



Licensing Panel

Thursday, 6 January 2022

Dear Councillor

You are advised that the attached documents form part of the main agenda papers for this meeting.

Please ensure you bring them with you to the meeting.

Yours faithfully

A handwritten signature in black ink, appearing to read 'S Walsh', written in a cursive style.

S Walsh  
Service Manager (Communities)

**List of documents attached**

1. Supplementary - Appendix 6 - Response from the PLH - Latest Version (Pages 3 - 12)  
sent to Environmental Health

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The Cricketers Public House  
47 Arthur Street  
Gravesend  
DA11 0PR

Dear Mr. Moorhouse,

Following the recent correspondence received we have reviewed our risk assessment taking your email into consideration.

We have already cancelled our DJ's we had booked for Christmas Eve and New Years Eve, as we understand the importance of keeping our noise levels to a minimum

We have employed a bar manager and with the help of a family friend who works in compliance, I am confident that you will see the positive changes that will be happening over the coming months.

We have already started works within the kitchen area and had booth areas installed within the Cricketers to create food seating areas.

We would be more than happy for you to attend so you can see these positive changes are being made and that we are moving in the right direction of making the Cricketers into a more food focused establishment

The following amendments have been made to our detailed Risk Assessment and summarized as follows:

- To prevent the noise disturbance no further Live bands or DJ's to be held on the premise
- Juke box can be on as long as the level of music is kept at a range that does not cause disruption to our residents and should be checked from outside the premises at regular intervals and diarized accordingly
- Speaker in the garden is always kept low and completely turned off at 8pm Sunday – Thursday and 10pm Friday & Saturday.

Again, we are extremely sorry for the issues that have previously occurred but please be assured we are putting every measure we can in place to ensure this does not happen going forward.

Kind Regards

Cricketers' compliance Team

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# Risk assessment for The Cricketers

Company name: The Cricketers, 47 Arthur Street, DA11 0PR

Assessment carried out by: Kerri Marsh

Date of next review: 01/11/2022

Date assessment was carried out: 01/11/2021

Reviewed on 9/12/21

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Slips, Trips and Falls	Staff and customers slipping/tripping/falling suffering fractures and bruising etc	<ul style="list-style-type: none"> <li>■ Staff clean up spillages immediately using suitable methods and leave the floor dry.</li> <li>■ Bar floor areas only washed out of hours staff know about proper use of detergents,</li> <li>■ Good housekeeping - work areas kept tidy, goods stored suitably etc.</li> <li>■ Drainage channels and drip trays provided where spills likely.</li> <li>■ Equipment maintained to prevent leaks onto floor.</li> <li>■ Good lighting in all areas including steps outside or access to</li> </ul>	<ul style="list-style-type: none"> <li>■ Put up Authorised Persons Only sign on cellar door.</li> <li>■ Reiterate message to staff that cellar door is to be locked when not needed for access by authorised staff</li> <li>■ Repair damaged floor covering.</li> <li>■ More lighting required behind the bar</li> </ul>	Manager	To be reviewed by Management	

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		cellar areas. ■ Ensure door to cellar is kept locked and key controlled so only authorised staff can get access. ■ Ensure stairways are not obstructed. ■ Carpets firmly secured. ■ Doormats for wet weather. ■ No trailing cables or obstructions in walkways. ■ Cable covers used for all electrical cables, especially when hosting bands or DJs.				
<b>Falls from height</b>	Staff, Customers and public may suffer serious, possibly fatal, injuries if they fall from any height.	■ Cellar hatches: — Check they have been closed after delivery. — Ensure other people are excluded from area while hatch open and in use.	■ Ensure a member of staff oversees all deliveries and that the hatch is not left open unattended	Staff	Immediate Action required	
<b>VIOLENCE</b>	Staff and customers may suffer stress and/or physical injuries	■ Staff adhere to legal requirement not to sell alcohol to intoxicated	■ Keep good liaison with local police and check latest advice.	Staff/ Senior Management	Immediate Action required	

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	from aggressive customers.	customers. <ul style="list-style-type: none"> <li>■ Staff trained in good, polite behaviour and how to avoid confrontation following violence policy when to call police etc.</li> <li>■ Staff made aware of barred customers.</li> <li>■ Regular glass collection – ‘glass policy’ implemented for very busy events or as appropriate.</li> <li>■ Cashing up done after hours/out of customers sight.</li> </ul>	<ul style="list-style-type: none"> <li>■ Manager to give talk to re-emphasise ‘coping with disputes’ training.</li> <li>■ Ensure all incidents promptly investigated and written down in the incident log book and reported via 101 to obtain a Crime Ref No.</li> <li>■ Consider having door supervisors on weekends if practicable and will be of benefit.</li> <li>■ Information sharing scheme with police and other licensed premises in the area – member of local Pubwatch aka G-Force for Gravesend</li> </ul>			
<b>Manual Handling</b>	Staff receiving back, neck and limb injuries from lifting heavy loads (eg barrels), crates of bottles etc	<ul style="list-style-type: none"> <li>■ Staff training in lifting techniques and posture for items behind the bar.</li> </ul>	<ul style="list-style-type: none"> <li>■ Manual Handling training to be carried out with all staff members and recorded</li> </ul>	Management		
<b>C02 leakage</b>	Staff may be overcome when charging CO2 while changing barrels and soft drinks dispenser in cellar	<ul style="list-style-type: none"> <li>■ Only staff trained by the brewery or pub company, manager, partner and named staff member, change barrels.</li> <li>■ Safe working practice, in line with BBPA guidance.</li> </ul>	<ul style="list-style-type: none"> <li>■ Put forward another full-time member of staff for training to cover absences and weekends.</li> </ul>	Management		

