

Epic Bars and Clubs

The Chapel 24 Milford Street Salisbury SP1 2AP

Licensing Committee Hearing 6th September 2022

Bundle Index

1. Summary of Epic Bars
2. Operational Manual

Epic Bars and Clubs Limited

Summary of Applicant

Epic Bars and Clubs Limited ("Epic Bars") are owned by Mark Shorting , Nigel Blair and Jimmy Elias and are specialist late night bar operators with considerable experience dating back to the 1990s.

They have operated successfully in over 40 towns across the UK and currently operate in 11 venues.

They invest both in people and financially in each site to ensure a safe and well managed experience is provided to customers and they work closely and in partnership with all the authorities.

They employ a large number of staff in each site, for example in Bangor there are 49 members of staff, in Blackpool there are 30 with an additional 20 contractors (security, cleaners and DJs).

The investment in this site will be in excess of £400,000 so far and there will be 25-30 members of staff on the payroll. Including security, cleaners and DJs there will be another 15 contractors. There is no outside funding or investment. It is the owners money which is invested.

They have won awards both as a company and as individuals. Jimmy Elias was awarded the Gloucestershire police and crime commissioner's community hero award for excellent work with Cheltenham's late night economy at the impact awards in October 2018.

They operate with a detailed Operational Manual/Risk Assessment in all sites which continues to evolve as the Premises trade.



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Epic Bars & Clubs Limited

OPERATIONAL MANUAL

LICENSING POLICIES & PROCEDURES



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Contents

Page

1. Introduction	1
2. Terms of Entry	2
3. Young People	3
4. Search / Seizure	8
5. Preventing & Dealing with Intoxication	10
6. Drugs	14
7. Prevention & Intervention	24
8. Guest Welfare	26
9. Ejections	28
10. Security Roles & Responsibilities	31
11. Dealing with Serious Incidents	34
12. Sexual Assaults	36
13. Crime Scene Preservation	43
14. Theft Prevention	45
15. Staff Behaviour	47
16. Management of Outside & Dispersal Policy	48
17. Smoking	53
18. Incident Reporting & Due Diligence Records	55
19. CCTV	57
20. Noise Management	
21. Appendices	59



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1. Introduction

The aim and purpose of this manual is to promote the Four Licensing Objectives:-

- The Prevention of Crime & Disorder
- Public Safety
- The Prevention of Public Nuisance
- The Protection of Children from Harm

The manual sets out Epic Bars & Clubs operating standards and the policies and procedures to be followed by all staff.

The manual will be reviewed regularly to ensure any changes at **INSERT VENUE NAME** or to licensing laws are addressed.

The policies and procedures contained within the manual will be incorporated into staff induction and training sessions.



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2. Terms of Entry

The aim of this policy is to prevent problems inside **INSERT VENUE NAME** by ensuring that the highest standards are in place when vetting guests prior to them entering.

It is very important that there is a consistent standard and approach to whom is allowed on the premises.

The following controls on entry will be implemented by managers, door hosts and security at the entrance on any days when licensable activities are being provided.

The following persons will be refused entry:-

1. Any persons deemed by management or security to be under the influence of alcohol or illegal substances
2. Any persons carrying or thought to be carrying any form of offensive weapon
3. Any person who refuses to be searched when asked
4. Any person who refuses to provide ID when asked
5. Any persons not in keeping with the dress code, set out below
6. Any persons, who are known to have been involved in any criminal activities either within or in the areas surrounding Fever & Boutique
7. Any ex-employees of the business, whose employment was terminated by the company
8. Large single sex groups
9. Any person who is under the age of 18 on any day where the premises will be open for licensable activities.
10. Any person who is excluded on Pubwatch/Nightsafe schemes

INSERT VENUE NAME retains the right to search customers as a condition of entry to ensure the safety of both customers and staff

Guest Dress Code

Smart casual dress, no gym trainers or sports wear. **INSERT VENUE SPECIFIC DRESS CODE**

No males wearing hoodies. If customers are wearing caps, these are to be removed on entry.

Management reserve the right of entry. Being on a guest list, or having a reservation, does not guarantee entry.



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3. Young People

The aim of this policy is to protect children from harm, prevent breaches of Premises Licence conditions and to prevent underage entry to **INSERT VENUE NAME**.

All serving staff will receive regular training (at minimum intervals of no less than 3 months) on age identification and verification. It is imperative that staff understand the restrictions under the Licensing Act 2003 and ways to identify underage persons and prevent sales of alcohol to them.

It should be noted that the premises has a no under 18's policy. However, it is very important for serving staff to be generally aware of the provisions of the Licensing Act 2003 in relation to young persons.

Provisions of the Licensing Act 2003

Children under 16; cannot be allowed on licensed premises that are solely or primarily for the sale of alcohol unless accompanied by someone over 18 years old (premises offering entertainment or food would not necessarily be considered in this category).

It is unlawful under the Act to allow unaccompanied children aged less than 16 years into the premises between midnight and 5 a.m. where alcohol is supplied for consumption on the premises

16 and 17 years old's: can have beer, wine or cider with a table meal as long as someone over 18 years old accompanies them & purchases the drink for them

Under 18year old's

- Cannot purchase alcohol
- Cannot knowingly consume alcohol (unaccompanied – see above)

Under 18year old's

- Cannot sell alcohol unsupervised

Over 18year old's

- Cannot send an under 18 to purchase alcohol
- Cannot purchase alcohol for an under 18 unless they are 16 or 17 and eating a meal at a table
- Cannot allow the unsupervised sale of alcohol by someone under 18

Offences under the Licensing Act 2003

There are numerous offences involving the sale of alcohol to children:



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A person commits an offence under section 146 if he sells alcohol to a child under 18. A club commits an offence under section 146(2) if alcohol is supplied by it or on its behalf to, or to the order of, a member of the club who is under 18.

A person charged with an offence by reason of his own conduct has the same defence as is available in respect of a section 145 charge, that the person charged had no reason to suspect that the individual was under 16; and a person charged because of the act or default of another has a due diligence defence available.

Under section 147 it is also an offence to knowingly allow the sale of alcohol, on relevant premises, to a child under 18. Here, the offence would not be committed if the child unwittingly consumed a spiked drink.

A person guilty of an offence under this section is liable on summary conviction to a fine not exceeding level 5 (£5,000) on the standard scale.

Mandatory Conditions

Every Premises Licence that authorises sales of alcohol is subject to a mandatory condition requiring an age verification policy.

(1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.

(2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.

(3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either (a) a holographic mark, or (b) an ultraviolet feature.

Venue Specific Conditions **ADD IN VENUE SPECIFIC CONDITIONS**
INSERT VENUE NAME is also subject to specific age related conditions.

If the system used for identification scanning should not be working, then the premises will operate a challenge 25 policy whereby any person attempting to buy alcohol appears to be under 25 will be asked for photographic ID to prove their age. The recommended forms of ID that will be accepted will be passports, driving licences with a photograph, photographic military ID or proof of age cards bearing the PASS mark hologram. The list of approved forms of ID may be amended or revised with the prior written agreement of police and the Licensing Authority, without the need to amend the Licence or conditions attached to it.

A Challenge 25 policy shall be implemented and only photographic identification such as passport, driving licence or citizen cards bearing the PASS hologram shall be accepted. If an individual is unable to provide such identification then they shall not be served with any alcoholic beverage. Posters shall be displayed confirming this policy.



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Training shall be given to all persons involved in the sale of alcohol regarding offences under the Licensing Act 2003 and acceptable forms of ID (photo driving licence, passport or PASS scheme card) and the challenge 25 policy. Written records shall be kept of all training that is carried out, such records shall include details of the names of staff trained including their signature, and a summary of the training matters covered in the training. Training records will be kept on site for a minimum of two years and shall be available for inspection on demand by police and local authority officers.

The following procedures will be implemented by managers and security at the entrance and by serving staff at the point of sale.

