

Licensing Charter

Aim of the Charter

Camden Council acknowledge the commitment of license holders who maintain efficient business operations, adhere to robust management practices and uphold the principles outlined in this Charter. We endorse and promote this commitment through our Statement of Licensing Policy.

This Charter seeks to support and stimulate the local economy by encouraging businesses, including pubs, restaurants, and entertainment venues, to thrive and create jobs.

We seek to recognise businesses that demonstrate they consistently uphold these exemplary standards and;

- acknowledge best practice measures that are likely to reduce crime and disorder and improve public safety associated with the supply of alcohol, the provision of entertainment or the sale of late night food
- provide a benchmark for license holders to demonstrate compliance with best practice requirements that are relevant to their businesses.

Businesses that are approved members of the scheme and pay the Late Night Levy (LNL), will benefit from a 30% reduction in their levy fee. Approved members will qualify for a free pre-application advice service offered by the Licensing Authority.

Application Process

Applicants must fill out a self-assessment application form and submit it to the Licensing Team - licensing@camden.gov.uk

As part of the application, applicants need to detail how they meet each standard in the 'Evidence' section. Please note that incomplete or illegible applications will be rejected automatically.

Monitoring and Annual Review

The Council will undertake annual inspections and regular monitoring of venues to ascertain compliance with the scheme. Applicants are required to provide evidence on the following Principles.

1. Equality and Inclusivity

Promoting equality and inclusivity in licensed premises - Ensuring that everyone, regardless of their background, identity, or ability, can access and enjoy these establishments

Anti-Discrimination Policy - Develop and prominently display an anti-discrimination policy that clearly states that discrimination on the basis of race, ethnicity, gender, sexual orientation, disability, age, or any other protected characteristic is not tolerated.

Complaints procedures

Create a system for patrons to provide feedback, express concerns, and report any discriminatory incidents. Take these concerns seriously and address them promptly.

Safe Environment - Implement strict policies against harassment and violence, ensuring that your premises are safe and free from discrimination.

Diverse Workforce - Promote diversity in your staff by hiring people from different backgrounds and experiences. Provide training on diversity, inclusion, and respectful behaviour to all employees.

Inclusive Event Programming - Organize events and entertainment that appeal to a wide range of interests, cultures, and preferences.

Embrace diversity as a positive aspect of your establishment - Celebrate cultural events, LGBTQ+ pride, and other significant occasions that highlight inclusivity.

Training and Sensitivity

Train staff to be sensitive to the needs of diverse patrons, to promote equality and inclusivity. Ensure they understand the importance of respectful and inclusive service.

2. Accessibility:

Language and Communication - Provide materials and information in multiple languages if needed, and be ready to communicate with patrons who may have language barriers.

Ensure that your premises are physically accessible to all - Install ramps, wide entrances, accessible toilets, and other accommodations as required by law.

Create **Sensory breakout areas** for neurodiverse customers and customers who are Autistic

The organisation [Attitude is Everything](#), who have their own charter to benchmark accessibility of venues and live music, can provide resources to develop an accessibility policy and procedures.

The [Music Venues Alliance](#) provide a wide range of resources and advice to support business planning to support viability and ensuring your customers can have the best experience.

3. Community Engagement:

Engage with the local community and customer base - to understand their needs and preferences better, and involve them in your decision-making processes, we propose to establish a licensing engagement forum for residents and other stakeholders to engage with license holders in areas of Camden. We will develop and facilitate these sessions to ensure that a balance of all views are heard, deliberated and mediated if necessary.

Other engagement could include getting involved in local business associations and the activities of Business Improvement Districts if they are present in your area.

4. Enabling a safe night out, with particular focus on the safety of Women and other vulnerable groups who can be the target of aggression and hate crime

Support the Women's Night Safety Charter (WNSC) – Adopt the 'Ask for Angela' scheme and volunteer staff to receive [Welfare And Vulnerability Engagement \(WAVE\) training](#).

