure that the information on application is as current as the basic disclosure.

16.2 If the Police object to the grant of a personal licence on the grounds of crime prevention, the matter will be referred to a Licensing Sub-Committee for determination.

16.3 The Policing and Crime Act 2017 gives licensing authorities discretionary power to revoke or suspend personal licences. The process which must be undertaken by the Licensing Authority is set out in section 132A of the 2003 Act. The final decision to revoke or suspend a personal licence will be made by the Licensing Committee or Licensing Sub-Committee.

17. Premises Licence and Club Premises Certificate Applications

17.1 Applications for the grant or variation of a premises licence or club premises certificate should be accompanied by a plan, which will be endorsed and issued with the premises licence/club premises certificate

17.2 Applications must comply with the statutory requirements of the Licensing Act 2003 and associated regulations. Further guidance on application requirements and procedures is available on the Council's website.

17.3 Where applications must be advertised, licensing officers will routinely require eveidence that public notices are displayed as legally required during the validation process.

18. Review process

18.1 The review process represents a key protection for the community, where problems associated with the licensing objectives are occurring after the grant or variation of a premises licence. At any stage, following the grant of a premises licence, a responsible authority, or other persons, may apply to the Council to review the licence because of a matter arising at the premises in connection with any of the four licensing objectives.

18.2 In every case, the representation must relate to premises for which a premises licence exists and must be relevant to the promotion of the licensing objectives. After a licence or certificate has been granted or varied, a complaint relating to a general (crime and disorder) situation in a town centre should not be regarded as a relevant representation unless it can be positively tied or linked by a causal connection to the premises, which would allow for a proper review of the licence or certificate. For instance, a geographic cluster of complaints, including along transport routes related to an individual public house and its closing time could give grounds for a review of an existing licence as well as direct incidents of crime and disorder around a that public house.

18.3 The Council recognises that the promotion of the licensing objectives relies

heavily on a partnership between licence holders, authorised persons, other persons and responsible authorities in pursuit of common aims. It is therefore equally important that reviews are not used to drive a wedge between these groups in a way that would undermine the benefits of co-operation.

18.4 The Council encourages the good practice for authorised persons and responsible authorities to give licence holders early warning of their concerns about problems identified at the premises concerned and of the need for improvement. A failure to respond to such warnings is likely to lead to a decision to request a review.

18.5 Where the request originates from other persons, such as. a local resident, residents' association, local business, or trade association – the Council will first consider whether the complaint made is relevant, vexatious, frivolous or repetitious.

19. Responsible Authorities and other persons

19.1 Responsible Authorities are public bodies that are statutory consultees that must be notified of licensing applications. A list of the responsible authorities in respect of applications and notices made to the Council can be found on the following link:

For all premises, Responsible Authorities include:

- The Licensing Authority
- The Chief Officer of Police - Norfolk Constabulary
- The local fire and rescue authority – Norfolk Fire Service
- The relevant enforcing authority under The Health and Safety at Work etc. Act 1974 – HSE or NNDC Environmental Protection
- Environmental Heath
- Planning
- Social Services- responsible for, or interested in, matters relating to the protection of children from harm
- Public Health – Norfolk County Council
- Trading Standards – Norfolk County Council
- Home Office Immigration Enforcement (on behalf of the Secretary of State)

19.2 When dealing with licensing applications for premises licences and club premises certificates the Council is obliged to consider representations from two categories of persons, referred to as Responsible Authorities and 'other persons.' This allows for a broad range of comment to be received both for and against licensing applications.

19.3 The Council has carefully considered its role as the Licensing Authority, as a Responsible Authority under the Act. It will achieve a separation of responsibilities through procedures and approved delegations within the authority to ensure procedural fairness and eliminate conflicts of interest. A separation is achieved by allocating distinct functions (i.e. those of Licensing Authority and Responsible Authority) to different officers within the Public Protection Team. The Council does not act as a Responsible Authority on behalf of third parties but accepts that there may be exceptional circumstances where this approach may be required.

20. Promotion of Equality

20.1 The Council recognise that the Equality Act 2010 places a legal obligation on public authorities to have due regard to the need to eliminate unlawful discrimination, harassment, and victimisation; to advance equality of opportunity; and to foster good relations, between persons with different protected characteristics. The protected characteristics are:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation.