1. The premises operates a strict 'Challenge 25' policy where any guest appearing under 25 years of age will be required to provide proof of age
2. **INSERT VENUE NAME** does not allow under 18 year olds on the premises when they are open and providing licensable activities.
3. This policy is enforced at the entrance by security and managers
4. Only international passports, UK driving licences (or other driving licences, such as EU, with a photo), military card or any PASS approved proof of age card will be accepted as proof of age
5. When checking ID staff will:-
 - Check the 3D effect hologram is not stuck on
 - Check photo to ensure it is the correct person
 - Check date of birth
 - Check ID for any tampering
 - If unsure of the persons age refuse service/entry
6. IDs will be electronically scanned using an identity scanning machine if one is on site.
7. If a guest cannot provide satisfactory proof of age, Entry will be denied and they will be reminded to bring proof of age in the future.
8. There will be clear and prominent signage displayed at the entrance advising guests of the age policy and that "if you look under 25 you will be asked to prove you are over 18"
9. The age policy will be displayed on the premises' website and any promotional material
10. The premises will keep a record each night of guests who are refused entry or service at the bar due to their age



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CHALLENGE 25 POLICY

- Any person who appears to a server/seller of alcohol to be under the age of 25 shall be challenged to produce an acceptable form of ID unless the server/seller knows them to be over the age of 18.
- The server/seller shall make clear eye contact and shall assess the person's
 - Appearance
 - Behaviour
 - Physical attributes
- Where the seller/server believes the person to be under 25 (unless they know the person is of legal age) then they shall challenge the person to produce acceptable identification
- Where no acceptable form of identification can be produced then the sale of alcohol shall be refused
- The seller/server shall involve a manager if required



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4. Search and Seizure

The aim of this policy is to prevent prohibited items being brought into **INSERT VENUE NAME**. For the purposes of this policy, prohibited items are considered to be the following:

- Weapons
- Non-prescription drugs
- Alcohol

The following procedures will be implemented by managers and security at the entrance.

1. All persons entering may be subject to a search at any time.
2. Signage will be prominently placed at the entrance and queuing area stating:
*The premises operates a search policy. All persons entering **INSERT VENUE NAME** may be subject to a search of outer clothing and personal belongings. This is a condition of entry. Those unwilling to be searched will be refused admittance. Any illegal drugs or weapons will be seized and the police notified. By order of the management.*
3. Searching will consist of a physical pat down search and guests may be asked to empty their pockets.
4. Bags may be opened and searched.
5. All searches of customers will take place in a well-lit area clearly covered by CCTV.
6. Searches will take place prior to any entrance fee payment.
7. All searches will be same sex, i.e. male security to search male guests and female security to search female guests.
8. Guests may be searched on entry and re-entry.
9. Guests may be asked to be searched once inside the venue.

In addition please be aware that all Managers and/or door supervisors are instructed to call the Police in any case where a weapon or drug dealing is involved or suspected.

In the event of seizure of a weapon or drugs:

- Ensure the process is witnessed.
- Confiscate the item found.
- Record and log details of drugs found in the incident book.
- Place drugs in a sealed evidence bag (provided by police) or sealed envelope which is signed across the seal.
- Drugs should then be placed in the drop safe if you have one
- Place knives or sharp objects in a weapons tube (provided by police) or suitable, safe, container.
- Call police on the non-emergency number (101) and inform them of seizure.



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- In the event of a large quantity of drugs or a weapon being found, call the police immediately. Where possible the suspect should be detained (subject to the safety of staff).

Drug Seizures

An entry will be made in the incident book for every seizure. The process will be witnessed. The register will contain the following information.

1. Date / time item found
2. Where found
3. Details of person finding and any witnesses
4. Description of item
5. Seal number of property evidence bag (if applicable)
6. Any action taken (e.g. person detained, police called)
7. Signature of person seizing
8. Signature of manager

Details of person searched (if available)



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5. Preventing & Dealing with Intoxication

The aim of this policy is to prevent guests becoming intoxicated and, if so identified, dealing with them in an effective and appropriate manner.

All serving staff will receive regular training (at a minimum intervals of no less than every 6 months) on preventing, identifying and dealing with intoxication and their responsibilities under the Licensing Act 2003.

It is an offence under the Licensing Act 2003 to knowingly sell to (or obtain alcohol for) a drunk person. It is also an offence for a drunk and disorderly person to fail to leave a licensed premises when asked by a police officer or the person in charge of the premises.

Procedures

1. Security and management to regularly patrol venue, monitoring customer behaviour
2. Any member of staff who believes a customer is intoxicated will inform a member of management and/or security team
3. Anyone appearing intoxicated must be escorted outside to get air
4. The person will be informed clearly why they have been approached
5. Drinking water will be provided to any person believed to be intoxicated
6. A manager or the head of the security team must be present at all walkouts
7. The guest will be walked out through the main entrance unless there is a good reason to do otherwise; e.g. aggression with another group
8. Security and management on the door must be informed to ensure the person does not regain entry to the venue without the consent of the manager or head of security
9. Any person wanting to gain re-entry must see the manager or head of security who will make a decision whether the person is fit to re-enter the venue
10. If yes, this will be communicated to all security and managers that the person is now back in the venue
11. If the person is escorted out the venue a second time, they will not be allowed to re-enter
12. All walk outs will be recorded in the ejections log/incident book
13. The guest's welfare will be considered at all times
14. Advice on local transport options will be given
15. If required, taxis should be arranged to ensure the person arrives home safely
16. Where necessary, the expense of the taxi will be met by premises
17. Staff will understand that some illnesses can have symptoms which may make a person appear intoxicated.



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Staff Training

Identification

Servers are not expected to know a customer's blood alcohol content (BAC) but they are expected to recognise the signs of visible intoxication. Staff will be taught to identify four main areas using a system known as SAAB.

1. Speech
2. Appearance
3. Attitude
4. Behaviour

There are more than 50 indicators within these four areas. If a person shows one or two of these signs that does not necessarily mean the person is intoxicated. But a combination of some of these and a sudden change in behaviour could be a strong indication that a person is intoxicated.

If a member of staff is not sure they should not serve the person and consult a manager.

Intervention and Refusing Service

Staff have the right to refuse alcohol service to anyone as long as they don't violate anti-discrimination laws. Management commitment is essential to create a supportive environment that encourages responsible employee practices.

Owners and managers have an obligation to support their servers' efforts to obey the law. The best way to do that is to establish policies that promote responsible alcohol service.

At some point all serving staff will be faced with a decision about refusing to serve alcohol to a patron. Whether this decision is based on legal or safety requirements, it is important we deliver a consistent message that all patrons understand.

Intervention is the plan of action for a server that:

- Prevents a customer from drinking to intoxication
- Prevents minors from drinking

It is the servers' plan for bringing together legal and professional duties. Staff will show a professional attitude and approach when refusing service and will be instructed to:

Intervene early – don't let a problem develop

If possible, obtain agreement from a supervisor and notify security, if available, before speaking to the patron.

Be courteous & concerned - People are cooperative when being treated respectfully

Be tactful – Try not to accuse a guest of being intoxicated. Simply say you cannot serve them alcohol at this time

Be firm – remain calm & don't back down. Don't allow the customer to talk you out of your decision. If necessary ask for assistance from a manager or another employee

Be confident - This convinces people you know what you are doing

Be discreet - Try not to embarrass the customer in front of others.



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All serving staff will:

- Smile, make eye contact, and take your time checking ID if necessary
- Chat with customers to determine their status.
- Watch for signs of visible intoxication (speech, attitude, appearance, behaviour)
- Check with co-workers if they have served the customer.
- Make sure water or other non-alcoholic drinks are available if required.
- When you are refusing service, inform their manager and co-workers.
- Take a manager or security with you when you have to refuse service or pull a drink.
- Use peer pressure when appropriate by asking for support from the customer's friends.
- Replace a pulled drink with something else i.e. water.
- Make a record of refusal of service, especially those involving threats or aggression.

Staff will also be taught to use 'intervention Scripts'

Avoiding "you" statements - Using "I" statements

Not to: bargain; debate; get defensive; or give lengthy explanations.

To focus on the law and the consequences you face

"I'm not able to bring you another drink tonight. I could get into trouble with the authorities and we could lose our Licence if I serve you more alcohol. How about I bring you a water."

"Our company policy doesn't allow me to serve you any more alcohol. We could get into trouble with licensing and lose our premises license. I'll bring you some water."

"Listen, I could get fired if I serve you another drink. The police could fine the business and me, and I could lose my job. I'll bring you a water."

To focus on the customer's well-being

"Look, I'm concerned about your safety. I want to be sure you get home okay tonight. Why don't I bring you a glass of water?"

"Legally, I'm not allowed to serve you another drink. This glass of water will help you avoid getting a hangover tomorrow."

Don'ts of service refusal

- Don't call your patron a 'drunk' - warn them politely that their behaviour is unacceptable or inappropriate.
- Don't be persuaded to give them 'one last drink' after you have stated that they have had enough.