Creating safe spaces for LGBTQ+ customers

Here are some steps to help you establish a safe and welcoming environment

- **Staff Training:** Conduct comprehensive training sessions for all staff members to raise awareness about LGBTQ+ issues, appropriate language use, and strategies for creating an inclusive atmosphere. Encourage staff to be open-minded, respectful, and supportive of all customers
- **Zero-Tolerance Policy and Code of Conduct:** Implement a clear and strictly enforced zero-tolerance policy against any form of discrimination or harassment based on sexual orientation, gender identity, or expression. Make sure this policy is prominently displayed and communicated to staff and customers alike.
- **Visible Support and Representation:** Display inclusive signage, flags, symbols or other affirming messages that signal the premises commitment to diversity and inclusivity.

Safety of staff - Adopt measures to maintain a positive work environment. Implementing a comprehensive safety plan can help protect employees and promote a culture of well-being.

Here are some important steps to consider:

- **Safety Training and Protocols:** Provide thorough safety training for all staff members, covering topics such as emergency procedures, fire safety, first aid, and handling potentially disruptive situations.
- **Risk Assessment:** Conduct regular risk assessments to identify potential hazards in the workplace.
- **Workplace Violence Prevention:** Offer training programs on conflict resolution and de-escalation techniques to help staff members manage potentially volatile situations.
- **Employee Well-being Support:** Foster a supportive work environment that prioritises the well-being of employees. Offer counseling services, if possible, and create a culture where staff members feel comfortable discussing any safety concerns or personal issues that may impact their work

Drink spiking campaigns and initiatives - Such as business-led local partnership schemes initiated by Pubwatch, Best Bar None or any scheme specifically focused on reducing vulnerability.

5. Social Responsibility

Adopt the London Living Wage - Employers agree to pay the London Living Wage committing to providing their employees with a higher minimum wage than the standard national minimum wage. This will contribute to reducing income inequality and improving the overall standard of living for workers in the borough and London.

Local employment opportunities – supporting local residents into work by working with Good Work Camden, creating good quality job roles and engaging with industry wide skills training and development programmes

Support your workforce – with suitable amenity space for breaks, including spaces to charge phones, support your staff to get home safely after shifts, provide management and professional development support at times that reflect their working patterns i.e. evening training sessions – Night Club resources as a reference

6. Good food choices - healthier catering

Consider the following:

- increase the amount of fruit and veg on menus
- be a london refill location for water
- reduce meat and dairy on your menus
- be sugar and salt smart
- recyclable or compostable packaging

- use fairtrade products
- contribute to Camden's Food Mission by reducing food waste and redistributing unused stock
- reduce saturated fats
- support community growers and the local supply chain

7. Air Quality and environment

- Not using gas burner patio heaters
- Reducing emissions with and from commercial kitchens – see emerging guidance on this by;
 - investing in the best filtration and extraction systems
 - using good quality oils with higher burning points to reduce smoke
 - maintaining clean grills and hobs to reduce smoke and particulate matter from burnt food
 - consider where appropriate using gas or electric cooking systems and not charcoal grills, unless it is key to the culture or cuisine being prepared

Change of Premises Licence Holder

1. Membership will expire when the premises licence is transferred to a new holder.
2. New premises licence holders will not be eligible for a 30% reduction in the LNL unless they have signed up to the Charter
3. Applications for membership will be accepted at the same time as the Transfer application is submitted
4. If possible, applications for membership should be submitted at least 12 weeks before the annual fee is due. In exceptional circumstance applications will be considered up to 3 weeks before the annual fee is due.

Termination of accreditation

Termination of membership will occur in the following situations:

1. The licence has been transferred.
2. The licence holder has failed to meet the requirements of the scheme as described above
3. The premises are subject to a Police Summary Review under s53A Licensing Act 2003.

In respect of 2 and 3 above an application to reinstate membership will not be considered unless the premises is able to demonstrate at least a 12 month track record of compliance with the Licensing Charter.