20.2 **Our commitment to equality:**

NNDC ensures that all licensing decisions are fair and accessible.

How we do this:

- We carry out Equality Impact Assessments for all major policy changes
- Application forms and guidance are available in accessible formats
- We provide support for applicants with disabilities or language barriers
- We monitor outcomes to prevent discrimination

Example:
If a premises needs adjustments for wheelchair access, we work with the applicant to ensure compliance and support.

The Licensing Authority will make reasonable adjustments to ensure that all parties can participate effectively in the licensing process, including:

- provision of accessible documentation formats where requested
- support for individuals with disabilities or language needs
- flexibility in hearing arrangements where appropriate
- requests for adjustments will be considered on a case-by-case basis.

20.3 Information on the Council's approach and compliance with the Equalities Act 2010 can be found on the Council's website.

21. Administration, Exercise and Delegation of Functions

21.1 The Council will be involved in a wide range of licensing decisions and functions and has established a Licensing Committee to administer them.

21.2 Appreciating the need to provide a speedy, efficient, and cost-effective service to all parties involved in the licensing process, the Committee has delegated certain decisions and functions and has established Sub-Committees to deal with them.

21.3 Further, with many of the decisions and functions being purely administrative in nature, the grant of non-contentious applications, including for example, those licences and certificates where no representations have been made, has been delegated to Council Officers. The Council accepts the Secretary of State's recommendation and delegation will be achieved as set out in Annex A. Any case can be referred to the relevant committee by an officer, if considered appropriate under the circumstances.

21.4 Regulation 24 of the Licensing Act 2003 (Hearings) Regulations requires the Council to give all parties at the licensing hearings an equal maximum period of time to present their case. For the purpose of this regulation it is the Council's policy that a maximum of 15 minutes will be allowed unless varied at the Chairman's discretion to allow flexibility where necessary.

21.5 Copies of applications and letters of representation will be included within the report to the Licensing Sub-Committee and distributed prior to hearings. Applicants, Responsible Authorities, and other persons wishing to present additional evidence in support of their application or representation should do so at least 3-working days before the hearing starts. Failure to do so may result in the Licensing Sub Committee disregarding this additional information.

21.6 Late evidence will be considered at the discretion of the Licensing Sub-Committee, having regard to fairness, relevance, and the rights of all parties.

22. Other Relevant Matters

22.1 Adult entertainment - The Licensing Authority has adopted Schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982 and premises offering regular entertainment of a sexual nature must be licensed as a sex establishment under those provisions.

22.2 The Council acknowledges that there is an exemption which allows sexual entertainment to be provided at premises licensed under the Licensing Act 2003, if it is on no more than 11 occasions within 12 months and with at least 1 month between each occasion. Premises using this exemption should ensure that procedures are in place to exclude children when entertainment of this nature is offered.

22.3 Gaming machines in licensed premises – automatic entitlement. There is provision in the Gambling Act 2005 (GA2005) for premises licensed to sell alcohol for consumption on the premises to automatically have two gaming machines of category C and/or D.

22.4 Gaming Machine Permit – If a premises wishes to have more than 2 machines of categories C and/or D, then it needs to apply for a permit and the Council will consider that application based upon the licensing objectives, any guidance issued by the Gambling Commission under Section 25 of the Act, and such matters as the licensing officers consider relevant.

22.5 Exempt Gaming – Premises licensed under the Licensing Act 2003 may offer gaming such as poker and bingo provided the stakes and prizes do not exceed permitted levels. Details of these limits are available from the Council or the Gambling Commission.

22.6 Data Protection - The Licensing Authority will process personal data in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018. Personal data will only be collected, used and retained where necessary for the exercise of licensing functions and will be handled in line with the Council's data protection and information governance policies.

22.7 **Martyn's Law (Terrorism (Protection of Premises) Act 2025) – Updated Guidance**

What is Martyn's Law?

Martyn's Law is new legislation designed to improve security and protect the public from terrorism at certain premises and events. It applies to venues, public spaces, and events where large numbers of people gather.

Prior to commencement of the Terrorism (Protection of Premises) Act 2025, references to Martyn's Law are limited to awareness-raising and signposting to national guidance. No requirements, checks or enforcement activity will be undertaken until statutory duties formally come into force The following:

Who Does It Affect?

- Standard Tier: Premises with a capacity of 200–799 people.

- Enhanced Tier: Premises with a capacity of 800 or more people.