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- Don't agree to let the person finish their drinks (it is an offence under the Liquor Act to allow a minor or unduly intoxicated or disorderly person to consume liquor on licensed premises).
- Don't raise your voice. If they raise theirs, lower yours.
- Don't put off refusal hoping that the patron will leave after the next drink - act while the patron can still be reasoned with.
- Don't judge other people.
- Don't think the matter is over because you have verbally addressed it.
- Don't tell them what to do or how to behave.
- If you need to involve a manager or security then do so

In addition, as part of your premises' due diligence regime, a record will be kept of all persons:

- a) refused entry to the premises
- b) any person refused service of alcohol
- c) any person assessed for intoxication
- d) any person asked to leave because of intoxication.



6. Drugs

The aim of this policy is to prevent the use and/or supply of controlled (illegal) drugs.

The use of controlled drugs represents a health and safety risk to our guests and staff. We are committed to providing a drug free environment for the benefit of all our customers and employees.

This policy sets out how we intend to meet this commitment through the following three main aims:

- Prevention of drug use on the premises;
- Prevention of drug dealing on the premises;
- Safeguarding those that have taken drugs.

Policy

Awareness

Staff

All new members of staff are required to read and sign this policy as part of their induction. A copy of this policy, endorsed with a manager's signature, is kept on each staff member's file. Staff members have a responsibility to seek clarification on any points of this policy they do not understand.

Staff can expect to receive drug awareness training on a regular basis. All staff will be made aware of any changes to this policy.

Management

In addition we will endeavour to ensure that all members of management attend formal drug awareness training.

Managers/supervisors have a role to ensure that all staff under their control are familiar with this policy and attend refresher training as appropriate.

Guests

Customers and other visitors to our premises shall be made aware of our expectations in regard to this policy in a number of ways:

- Appropriately sited notices (see appendix 3).
- Implementation of a search policy on occasions where a drug related risk is identified (see separate search policy document).
- Staff adopting a zero tolerance to use of controlled drugs on the premises.

Policy

Implementation Staff

The possession, supply, and distribution of controlled drugs is absolutely prohibited on this premises. This includes inside the building and surrounding land such as outside seating areas and smoking areas.

Staff will receive training on the following:

1. The relevant laws controlling the use and supply of drugs. Please refer to Appendix 1.



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2. The types and effects of the common controlled drugs, including signs of misuse. Please refer to Appendix 2.
3. The measures taken to prevent the use and dealing of the common controlled drugs.

If a staff member suspects that controlled drugs are being taken or distributed by employees or customers, they must inform a manager immediately. Any information given will be treated in the strictest confidence.

In connection with the supply or consumption of controlled drugs, staff must:

- Remain vigilant at all times during the performance of their duties. This includes being mindful of individuals showing signs of drug use, evidence of drug paraphernalia, knowledge of high-risk areas such as toilets, corridors and secluded areas, overheard conversations involving drug references and suspicious behaviour.
- Notify a manager if they suspect that any person is using, dealing or attempting to deal in drugs on the premises (whether such person is a customer or an employee of the company).
- Fully support the company in its drugs policy.
- Report to a manager any drugs or suspected drugs which the employee may find in the premises at any time. Ideally suspected drugs should only be handled with appropriate personal protective equipment. For example, puncture resistance gloves should be worn to handle needles to avoid needle stick injury and appropriate gloves worn to prevent any skin to drug contact.
- Any suspected drugs found on the premises should not be left unattended if at all possible.
- Staff shall not attempt to purchase any illegal substances as a means of trying to trap someone who they suspect is dealing – this is illegal

All staff are expected to fully cooperate with the authorities in any investigations arising from the use, or suspected use, of controlled drugs associated with this premises.

Please note that anyone in breach of the above points will be disciplined as per guidelines in the employee policy.

Managers

If you are concerned in the management of the premises and are made aware of the use or attempted use of controlled drugs, whether for personal consumption or supply to others, then you have a legal obligation to take action. If you do not take action to prevent the activity it is likely that you are committing an offence.

In the event of discovering the personal use of controlled drugs:

- The person(s) concerned should be informed that the premises operates a zero tolerance to the use of controlled drugs.
- If practical any controlled drugs should be seized.



- The person(s) concerned should either be warned or instructed to leave the premises depending on the circumstances.
- A written record made of the incident, including a description of the drugs involved and steps taken to prevent the drug use.

Managers are instructed to involve the Police in any case where drug dealing is involved or suspected.

In the event of seizure of drugs:

- Ensure the process is witnessed, ideally by security or another member of staff.
- Confiscate any drugs found, if safe to do so.
- Record and log details of drugs found in the drug register (see Appendix 5).
- Place drugs in sealed bags (provided by police) or a sealed envelope (signed and dated across the seal) and put in a secure place.
- Call police on the non-emergency number (101) and inform them of seizure in accordance with local police procedure. Make sure a CAD or incident number is taken and added to the entry in the drugs register (see appendix 4).
- In the event of a large quantity of drugs being found, call the police (999) immediately.
- If drug seizure captured on CCTV, secure backup of relevant footage.

Managers should ensure they are fully trained on the use of CCTV equipment (separate CCTV policy in place to ensure correct operation). They are required to familiarise themselves with locations of cameras, and any potential “dark” spots.

Managers should be familiar with local police protocols on the seizure and holding of controlled drugs.

In certain instances it may be necessary to implement the crime scene preservation policy, for example, if there is a suspected overdose or a large quantity of controlled drug is discovered.

Door Supervisors

Well trained, professional, SIA (Security Industry Authority) registered door supervisors are employed at the venue. Their duties include monitoring those entering and using the premises, checking toilets, and monitoring those leaving who showing signs of drug misuse. Registered door supervisors must undergo drug awareness training as part of the registration process.

A door supervisor log is maintained and endorsed by management to ensure all security staff are appropriately registered.

Toilet Attendants

On occasions where toilet attendants are employed their duties include:



- Reporting instances of suspected drug use or dealing to a duty manager. This may include those who spend unusually long periods in a cubicle, overheard conversations and evidence of drugs paraphernalia such as needles, wraps, powder etc.
- Being vigilant about those that may have taken drugs, particularly those that may be in distress, and report to management.

In addition managers and security are required to carry out regular toilet checks.

Safeguarding those that have taken drugs

We ensure that we have sufficient first aiders on duty who have been trained to recognise and respond to common drug induced problems.

Anyone suspected of suffering ill effects of drugs will be encouraged to stay on the premises where they can be closely monitored. The attending first aider will make an assessment whether to call an ambulance. In cases where no further medical intervention is considered necessary, management will ensure appropriate steps are taken to ensure the person is delivered to a safe environment.

Staff are made aware of the potential risk of drink spiking. In recent years there has been an increase in reports of "Drug Facilitated Sexual Assault". Typically the victim has a drug, such as Rohypnol or GHB surreptitiously placed in their drink. Once the drug has taken effect the victim is often powerless to prevent assault. Staff should be vigilant about:

- Unattended drinks. Any unattended drinks should be kept behind the bar for safe keeping.
- Customers displaying signs of "accelerated" intoxication.
- Suspicious behaviour, associated with a DFSA scenario.

Staff should report any instances of suspected drink spiking to a manager.

To see the Employee Declaration to confirm that this policy has been read and understood please see Employee Training Folder.

Name of manager: _____

Manager's signature: _____ Date: _____

Appendix 1 – Relevant Drug Laws



The Misuse of Drugs Act 1971 is the main piece of legislation covering drugs and their categorisation. The following table sets out a summary of the potential penalties for possession and dealing controlled drugs:

		Possession:	Dealing:
Class A	Ecstasy, LSD, heroin, cocaine, crack, magic mushrooms, amphetamines (if prepared for injection).	Up to seven years in prison or an unlimited fine or both.	Up to life in prison or an unlimited fine or both.
Class B	Amphetamines, Cannabis, Methylphenidate (Ritalin), Pholcodine.	Up to five years in prison or an unlimited fine or both.	Up to 14 years in prison or an unlimited fine or both.
Class C	Tranquilisers, some painkillers, Gamma hydroxybutyrate (GHB), Ketamine.	Up to two years in prison or an unlimited fine or both.	Up to 14 years in prison or an unlimited fine or both.