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		<ul style="list-style-type: none"> <li>■ Cellar well ventilated with adequate, low-level, ventilation.</li> </ul>				
<p><b>Pressurised equipment</b></p>	<p>Risk of explosion from over-pressurisation of beer pump systems, or faulty or damaged cylinders</p>	<p><b>Pressurised systems:</b></p> <ul style="list-style-type: none"> <li>■ designed, installed and maintained in line with BBPAs Code of Practice 2006, installation certificate obtained (copy at pub, owner holds original);</li> <li>■ only trained staff - manager, partner and named member of staff who have undergone training to use the system;</li> <li>■ cleaning containers suitable to accept systems maximum pressure and labelled to avoid confusion over detergents and flushing water;</li> <li>■ system inspected by competent engineer every five years or to schedule produced by the competent engineer;</li> </ul>	<ul style="list-style-type: none"> <li>■ Put forward another full-time member of staff for training to cover absences.</li> </ul>	<p>Management</p>		



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		<ul style="list-style-type: none"> <li>■ certificate displayed stating date of next inspection; and</li> <li>■ any damage reported immediately.</li> </ul> <p><b>Gas cylinders:</b></p> <ul style="list-style-type: none"> <li>■ only obtained from reputable suppliers;</li> <li>■ numbers kept to absolute minimum;</li> <li>■ moved and stored properly to prevent damage;</li> <li>■ stored in cages, chained up or laid flat and chocked (with supplier's agreement) away from heat sources, in a dry area with the valves closed; and</li> <li>■ used in an upright position in a safe, secure, dry place.</li> </ul>				
<b>Noise</b>	Staff, customers and Local Residents	<ul style="list-style-type: none"> <li>■ Notices have been put up on entry doors asking customers to be considerate when leaving the establishment</li> </ul>	<ul style="list-style-type: none"> <li>■ To prevent the noise disturbance no further Live bands or DJ's to be held on the premises</li> <li>■ Juke box can be on as long as the level of music is kept at a range that does not cause</li> </ul>	Management	Immediate action required	

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			<p>disruption to our local residents and should be checked from outside the premises at regular intervals and diarized.</p> <ul style="list-style-type: none"> <li>■ Speaker in the garden is kept low at all times and completely turned off at 8pm Sunday – Thursday and 10pm Friday &amp; Saturday.</li> <li>■ Asking customers to leave via the side gate to decrease the noise levels outside of the main entrance on Arthur Street.</li> </ul>			
<b>Electricity</b>	Staff and customers could get electric shocks from faulty/damaged wiring or electrical equipment	<ul style="list-style-type: none"> <li>■ Wiring checked every five years by a qualified electrician.</li> <li>■ Regular PAT done by electrician.</li> <li>■ Staff trained to spot damaged equipment, plugs, cable and fittings and take out of service.</li> <li>■ Staff told where fuse box is to turn off electricity in the event of an emergency.</li> <li>■ Fuse box/consumer unit kept accessible at all times.</li> </ul>	<ul style="list-style-type: none"> <li>■ Check to see if fuse box has 30 mARCD protection.</li> <li>■ RCD sockets and plugs to be fitted if protection not at consumer unit.</li> <li>■ Ensure induction talk for any new staff or temporary staff includes how to turn off the electricity.</li> <li>■ PAT testing to be carried out on equipment</li> </ul>	Management	Immediate action required	

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<b>Hazardous substances</b>	Staff can suffer chemical burns or develop dermatitis from contact with, or use of, cleaning chemicals	<ul style="list-style-type: none"> <li>■ All products safety data sheets checked to see what gloves, eye protection is necessary for use with the chemicals.</li> <li>■ Chemicals used reviewed with reps/supplier every six months to see if 'safer' alternative available.</li> <li>■ Staff told about skin care when washing glasses, handling dishwasher chemicals etc.</li> <li>■ Chemicals always kept in original labelled containers, any containers for decanted chemicals clearly marked.</li> <li>■ PPE - gloves and eye protection available when using, decanting or diluting chemicals.</li> </ul>	<ul style="list-style-type: none"> <li>■ All staff need to be aware of COSHH and training records to be signed</li> </ul>	Management		
<b>Fire</b>	Staff, Customers and Local residents	<ul style="list-style-type: none"> <li>■ Manager/senior staff member checks fire exits are clear.</li> </ul>	<ul style="list-style-type: none"> <li>■ Fire Risk Assessment to be completed</li> </ul>	Management	Immediate action required	

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			<ul style="list-style-type: none"> <li>■ Weekly Fire Alarm checks to be carried out by Bar Manager and documented.</li> <li>■ Alarm Panel fault needs to be cleared</li> </ul>			
<b>Cleaning</b>	Staff and Customers	<ul style="list-style-type: none"> <li>■ Daily Cleaning carried out by allocated members</li> </ul>	<ul style="list-style-type: none"> <li>■ Cleaning regime to be implemented (Daily, weekly, monthly tasks to be carried out)</li> <li>■ Introduce an outside cleaning team to carry out the tasks</li> </ul>	Management	To be reviewed	
<b>Lone Working</b>	Staff	<ul style="list-style-type: none"> <li>■ Ensuring doors are locked when the last customer leaves</li> </ul>	<ul style="list-style-type: none"> <li>■ Ensuring another member of staff is notified that you have safely left the premises</li> </ul>	<ul style="list-style-type: none"> <li>■ Staff</li> </ul>	Immediate action required	