What Do You Need to Do?

All affected premises should:

- Carry out a terrorism risk assessment.
- Put in place proportionate security measures.
- Train staff on how to respond to a terrorist threat.
- Develop and maintain a security plan.

Enhanced Tier premises will also:

- Appoint a designated person responsible for security.
- Share security information with staff and relevant authorities.
- Review and update security plans regularly.

How Will NNDC Support You?

- NNDC will provide guidance and signpost resources to help you comply with Martyn's Law.
- Once the law comes into force, our Licensing Team will check that risk assessments and security plans are in place when you apply for or renew a licence.
- We will work with the Police and other agencies to support venues and ensure compliance.

When Does This Start?

- Martyn's Law received Royal Assent in April 2025.
- There will be an implementation period of at least 24 months before enforcement begins.
- Further statutory guidance will be published by the Home Office.

Where to Find More Information

- www.gov.uk/government/publications/martyns-law
- NNDC Licensing Team: licensing@north-norfolk.gov.uk | 01263 513811

23. Portman Group Code of Practice

The Portman Group operates, on behalf of the alcohol industry, a Code of Practice on the Naming, Packaging and Promotion of Alcoholic Drinks. The Council commends the Code. Further details of the Portman Group Code of Practice can be found at Annex B.

24. Entitlement to Work in the UK

24.1 Following an amendment to the 2003 Act by the Immigration Act 2016, individuals applying for a personal licence, a premises licence for the sale

of alcohol or late-night refreshment, must be entitled to work in the UK. If the applicant is not entitled to work in the UK then the application must be rejected. However, this requirement does not apply to a premises licence for entertainment only, a club premises certificate, or a TEN.

24.2 The Council in its role as the Licensing Authority will require applicants for the relevant licences to provide appropriate documented proof that they have permission to be in the UK and to undertake work in a licensable activity.

24.3 Responsible Authorities will be consulted as defined in Licensing Act 2003, Section 13(4) (as amended by Immigration Act 2016 for Home Office role). Applicants should serve copies of relevant applications on all Responsible Authorities under the Licensing Act 2003 (Premises Licences and Club Premises Certificates) Regulations 2005. Where applications are made online, NNDC will serve the application to the responsible authorities on behalf of the applicant.

24.4 Responsible authorities as at time of publication:

The Licensing Authority
Licensing Authority
North Norfolk District Council
Council Offices, Holt Road, Cromer, NR27 9EN
Tel: 01263 516189
Email: licensing@north-norfolk.gov.uk

Norfolk Constabulary Licensing Team
Bethel Street Police Station, Floor 3, Bethel Street, Norwich, NR2 1NN
Tel: 01603 276024
Email: licensingteam@norfolk.pnn.police.uk

Norfolk Fire and Rescue Service
Group Manager Eastern, Friars Lane, Great Yarmouth, Norfolk, NR30 2RP
Tel: 01493 843212
Email: Gtyar@fire.norfolk.gov.uk

Environmental Health Authority
Environmental Health Dept., North Norfolk District Council
Holt Road, Cromer, Norfolk, NR27 9EN
Tel: 01263 513811
Email: public.protection@north-norfolk.gov.uk

Planning Authority
North Norfolk District Council Planning Department
Holt Road, Cromer, Norfolk, NR27 9EN
Tel: 01263 513811
Email: planning@north-norfolk.gov.uk

Social Services (Children's Safeguarding)
Norfolk Safeguarding Children Partnership
Room 60, Lower Ground Floor, County Hall, Martineau Lane,
Norwich, NR1 2DH
Tel: 01603 223409

Public Health
Norfolk County Council Public Health Team
Room 210, 2nd Floor North Wing, County Hall, Martineau Lane,
Norwich, NR1 2DH
Tel: 01603 638300
Email: licensingapplications@norfolk.gov.uk

Trading Standards
Norfolk County Council Trading Standards
County Hall, Martineau Lane, Norwich, NR1 2DU
Tel: 0844 800 8013
Email: trading.standards@norfolk.gov.uk

Home Office – Immigration Enforcement (Alcohol Licensing Team)
Lunar House, 40 Wellesley Road, Croydon, CR9 2BY
Email: IE.licensing.applications@homeoffice.gov.uk