Drug Seizure

Section 5, Misuse of Drugs Act 1971, allows for certain circumstances when a person may have legitimate reason for being in possession of controlled drugs:

“In any proceedings for an offence under subsection (2) above in which it is proved that the accused had a controlled drug in his possession, it shall be a defence for him to prove—

(a) that, knowing or suspecting it to be a controlled drug, he took possession of it for the purpose of preventing another from committing or continuing to commit an offence in connection with that drug and that as soon as possible after taking possession of it he took all such steps as were reasonably open to him to destroy the drug or to deliver it into the custody of a person lawfully entitled to take custody of it; or

(b) that, knowing or suspecting it to be a controlled drug, he took possession of it for the purpose of delivering it into the custody of a person lawfully entitled to take custody of it and that as soon as possible after taking possession of it he took all such steps as were reasonably open to him to deliver it into the custody of such a person”

Consequence of Allowing Drug Use

Section 8, Misuse of Drugs Act 1971.

“A person commits an offence if, being the occupier or concerned in the management of any premises, he knowingly* permits or suffers any of the following activities to take place on those premises, that is to say—

(a) producing or attempting to produce a controlled drug in contravention of section 4(1) of this Act;

(b) supplying or attempting to supply a controlled drug to another in contravention of section 4(1) of this Act, or offering to supply a controlled drug to another in contravention of section 4(1);

(c) preparing opium for smoking;



(d) smoking cannabis, cannabis resin or prepared opium.”

*knowingly includes reference to what you should know, i.e. it is not permissible to “turn a blind eye”. If you are concerned in the management of the premises and are made aware of the use or attempted use of controlled drugs you have a legal obligation to take action.

Licence Review

Under the Licensing Act 2003 the Police may seek a review of a Premises Licence where they believe a licenced premises is connected with crime and disorder. Evidence of controlled drug use or dealing is considered a serious matter and therefore could potentially lead to a review of the Premises Licence. A review of the Premises Licence has serious consequences and could result in the Licence being revoked by the Local Authority.

Appendix 2

Common drugs and their effects

Controlled drugs can be divided into three categories, depending on their likely effect: stimulants, depressants and hallucinogens.

Type	Example	Symptoms	Form
Stimulants	Ecstasy, Amphetamines, Cocaine, Herbal Highs	Hyperactivity Anxiety/Paranoia Teeth grinding Excess sweating Dilated pupils	Tablet Powder Rocks
Depressant	“G” GHB/GBL Heroin Codeine	Lethargy Vomiting Unresponsiveness Constricted pupils	Liquid Tablets Powder
Hallucinogens	LSD Ketamine Mushrooms	Hallucination Paranoia Aggression Anxiety	Paper Powder Liquid Tablet

Signs of Misuse

- Torn pieces of cardboard such as beer mats, cigarette and “Rizla” packets.
- Small packets of paper, pieces of foil, plastic packets and sweet wrappers.
- Use of tightly rolled bank notes.
- Syringes and spoons.
- Burnt foil.
- Powder traces, on surfaces and around the nose.



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- Small bottles.

Signs of Drug Dealing

- A person receiving several visitors for short periods of time.
- Secretive exchanges of cash and packages.
- Conversation containing drug references.

Appendix 3 Drugs Signage

WARNING

**ZERO TOLERANCE
DRUGS POLICY AT
THIS VENUE.**

**(VENUE NAME) operates a Zero
Tolerance Drugs Policy.**

**Any person found in possession
of drugs will be detained and the
Police called Immediately.**

**By Order of the
Management.**

Appendix 4 - Drugs / Weapons Confiscation Form

DATE OF SEIZURE	LOCATION OF SEIZURE	REPORTED BY	DESCRIPTION OF DRUGS FOUND	NAME / DESCRIPTION OF OFFENDER	CONFISCATION BAG SERIAL NUMBER	DATE COLLECTED BY POLICE	NAME + NUMBER OF POLICE OFFICER COLLECTING	SIGNATURE OF POLICE OFFICER COLLECTING



7. Prevention & Intervention

The aim of this policy is to prevent or intervene in relation to serious incidents.

'Early Intervention is better than a cure'

Police regularly scrutinise events leading up to a serious incident. If a venue has not got the appropriate procedures and measures in place and this was a direct (or even indirect) cause of the incident (or escalation of an incident) then it is likely the police will take some form of remedial action. This could range from requiring appropriate measure to be implemented, or conditions being added to the Licence, for less serious incidents to more robust action that can include Review of the Premises Licence and even closure of the venue.

Prevention and intervention measures fall into three groups – policies and procedures, human resources and physical measures.

1. Comprehensive & Effective Policies & Procedures
 - The Operational Manual details the premises policies and procedures, including:
 - Terms of Entry
 - Search and Seizure
 - Age Verification
 - Responsible Alcohol Sales
 - Drugs
 - Ejections
 - Security Positions – Specific Job Requirements
 - Violence & Aggression
 - Management of Outside / Dispersal
 - Smoking
 - Incident Reporting
 - Major Incidents
 - Crime Scene Preservation
 - Smoking
 - CCTV
2. Human Resources
 - Staff Training
 - Proactive Managers and Staff
 - Staff Awareness and Vigilance
 - Door Supervisors
 - Toilet Attendants
3. Physical Measures
 - Design of Premises – lines of sight etc.
 - Access Controls
 - Searching



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- CCTV
- Good Premises Maintenance
- Polycarbonate Glassware
- Signage



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8. Guest Welfare

The aim of this policy is to explain the importance of guest welfare and to present ways to provide for the welfare of our guests.

It is very important that the various risks that can affect the welfare of our guests is understood. You will also know the measures available to keep your guests safe.

There is a clear responsibility for operators to have a duty of care for their customers. Aside from this, the vast majority of businesses want their guests to have a good time in a safe environment.

There are various policies and procedures – both from a licensing and a health & safety perspective that address the welfare of guests inside the premises, e.g. risk assessments, first aiders, a responsible alcohol sales policy, door supervisors, customer care rep etc

It is also important to consider the welfare of guests as they leave your premises. Ask the following questions:-

- Are they intoxicated?
- Are they vulnerable?

If they are, you should consider the following:-

- Do they have the means to get home safely? Should you offer to book a taxi (and even pay for it if necessary)
- Do they have their property? E.g. coat (especially if it is winter)
- Are they with their friends? Could you help them make contact?
- Do they need assistance? – Whether it be medical, a bottle of water or just onward travel advice
- Who is the right person to help them? Customer care rep, first aider. If the person is a female, consider a female member of staff or, if it is a more serious situation, the police or an ambulance (whichever is appropriate).

Vulnerable people, particularly through intoxication, are far more likely to become the victim of crime:-

- They are less aware of their property, and can become the victim of theft
- They are less aware of their surroundings and can become victims of assault, e.g. knocking into people, sitting at the wrong table, spilling drinks and prompting an aggressive response from other people.
- They are less aware of their surroundings and can become a victim of sexual assault



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Vulnerable people, particularly through intoxication, are also far more likely to become the victim of an accident:-

- From slips, trips or a fall
- Road traffic accidents

Our guests' safety and welfare is of paramount importance and should be considered at all times and the appropriate action taken.

9. Ejections

The aim of this policy is to ensure safe ejections / walk outs of guests who are



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required to leave the venue.

It is very important that the various risks that can affect the welfare of our guests is understood. You will also know the measures available to keep your guests safe.

Security will be instructed to use the following procedures:-

We employ a strict procedure which is set out to ensure safe ejection for both the Customer and Contracted Door Staff, whilst causing the minimum disruption to other guests.

ALWAYS USE THE FRONT ENTRANCE (WHERE POSSIBLE) AND USE YOUR RADIO TO INFORM THE DOOR

Hands off Ejection

Wherever possible, the person(s) being ejected should not be touched, although in law, reasonable force may be used.

Understanding the Situation

Security should always take account of the whole situation, e.g. those involved may be with large groups of friends who may react badly.

Staff

Staff will be trained to identify potentially dangerous and / or violent situations. However, security should deal with any potentially violent situation NOT bar staff. It is good practice to keep radios behind bars and in the cloakroom. Staff will be trained to use the radios to inform door supervisors and management of any potentially violent behavior.

Confrontations between Customers

Generally, any situation that disrupts the business will lead to both parties being ejected, using more than one exit, or delay one party leaving, to avoid further confrontation outside.

The manager on duty or the DPS (if in attendance) will have the final say on who is ejected following any confrontation in the venue (it is expected that they will usually support any recommendation of the security team).