25. Further Advice

25.1 Information and advice on all aspects of licensing can be obtained by either:

- Visiting the Council's website www.north-norfolk.gov.uk
- By email to licensing@north-norfolk.gov.uk
- By telephone 01263 513811
- By writing to:
  Licensing Team
  North Norfolk District Council
  Holt Road
  Cromer
  Norfolk
  NR27 9EN

25.2 The Licensing Act 2003 and Guidance issued under Section 182 can be viewed on the Home Office website

Annex A: Table of Delegations of Licensing Functions

Under the Constitution, the **Assistant Director (Environmental Health & Leisure) is delegated all functions under s.10 Licensing Act 2003 and s.154 Gambling Act 2005**, except where law or guidance requires the matter to be decided by Members.

Delegation of functions is exercised in accordance with the Council's Constitution. Officers determine unopposed and administrative matters. The Licensing Sub-Committee determines matters where relevant representations have been received or where statute requires Member determination. Nothing in this table prevents any matter being referred to Members where appropriate in the interests of fairness or public confidence.

Matter	Sub-committee	Officers
Application for a personal licence	If a Police Objection	If no objection made
Application for personal licence with unspent convictions	All cases where Police object	All cases where no objections received
Application for premises licence/ club premises certificate	If a relevant representation made	If no relevant representation made
Application for provisional statement	If a relevant representation made	If no relevant representation made
Application to vary premises licence/club premises certificate	If no relevant representation made	If no relevant representation made
Application to vary Designated Premises Supervisor	If a Police Objection	All other cases
Request to be removed as Designated Premises Supervisor		All cases
Application for transfer of premises licence	If a Police Objection	All other cases
Application for interim authorities	If a Police Objection	All other cases
Application to review premises licence/club premises certificate	All cases	
Decision on whether a complaint is irrelevant, frivolous, vexatious, etc		All cases
Decision to object when local authority is a consultee and not the relevant authority considering the application	Referral to sub-committee by exception, where Assistant Director considers Member direction necessary	All cases
Determination of a police objection to a Temporary Event Notice	All cases	
Decision whether to consult other responsible authorities on minor variation application		All cases
Determination of minor variation application		All cases
Minor variation to a premises licence/club premises certificate	Does not apply	All cases

Annex B: The Portman Group Code of Practice

The Council supports the Portman Group's Codes of Practice on how alcoholic drinks are named, packaged, promoted and sponsored. These Codes aim to make sure alcohol is marketed responsibly and only to people aged 18 or over. More information is available at www.portmangroup.org.uk/codes-of-practice

Complaints about alcohol products are reviewed by an Independent Complaints Panel, and the Panel's decisions are published on the Portman Group website, in trade publications and in the Group's annual report.

If a product's packaging or advertising is found to break the Code, the Portman Group can issue a Retailer Alert Bulletin. This asks retailers not to restock the product or display the advertising until the company has taken action to comply with the decision.

The Code helps protect children from harm because it prevents alcohol from being named, designed or promoted in a way that could appeal to them. The Council supports the use of the Code.

Annex C: Model Pool of Conditions - Public Safety

(Licensing Act 2003)

The conditions listed in this Annex form a model pool that may be applied, where appropriate, to promote the Public Safety licensing objective. Conditions should always be tailored to the individual premises, proportionate to the risks identified, and consistent with Revised Guidance issued under Section 182 of the Licensing Act 2003.

Important note on conditions. The conditions set out in this annex are illustrative examples only. They will not be applied as standard or default conditions. Any condition attached to a licence must be necessary, proportionate, evidence-based and appropriate to the individual premises.

1. Fire Safety and Emergency Arrangements

1.1 The licence holder may be required to demonstrate that all fire safety equipment, including alarms, extinguishers and emergency lighting, is installed, tested and maintained in accordance with current fire safety legislation.

1.2 All escape routes and exits shall be maintained free from obstruction and clearly signed at all times.

1.3 Staff receive fire safety and emergency evacuation training before commencing duties and at least annually thereafter.

1.4 A written fire risk assessment should be kept on the premises and made available to authorised officers upon request.

2. Occupancy Capacity and Crowd Management

2.1 The occupancy of the premises should not exceed the maximum capacity agreed with the Licensing Authority or Norfolk Fire and Rescue Service.

2.2 A system of counting persons entering and leaving the premises shall be used during busy periods to ensure capacity is not exceeded.

2.3 Where the premises reaches capacity, entry must be managed on a “one in, one out” basis.

2.4 Staff or stewards will be positioned at key areas (for example exits or stairwells) to prevent overcrowding and ensure orderly movement of patrons.

3. First Aid and Incident Reporting

3.1 An adequate number of trained first aiders must be on duty during all hours of operation.

3.2 A suitably stocked first aid kit should be provided and maintained.

3.3 An incident log must be maintained detailing accidents, injuries, medical incidents, and any action taken. This log must be available to authorised officers upon request.

3.4 Where required by the Licensing Authority, a defibrillator must be provided and staff trained in its safe use.

4. Safety of Glassware and Hazardous Items

4.1 Drinks should be served in polycarbonate or other non glass containers where a risk assessment identifies glass as a potential safety hazard.

4.2 Broken glass shall be cleared immediately and disposed of safely.

4.3 Where candles, pyrotechnics or special effects are used, a risk assessment must be completed and appropriate safety measures implemented.

5. Building Safety, Lighting and Ventilation

5.1 Adequate lighting will be provided and maintained throughout the premises to ensure safe access and egress.

5.2 Ventilation systems should be maintained to ensure that internal areas remain safe and comfortable.

5.3 Any defective or unsafe fixtures, fittings or equipment to be repaired promptly, with unsafe areas secured until repairs are completed.

6. Safe Dispersal and External Areas

6.1 The premises shall operate a written dispersal policy to promote the safe and quiet departure of patrons at closing time.

6.2 External areas, including queues, smoking areas, and exits, will be supervised during busy periods to minimise hazards and maintain public safety.

6.3 Outdoor lighting must be sufficient to enable customers to leave the premises safely.

7. Communication with Emergency Services

7.1 The licence holder will maintain effective communication with emergency services, including Norfolk Police and relevant health services.

7.2 Staff to be trained to call emergency services promptly when required.

7.3 Premises shall provide floor plans, emergency routes and other relevant information to emergency services upon request.

8. Event and Activity Specific Measures

8.1 For large or higher risk events, an Event Management Plan (EMP) should be prepared and provided to the Licensing Authority upon request.

8.2 Temporary structures (such as staging, marquees or specialist equipment) must be installed and maintained in accordance with applicable safety standards and certifications.

8.3 Additional stewarding or security staffing levels may be required based on the nature and scale of the event.

9. Staff Training and Competency

9.1 All staff must receive induction training covering emergency procedures, recognising vulnerable persons, basic first aid awareness, evacuation processes and incident reporting.

9.2 Training must be recorded and refresher training provided at least annually.

9.3 Records will be made available for inspection by authorised officers.

Annex D: Model Pool of Conditions – Crime and Disorder

(Licensing Act 2003 – Prevention of Crime & Disorder)

The following conditions may be applied where appropriate to promote the Prevention of Crime and Disorder objective.

1. CCTV

1.1 A digital CCTV system shall be installed and maintained, covering all entry and exit points and key circulation areas.

1.2 Images will be retained for a minimum of 31 days and made available to authorised officers and Norfolk Police on request.

1.3 A trained member of staff must be available on the premises to operate the system.

2. Door Supervisors & Staffing

2.1 SIA-registered door supervisors shall be deployed at times identified by risk assessment or as directed by the Licensing Authority or Norfolk Police.

2.2 A door staff logbook must be maintained and kept on site.

3. Drugs & Searching

3.1 The premises will operate a written search policy, including random searches when appropriate.

3.2 Any drugs found must be stored securely and handed to Norfolk Police as soon as practicable.

3.3 Notices advising customers of the search policy must be clearly displayed.

4. Incident & Refusals Logs

4.1 An incident log must record crime related incidents, ejections, refusals, disorder, spiking reports and interactions with emergency services.

4.2 Logs must be kept for at least 12 months and made available to authorised officers.

5. Lighting & External Surveillance

5.1 External areas must be illuminated sufficiently to deter crime and aid CCTV.

6. Staff Training

6.1 All staff shall receive training in conflict management, identifying vulnerability, refusing service, and safeguarding.

6.2 Training must be refreshed at least annually and recorded.

7. Anti Spiking Measures

7.1 Free spiking prevention aids (e.g., cup covers) must be made available.

7.2 Staff to follow an agreed procedure when a patron reports suspected spiking.

Annex E: Model Pool of Conditions – Prevention of Public Nuisance

Important note on conditions: The conditions set out in this annex are illustrative examples only. They will not be applied as standard or default conditions. Any condition attached to a licence must be necessary, proportionate, evidence-based and appropriate to the individual premises.