Records

In all cases a record will be kept of all ejections. Where any force has been used a full incident report will be written. If the Authorities require further statements and / or your attendance is required at a Police Station, this must be done immediately, or as the Police request.



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Staff Procedures

1. On identifying a potential ejection; radio security or otherwise make them aware of your location and the reason they have been called, possible intoxication, inappropriate behaviour etc.
2. On their arrival summarise your observations of the situation to them.
3. It is a manager's responsibility to talk to guests who may need to be asked to leave the premises.
4. If possible, the ejection process will be recorded on a body worn camera (BWC) if one is used.
5. Observe the customer and if it is decided there is a problem with the person identified make first contact with them introducing yourself and giving the reason for approaching them. If the customer shows signs of aggression then at least two members of security will approach the person, but the manager and/or head of security will observe and coordinate the walking out of the person, to the front door, other emergency exits will only be used in less of an emergency or deemed unsafe to do it any other way.
6. Once the person is outside the venue put them in a location where they are being recorded on CCTV (if possible), the customer then needs to be informed they are on CCTV / BWC and explain the reason for their removal from the venue.
7. Security will position themselves in a casual manner in order to support the manager.
8. Speak to the customer in a manner you would wish to be spoken to if you were in their position.
9. Asses the customers behaviour, speech, posture, ability to respond to establish the customers state.
10. Decide whether the customer will be permitted to remain in the venue or be asked to leave.
11. If it is decided the customer has to leave the reason will be clearly explained to them.
12. After the decision has been made, should the customer not understand the reason after two explanations then disengage and hand responsibility to security who will advise the customer that they will be shown the route off site by security, the manager will observe their removal at all times.
13. Should a physical ejection be necessary only reasonable force will be used.
14. Offer to find the friends of the customer and collect any coat or personal belonging they have left in the venue. REMEMBER GUEST WELFARE. The customer will remain with the manager and the member of security while these happen.
15. Give advice on how to get home safely.
16. If a customer refuses to have their friends leave with them then appropriate help will be provided to ensure they leave safely and are able to get home, to the best of our ability. If appropriate pay for a taxi home.
17. If a customer is being collected and it is safe to allow them to wait to be picked up, an appropriate area will be available for them with security presence.
18. The customer will be offered water.



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19. Take the details and description of any customer being ejected from the venue and make a written record.

Where appropriate check that the manager or security team have called the police or emergency services.

10. Security Roles & Responsibilities



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This is an example of security positions and roles when the venue is operating on peak nights or at capacity. Variations of this plan will be used on less busy nights after assessment by the DPS. All security will sign in the door supervisor log at the beginning of their shift. These positions will be allocated at the security briefing at the beginning of the shift.

AMEND TO SUIT VENUE LAYOUT & DESCRIPTION

Entrance

- Vet entry and evaluate customers according to Entry Policy and Dress Code
- Advise guests in the queue about likely waiting times.
- Bring anything untoward to Managers attention
- Ensure that any beggars or drunks are not harassing guests in the queue
- Refusing entry will be conducted in a professional manner. Management always have the final say.
- Control of clickers ensuring that we are never over capacity at any time.
- Complete the clicker count sheet at 30 minute intervals.
- Ensure that there is a steady flow of guests in and out
- The entrance is a fire exit and must be kept clear
- Check guests for identification and for intoxication
- Monitor all guests as they leave the venue, ensuring they are not intoxicated. If somebody is believed to be intoxicated, ensure they are with responsible company and they have a safe means of getting home.
- Prevent congestion at the front entrance occurring once people have left the premises
- Ask people to leave in an orderly and quiet fashion
- Help direct customers to relevant transport facilities
- Stop any drinks from leaving the venue, watch out for bottle under coats and in pockets
- Support door manager using the ID scanner where applicable

Smoking area

- Monitor smoking customers
- Prevent guests causing a nuisance
- No drinks allowed in this area



Searching

- Search guests in line with the search policy
- Search guests in a professional, quick and efficient manner remaining welcoming and polite at all times.
- Search all bags

Reception

- Direct guests to cash desk/cloakroom
- Stop any drinks from leaving the premises, watch out for bottle under coats and in pockets
- Deter customers from holding open doors for unnecessarily long periods of time
- Encourage customers to use the cloakroom
- Monitor for any customers who may be intoxicated
- Ensure reception area is a drink free zone
- Reception is a fire exit and must be kept clear

Dancefloors Main Arena & Disco Disco

- Monitor floor and bar
- Monitor any customers who may be intoxicated.
- Control congestion
- Monitor interaction between staff and customers
- Watch for pushing/aggressive/inappropriate behaviour

Toilet corridors & toilets

- Regularly check toilets and corridors
- Monitor behaviour
- Monitor any customers who may be intoxicated.
-

Rooms/Areas Main Arena, Disco Disco & Botanic

- Monitor floor and bar
- Monitor any customers who may be intoxicated.
- Control congestion
- Monitor interaction between staff and customers
- Watch for pushing / aggressive behavior
- Prevent unauthorized use of fire exit

11. Dealing with Serious Incidents



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The aim of this policy is to ensure serious incidents are dealt with effectively and that staff understand the various measures to take following a serious incident and why they are necessary.

For the purposes of this policy a serious incident is defined (by police) as the following:

- An injury has occurred due to some form of weapon, eg; knife, bottle, pole etc.
- A broken skin injury has occurred.
- An incident has occurred which has resulted in death or serious injury. (i.e.; heart failure, accident, serious assault, etc.).
- Any other crime committed where police may need to search and investigate for any evidence.

In the event of a major incident the manager in charge and/or head of security will:

1. Inform the police immediately, or confirm that the police have been informed (and any other appropriate emergency service) The senior manager and/or head of security will usually always meet and brief the first Police Officer on scene to ensure clear communication and appropriate actions are carried out upon Police instructions.
2. Ensure that adequate victim welfare and any medical assistance required is provided including calling and involving the emergency services
3. If safe to do so locate and detain offender(s). Suspects will be held by security pending arrival of police
4. Identify and secure crime scene(s). Evacuate area where incident occurred where appropriate to do so and preserve the scene as you find it– do not move any objects, furniture, bottles, glasses etc.
5. Identify any witnesses and keep them on premises for police or, if this is not possible, obtain contact details
6. Burn relevant CCTV and supply all images required to police
7. Identify persons involved and supply information to police
8. Keep customers at premises if at all possible



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9. Keep all till receipts and details of credit cards
10. Ensure all staff write comprehensive incident reports and give statements to police
11. Inform the duty manager and all security of the incident

Investigate - Who? What? When? Where?

Do NOT make assumptions, find out the facts – Speak to witnesses (customers and staff) especially any person WHO may have an injury.

Look around you. WHAT do you see? – Broken glass, wet floor, blood? WHERE do you see it?

Find out WHEN it happened – treat and speak to injured person(s), trace offender (if there is one), view CCTV.

All staff will remain at scene until no longer required by police.

REMEMBER: PRESERVE CRIME SCENE - All staff will be instructed in the Crime Scene Preservation Policy in relation to serious:-

- Do not attempt to clean or clear crime scene area

Do not allow people to walk through crime scene area or move anything



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12. Sexual Assaults

The aim of this policy is to prevent sexual assaults, ensure staff are informed and aware of the risks and to ensure that should anyone be sexually assaulted that adequate procedures are in place to provide for the welfare of the victim and detention of any suspects.

1. Offences -

Definitions Rape

Under the *Sexual Offences Act 2003*, it is an offence for any male to penetrate with his penis the vagina, anus or mouth of a female or male without their consent. A person found guilty of this offence could be sent to prison for life.

Assault by penetration

The Act makes it an offence for any male or female to penetrate the vagina or anus of another person without their consent. The offence is committed where the penetration is by a part of the body (for example, a finger) or anything else (for example, a bottle) for sexual intent.

Sexual Assault

Section 3 of the Act makes it an offence for any male or female to intentionally touch another person sexually without his or her consent. A person found guilty of this offence could be sent to prison for a maximum of ten years.

Causing sexual activity without consent

It is an offence to cause or encourage another person to engage in sexual activity without his or her consent. If penetration is involved then a person found guilty of this offence could be sent to prison for life. If no penetration is involved then a person found guilty of this offence could be sent to prison for up to ten years.

What does 'consent' mean?

The definition of a sexual offence often revolves around consent. In simple terms, it's all about permission (or agreement). This is something that must be clearly established between two people before any kind of sexual act or behaviour. If an individual is accused of a sex offence, they must show that they reasonably believed consent had been given by the other person.

2. Drink Spiking

Drink spiking is when mind-altering substances, such as drugs or alcohol, are added to your drink without you knowing. Mind-altering means that it may affect your actions, or how you behave with other people.



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There are many reasons why someone might spike a drink, and it is not only females who could be targeted. The most common reasons are:

- for amusement,
- to be malicious (deliberately nasty),
- to carry out a sexual assault, or rape,
- to carry out a physical assault, or
- to carry out a theft.

The symptoms of drink spiking will depend on whether alcohol, or another drug, has been used, how much of the substance was used, and how much alcohol has already drunk. A person will need to have your blood or urine tested by the police to confirm that a drink has been spiked with drugs.

Drink spiking is illegal, even if an attack or assault has not been carried out. It can result in a maximum punishment of 10 years in prison for anyone who is found guilty of doing it. If an assault, rape, or robbery is also carried out, the sentence will be even higher.

If a person's drink has been spiked, the symptoms will depend on what drug has been used. The effect of any drug will depend on body shape and size, age, how much of the spiked drink has been consumed, and how much alcohol (if any) has already been drunk.

Any drug could be slipped into a person's drink without their knowledge. Drugs can come in powder, or liquid, form, and may not have a taste, or smell, that you can identify as unusual.

Date Rape Drugs

The most common drugs that are used in drink spiking are often referred to as date rape drugs. This is because they make it harder for a person to resist an assault. The most common date rape drugs are:

- alcohol,
- gamma-hydroxybutyrate (GHB) and gamma-butyrolactone (GBL),
- tranquilizers, most often benzodiazepines, including valium and rohypnol, and,
- ketamine.

These drugs are depressants which work by slowing down your nervous system and dulling your responses and your instincts. In moderation, alcohol can help to relax you, and some date rape drugs are legally prescribed for anxiety and insomnia. However, when taken without knowing, these substances leave you vulnerable to danger.

Date rape drugs will affect your behaviour and the messages that you give out to other people. You will not be fully in control of yourself and someone could take advantage of you.

Date rape drugs can start to take effect within five minutes of being taken, or up to an hour after being taken. The symptoms for the above drugs, including alcohol, are quite similar, and will include some of the following:

- drowsiness or light headedness,



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- difficulty concentrating,
- feeling confused or disorientated, particularly after waking up (if you have been asleep),
- difficulty speaking, or slurring your words,
- loss of balance and finding it hard to move,
- lowered inhibitions,
- paranoia (a feeling of fear or distrust of others),
- amnesia (memory loss) or a 'black-out' of events (when you cannot remember large sections of your evening),
- temporary loss of body sensation (feeling like you are floating above your body, or having an 'out of body' experience),
- visual problems, particularly blurred vision,
- hallucinations (seeing, hearing, or touching things that are not really there),
- nausea and vomiting, and
- unconsciousness.

All date rape drugs are particularly dangerous when they are mixed with alcohol because they combine to have a very powerful anaesthetic effect. This causes unconsciousness and, in more extreme cases, it can cause coma or even death.

How long the effects of the drugs last will depend on how much has been taken and how much alcohol, if any, has been drunk. The symptoms could last between 3-7 hours, but if a person passes out it will be hard to know the full effect. It is possible to still feel some of the symptoms of a date rape drug after a night's sleep, particularly confusion, amnesia or nausea.

The more common date rape drugs are described in more detail below.

Alcohol

Alcohol is the most common date rape drug. It can be added to a soft (non-alcoholic) drink without a person's knowledge, or double measures can be used instead of singles. If a person has had a drink already, they may find it harder to tell how much alcohol they are consuming. The effects of alcohol will depend on how much they drink, and if they had been drinking already.

Gamma-hydroxybutyrate and gamma-butyrolactone

Gamma-hydroxybutyrate (GHB) usually comes in the form of a slightly oily, colourless, liquid, and less often as a powder.

Gamma-butyrolactone (GBL) is a more basic form of GHB and another possible date rape drug. It comes in liquid form and is found in some household products. After entering the body, GBL changes into GHB.



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Only a very small amount of GHB is needed in order to have an effect, and it can be dissolved easily into other liquids. GHB has an unpleasant taste, and a weak odour but, in very small doses, or if is mixed with a strong flavoured drink, a person is unlikely to notice it.

Tranquilizers

Tranquilizers come in hundreds of different forms, but the most common are called benzodiazepines. You may hear of these as valium, rohypnol, roofies, or benzos. They are sometimes legally prescribed to treat anxiety or insomnia. Tranquilizers work by slowing down a person's body, relieving tension, and making them feel very relaxed. They normally come as a tablet.

Ketamine

Ketamine, sometimes just called K, is a powerful anaesthetic that is used for both animals and humans. In its legal form it is a liquid, but illegally, it is normally a grainy white powder or a tablet. Ketamine can cause hallucinations or it can create a feeling of your mind being separate from your body.

Preventing Drink Spiking

- Clear away unattended drinks
 - Advise customers not to leave drinks unattended
 - Be aware of what customers are ordering
 - Try to observe who drinks are for
- Watch out for suspicious behaviour

3. Customer Behaviour

All staff must be aware of any behaviour that could become a potential problem.

- Over amorous couples
- Males in female toilets
- Males giving females too much attention or unwanted attention
- Females that are displaying signs of intoxication and are vulnerable
- Upset females

4. Patrolling Premises

The premises needs to be patrolled effectively. This responsibility will lie with the manager and/or head of security to ensure this happens. Certain areas, such as toilets, will require a record of checks. Customer care rep to walk around the venue.



Each premises should have a security plan. The positions (and responsibilities) will be allocated in the security briefing before shift begins.

Every member of staff has a responsibility to report any suspicious behaviour in any part of the premises.

5. Vulnerable Areas

Vulnerable areas will vary from site to site, but areas that should be paid particular attention are listed below. Your security plan, pre-shift briefing and regular checks must take in account the following, as well as any venue specific areas.

- Toilets
- Dark areas with low lighting
- Private rooms/booths
- Back of house/cupboards
- Fire exits

You must carefully assess your site to identify any vulnerable areas and take the appropriate measures, e.g. allocate security, include in checklists, raise lighting etc.

As a minimum, vulnerable areas should be checked every 30 minutes.

6. CCTV

CCTV, as far as possible, covers all vulnerable areas. Where this is not possible additional appropriate measures are taken, e.g. patrolling the premises or positioning of security.

7. Training

All staff receive training on how to identify potential situations. Training will include:

- Danger signs
- Communication to other staff
- Victim care
- Crime scene preservation
- Report/statement writing

Training sessions will be held quarterly. All staff must have a signed record of attending the training.

Reactive Measures

1. Victim Care

The victim of a sexual assault is to be considered an extremely vulnerable person and, as such, the appropriate level of care and consideration must be given.

A same sex member of staff should remain with the victim until police arrive.



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The victim / witnesses to the incident are to be asked to remain inside the club and if possible they are to be seated in an area away from other customers, free non-alcoholic refreshments (such as coffee, mineral water) should be offered to them to assist in their comfort.

Do not try and interview the victim (other than basic questions to ascertain if the suspect is on the premises).

Bear in mind that the victim is, in fact, a crime scene. You must keep any suspect away from the victim.

2. Crime Scene Preservation

The scene of the assault must be preserved pending arrival of police as per the Crime Scene Preservation Policy. The suspect must not be allowed to destroy evidence, e.g. washing hands / body etc and should not be left alone whilst waiting for police to arrive.

3. Suspects

If a suspect has been identified, they should be detained pending the arrival of the police in the same way you would deal with any other serious assault.

Bear in mind that the suspect could also be a crime scene. You must keep any suspect away from the victim.

4. Police

If a sexual assault has been alleged, or even suspected, the police will be called immediately.

The victim of sexual assault will quite often not want to call police or even make an allegation. It is quite common for an allegation to be made at a later date.

Following an assault the victim will often just want to go home or get away from the scene of the crime. It is not for you or security to investigate the assault. The police are the only people that can ascertain if a crime has taken place. It is for that reason that police should always be called.

5. CCTV

Any relevant CCTV images will be downloaded or burnt to DVD or CD or downloaded to a USB memory stick as soon as possible following any serious incident. Four copies will be retained – one for police, one for the business' licensing solicitor, one for the directors and one placed in the safe at the premises.