(Licensing Act 2003 – Public Nuisance Objective)

1. Noise Control

1.1 Noise from regulated entertainment will be controlled so it does not cause disturbance to nearby residents.

1.2 A noise limiter must be installed, set and sealed in agreement with Environmental Protection where appropriate.

1.3 All external doors and windows shall remain closed during regulated entertainment, except for access and egress.

2. Outdoor Areas

2.1 Use of external seating or smoking areas must cease or be reduced at specified hours.

2.2 Clear signage will instruct customers to keep noise to a minimum when outside.

3. Deliveries, Collections & Waste

3.1 Bottle and waste collections must not take place between 22:00 and 07:00.

3.2 Deliveries must be scheduled to avoid late night disturbance.

4. Music & Entertainment Management

4.1 Any outdoor music will cease by the time specified or be played at background level only.

4.2 Low frequency noise controls must be applied where nearby residents may be affected.

5. Staff & Customer Management

5.1 Staff will monitor queues and smoking areas to minimise noise.

5.2 A dispersal policy must be in place to ensure patrons leave quietly.

6. Lighting

6.1 External lighting must not cause glare or light pollution to neighbouring properties.

Annex F: Model Pool of Conditions – Protection of Children from Harm

Important note on conditions: The conditions set out in this annex are illustrative examples only. They will not be applied as standard or default conditions. Any condition attached to a licence must be necessary, proportionate, evidence-based and appropriate to the individual premises.

The following are examples of premises that will raise concern:

- Where there have been convictions for serving alcohol to minors or with a reputation for allowing underage drinking or proxy sales
- There is a known association with drug taking or dealing
- It is known that unaccompanied children have been allowed access where adult entertainment is provided.
- In some cases, the premises are used exclusively or primarily for the sale of alcohol for consumption on the premises.

(Licensing Act 2003 – Protection of Children Objective)

1. Age Verification

1.1 A Challenge 25 age verification scheme will be operated.

1.2 Only nationally recognised photo ID (passport, photocard driving licence, PASS card) may be accepted.

1.3 A refusals register must be maintained and made available to authorised officers.

2. Children on Premises

2.1 Children shall not be permitted on the premises after [specified hour] unless supervised by a responsible adult.

2.2 Children must not be permitted in areas where adult entertainment or strong language is present.

3. Staff Training

3.1 All staff must receive safeguarding training, including recognising signs of exploitation, vulnerability, and intoxication in young people.

3.2 Training records must be kept and refreshed annually.

4. Unaccompanied Children

4.1 Unaccompanied children must not be permitted on the premises after [specified hour].

4.2 Staff must follow a written welfare procedure where a child appears at risk or abandoned.

5. Restricting Access to Films / Performances

5.1 Admission to film exhibitions must comply with BBFC classifications or local authority ratings.

5.2 Any performance unsuitable for children must be clearly advertised as such.

6. Preventing Exposure to Harmful Activities

6.1 Gaming machines permitted under the licence will be located where they can be monitored by staff.

6.2 Notices on gambling age restrictions shall be displayed prominently.

Annex G: Internal procedure - annual fees

1. NNDC will suspend a premises licence or club premises certificate if the annual fee is not paid when it is due. If the non-payment was due to an administrative error or a dispute about liability, a 21-day grace period applies before any suspension takes effect.

2. **Written Notice**
The authority will serve a written notice on the licence holder stating that the licence will be suspended and specifying the date the suspension takes effect (at least two working days after the notice is given).

3. **Notification of Reinstatement**
Once the fee is paid, the authority must lift the suspension immediately and notify the licence holder in writing that the licence is active again.

   If the non-payment was due to an administrative error or a dispute about liability, the authority must allow a 21-day grace period before suspension takes effect.

4. **Written Notice**
The authority must serve a written notice on the licence holder stating:

   - That the licence will be suspended.
   - The date the suspension takes effect (at least five clear working days after the notice is given).

   - This notice is usually sent by email or post to the address provided on the licence record.

5. **Notification of Reinstatement**
Once the fee is paid, the authority must lift the suspension immediately and notify the licence holder in writing that the licence is active again.