Relevant images will include the area the assault took place, but also where the victim and suspect had been in the premises. It will also include the victim and suspect arriving and leaving the premises.



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6. Incident Reporting / Statements

A full incident report will be written by the GM as per the premises' Incident Reporting Policy. Statements will be provided by any staff who witnessed the incident



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13. Crime Scene Preservation

The aim of this policy is to ensure a crime scene is preserved, when necessary, and that staff understand the various measures to take following a serious incident and why they are necessary.

1. What constitutes a serious incident which may require a crime scene to be preserved?
 - An injury has occurred due to some form of weapon, e.g.; knife, bottle, pole etc.
 - A broken skin injury has occurred.
 - An incident has occurred which has resulted in death or serious injury. (i.e.; heart failure, accident, serious assault, etc.).
 - Any other crime committed where police may need to search and investigate for any evidence.

2. Crime Scene Preservation

A crime scene is to be preserved when there has been a serious incident where police may need to search and investigate for any evidence.

Terminology

Crime Scene: Any physical location in which a crime has occurred or is suspected of having occurred.

Primary Scene: The original Location

Secondary Scene: An alternate location where additional evidence may be found

Physical Evidence: Any material items present at crime scene, on victims or found in suspects possession

Suspect: Person thought to have committed a crime

Accomplice: Person associated with suspect

Testimonial Evidence: Oral or written statements given to police or in court

Procedures

The authority to preserve a potential crime scene remains with the senior manager on duty.

Full responsibility for all events following an incident will be taken by the senior manager on duty. This includes incident reporting, removing tapes and liaison with Police on the night. Any co-operative witnesses are to be taken to a holding area and the senior manager is to inform the first attending officer.

Once an area has been declared as a crime scene by the senior manager on duty, then all access to the area must cease immediately.

There is to be no access to the preserved area which is to be marked off by barriers, ropes and security. Any evidence must be left where it falls (broken glass, bottle etc.) unless it is dangerous to leave it where it is. If it has to be moved – a manager must pick it up using gloves (avoiding



finger prints) and place it inside a police evidence bag. It is to be signed and sealed and placed in the safe to hand over to police on their request.

Individuals may be considered crime scenes and all precaution must be taken to prevent the transfer of evidence. E.g. A door supervisor who has restrained a suspect for assault should not then have contact with a victim. A suspect and victim should also be kept apart.

A manager on duty must remain at the crime scene until the police arrive.

The senior manager on the door will then make first contact with the police and relay the information as to whether the crime scene remains preserved or is cleared.

It is imperative that a preserved crime scene takes precedent over the financial needs of the business. Whenever possible, if a crime scene can be preserved without disruption to the general public, then Fever & Boutique should run as normal. If the crime scene disrupts the use of one of the fire exits, then the front door should be closed to the public immediately and a view will be taken as to whether trading will continue. If the crime scene will either greatly disrupt the public or jeopardise public safety, then the senior manager on duty will be responsible for the decision to close.

Witnesses to the incident are to be asked to remain inside the premises and if possible they are to be seated in an area away from other customers, free non-alcoholic refreshments (water) should be offered to them to assist in their comfort.

Victim care must be considered when dealing with vulnerable people – see the Guest Welfare Policy.

Remember:

- Protect the crime scene to preserve its physical aspects.
- Steps need to be taken as soon possible after incident even while victims are being attended to.
- Cordon off if possible or station staff in relevant positions – Reroute traffic
- Prevent unneeded walking around and intrusions
- Prevent unneeded movement or touching of physical evidence
- Do not allow any items to be removed from scene without permission from authorities.
- Do not discuss the crime with witnesses and bystanders.
- Be alert to secondary scenes – EG. weapon discarded in toilets or exit
- Follow the same procedures as primary scene
- Remember people can also be crime scenes and avoid transfer of evidence



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14. Theft Prevention

The aim of this policy is to prevent property theft in (and around) **INSERT VENUE NAME**

Thefts can be prevented using four broad approaches:-

1. Staff awareness
2. Customer awareness
3. Property control
4. Security

The following measures are in place to prevent thefts at the venue.

Staff awareness

- Regular briefings (including information from incident reports / crime mapping etc.)
- Allocate responsibilities
- Training

Customer awareness

- Signage (at entrance and in toilets)
- Direct guests to cloakroom on entry
- Verbal advice to look after property

Property control

- As the weather deteriorates there will be more coats that may attract thieves and in particular pickpockets, all staff should be briefed to encourage the use of cloakrooms
- Encourage all guests to use cloakroom
- Bags to be placed in the cloakroom at no charge at managers' discretion
- Security & managers to be vigilant
- All staff have a part to play
- Log all found property
- Log and incident report any reported lost stolen property

Security

- Include in staff briefings & training
- Entry controls – vetting at entrance
- Searching
- Patrol premises for unattended property
- Door Supervisor positions
- CCTV – use to detect suspects following the report of lost property
- Lighting levels



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PIN Theft

- Known as 'shoulder surfing'
- Train staff on 'protect your PIN'
- Label credit card machines
- Instruct guests to cover their PIN
- Look for people watching machines
- Effective signage asking guests to cover their PIN

Unattended Items

- Inform guests of cloakroom facilities
- Unattended items to be placed in the cloakroom throughout the night as they are found
- All items to be recorded in the office as soon as they are found
- All items not claimed throughout the evening must be recorded on a spreadsheet

Unclaimed Items

- All phones, wallets, bags, passports and items of value **MUST** be left in the appropriate secure place in the office and recorded on the internal spreadsheet
- Each item must be tagged with a label indicating the date left
- All phones must be called to retrieve the owner. You must call 'home', 'last caller', 'mum' etc.
- Items with some form of identification must be contacted by the reservationist the following morning. All records of attempt should be updated on the internal spreadsheet

Lost Cloakroom Tickets

- Guests that lose their cloakroom ticket must wait until the end of the evening to claim their items
- Only the senior manager on duty can authorise the release of property before the end of the evening. This is only to be done in the case that clearly identifiable items are in the pockets and these items are required for that person to get home. For example, purse, keys etc.
- Guests that claim property without a ticket the following day must sign and print their contact details if future follow up is required.

15. Staff Behaviour



The following code of conduct will apply to all staff employed at **INSERT VENUE NAME**. Where it states 'Members of staff' this also includes all members of management.

1. Members of staff are not to be in the company of a customer except in an area open to the public within the club.
2. There shall be no indecent or inappropriate contact between members of staff and customers.
3. Members of staff must not engage in any unlawful activity inside the club.
4. Members of staff will not consume any alcohol whilst on duty.
5. Members of staff may never consume, possess or be under the influence of any unlawful drug or substance, unless it is personally prescribed medication by a registered doctor.
6. Members of staff are not to invite or knowingly permit their spouses, girlfriends / boyfriends, or anyone else with whom they are romantically involved with to enter the club without the express consent of the Designated Premises Supervisor (DPS).
7. Members of staff will report any person engaged in unlawful activities immediately to a manager.
8. Members of staff will not encourage, incite or participate in antisocial behaviour.
9. Members of staff will not serve intoxicated guests and will not encourage drunkenness in customers.
10. All members of staff have a duty to comply with the Licensing Act 2003 and to promote the four licensing objectives in the course of their work - The Prevention of Crime & Disorder, Public Safety, The Prevention of Public Nuisance and The Protection of Children from Harm
11. All members of staff will receive training on, and must be familiar with, the Premises Licence and the conditions the Licence is subject to and ensure compliance at all times.
12. Any member of staff found to be in breach of any of the above rules will be subject to disciplinary procedure.
13. The premises will review this code of conduct periodically and an amendments may be incorporated into this code.

16. Management of Outside Area & Dispersal Policy

The aim of the procedures laid out in this document is to ensure there is an absolute



minimum of noise and to prevent any nuisance being caused to our neighbours and the general public.

All staff will be trained in the procedures and will receive regular refresher training. This document will be reviewed on an annual basis to ensure its effectiveness and relevance is not compromised.

1. Roles and Responsibilities

- 1.1. The manager in charge will be responsible for ensuring the plan is fully implemented.
- 1.2. There will be a briefing each trading night where staff are assigned specific roles and responsibilities.
- 1.3. The briefing will be documented and will address any issues or complaints from the previous trading night.
- 1.4. Each briefing will consider any aspects of trading that could cause a nuisance to neighbours and put appropriate measures in place accordingly.
- 1.5. The briefing will also ensure that each member of staff has an effective means of communicating with the manager and other members of staff.

2. Entry Controls

- 2.1. Whenever there is a queue it will be supervised at all times.
- 2.2. Guests in the queue will be advised on likely waiting times.
- 2.3. Guests will be advised that entry is subject to providing satisfactory identification.
- 2.4. Guests will be advised that entry may be subject to a search.
- 2.5. If waiting times for entry are excessive consideration should be given to asking those queuing to leave.
- 2.6. Any guests causing noise or disturbance or who appeared to be impaired / intoxicated through alcohol or drugs will be REFUSED ENTRY and asked to leave.
- 2.7. A manager will check the outside area regularly throughout the night.
- 2.8. The entrance must not be obstructed.



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3. During Trading

- 3.1. Door supervisors outside the venue will wear high visibility clothing where applicable.
- 3.2. Door supervisors will monitor activity in the vicinity of the venue throughout each night to prevent crime and disorder, noise or disturbance arising from customers.
- 3.3. Door supervisors will discourage illegal taxi touts from congregating outside the venue
- 3.4. Guests will not be allowed to take drinks outside.
- 3.5. Door supervisors will discourage customers from congregating outside. Any guests outside will either be encouraged to leave or be directed back inside the venue.

4. Guests Smoking

- 4.1. Guests will only be permitted outside to smoke in the dedicated smoking area in line with Smoking Policy.
- 4.2. Customers will be directed to the dedicated smoking area.
- 4.3. Customers will be reminded to keep the noise down and to respect the residents in the area.
- 4.4. Any person causing a nuisance or disturbance in the smoking area will be asked to leave the venue immediately.
- 4.5. No drinks shall be permitted to be taken into the smoking area where applicable.
- 4.6. Notices will be prominently placed in smoking area reminding guests to be quiet and consider our neighbours.

5. Exit Controls

- 5.1. The music volume will be lowered within the last 20 minutes prior to closing.
- 5.2. There will be an announcement over the PA system asking guests to leave quickly, quietly and to respect the venue's neighbours

- 5.3. Door supervisors will endeavour to control a slow stream of customers and guests leaving the venue.
 - 5.4. Door supervisors will be proactive about dispersal of groups of people outside the venue.
 - 5.5. Guests will be encouraged to leave the area quickly and quietly.
 - 5.6. Guests will be directed towards the nearest transport link as they leave the venue.
 - 5.7. Door supervisors will patrol the street outside the venue to ensure customers and guests leave the area quietly. Any customers and guests causing noise or disturbance will be asked to be quiet. Those that do not will be refused entry in the future.
 - 5.8. As customers leave and the venue empties, door supervisors from inside the venue will be posted outside to assist with dispersal, as appropriate.
 - 5.9. Guests will not be allowed to take drinks with them as they leave. Security will be posted at the exit to prevent this happening.
 - 5.10. A taxi service will be available to guests.
6. Other Measures
- 6.1. The tempo of music will be slowed down and the volume will be lowered gradually at the end of the night to encourage guests exit in a calm manner.
 - 6.2. The brightness of the lighting inside will be increased gradually as part of a 'cooling off' period.
 - 6.3. Guests will be supplied with information on transport options available late at night.
 - 6.4. Notices will be prominently displayed at exits requesting the guests to respect the needs of local residents and to leave the venue and the area quietly.
 - 6.5. A bottle of water will be available free of charge from the reception area should the guests require it.
7. Complaints procedure and contacts



- 7.1. A telephone number will be available to local residents for them to call during trading hours should they have an issue. The telephone number is published on the website.
- 7.2. Any complaint will be dealt with promptly by the senior member of staff on duty. The complaint will also be reviewed and followed up by the DPS on the next working day.
- 7.3. A detailed record will be kept of any complaint received. This will include the nature of the complaint and action taken together with the details of the complainant.



17. Smoking

INSERT VENUE NAME operates a zero tolerance policy to smoking in the venue in line with the Smoke Free regulations and Health Act 2006.

1. "No Smoking" signage will be displayed at the venue that clearly states it is against the law to smoke anywhere inside the premises.
2. Staff will take immediate action if any customer attempts to smoke inside the venue. Any customer who still attempts to smoke inside the premises will be asked to leave.
3. Staff will not smoke anywhere inside the venue, including back of house areas.
4. All staff will receive training on dealing with smoking in smoke free premises including the penalties involved:-
 - Smoking in smoke free premises: a fixed penalty notice of £50 (reduced to £30 if paid in 15 days) imposed on the person smoking. Or a maximum fine of £200 if prosecuted and convicted by a court.
 - Failure to display no-smoking signs: a fixed penalty notice of £200 (reduced to £150 if paid in 15 days) imposed on whoever manages or occupies the smoke free premises. Or a maximum fine of £1000 if prosecuted and convicted by a court.
 - Failing to prevent smoking in a smoke free place: a maximum fine of £2500 imposed on whoever manages or controls the smoke free premises if prosecuted and convicted by a court. There is no fixed penalty notice for this offence.

18. Incident Reporting & Due Diligence Records

The aim of this policy is to detail the records that will be kept to provide evidence of due diligence and the responsible operation of the premises in line with the Four Licensing Objectives.

1. Incident Reports

It is important accurate details of any incident is recorded at the time should there be a requirement for investigation at a later date and to show that incidents were dealt with correctly.

The following incidents will be fully reported

1. all crimes reported to the venue
2. all ejections of patrons where there has been physical force used
3. any complaints which are not frivolous, vexatious or unmerited received relating to the four licensing objectives
4. any incidents of serious disorder or violence
5. seizures of drugs or offensive weapons
6. any faults in the CCTV or ID scanning system
7. any visit by a relevant authority or emergency service
8. Any emergency situation such a fire, flood, loss of power, or bomb threat
9. Any accident or injury to employee, contactor or customer

Ordinarily, a separate record will also be kept of refusals (of entry and service) and ejections (where no force was used)

Each incident report will usually contain the following:

- The full name and position of person reporting
- Their SIA registration if security
- Date, time and location of incident
- Whether the incident was captured by CCTV – which camera – have the images been burnt onto DVD?
- Was a crime scene preserved
- Full details of the incident
- Whether the police were called (and who called them if known)
- Police incident number (if police were called and where known)
- Whether police attended (if so provide shoulder numbers where possible)
- Whether anyone was injured (give full details, including any medical assistance given and whether an ambulance attended)
- Describe all persons involved in the incident



- Give details of all known witnesses to the incident

STAFF WILL BE INSTRUCTED NOT TO:

- Use slang
- Use acronyms, abbreviations or terminology that may not be understood
- Make assumptions or speculate – be factual

2. Due Diligence Records

The following daily records should normally be completed:

- Pre-opening safety checks – to show that emergency exits, lighting, signage and fire safety equipment is all maintained, working and in place.
- Clicker counts / accommodation numbers – to show that a safe capacity is managed and never exceeded.
- Refusals of entry – to show customers are vetted before allowed entry
- Refusal of service – to show that we do not serve intoxicated or underage persons
- Ejections – to show that unsuitable guests (e.g. through intoxication, behaviour etc.) are asked to leave the venue.
- Door supervisor log – to show that properly SIA registered staff are employed at the venue.
- Toilet checks – to show that toilets are regularly checked for criminal activity / antisocial behaviour.
- CCTV checks – to show our CCTV is working correctly and holds footage for the minimum required 31 days.

19. CCTV

The aim of this policy is to ensure CCTV is operated effectively and that records are retained for due diligence purposes.

For the purposes of this document 'CCTV' will also include body worn cameras (BWC) if applicable.



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It is very important to be able to demonstrate that the system is working, has been operational historically, and that any issues are resolved as soon as possible.

CCTV is operated for the purposes the prevention and detection of crime, public safety and employee security. The following procedures are in place:

1. The CCTV system shall continually record whilst the venue is open for licensable activities and during all times when customers remain on the premises.
3. The CCTV system will retain images for a period of not less than 31 days. Copies of images will be provided to police upon request with the absolute minimum of delay.
4. The CCTV system will capture a clear head and shoulders image of "identification standard" of every person entering the premises. Persons entering the venue should be asked to remove any headwear which obscures the persons' face unless it is worn as part of religious observance.
5. The CCTV system will be kept secure at all times. Access will be limited to the DPS and managers.
6. A dedicated CCTV system log will be kept at the venue. All usage, checks, faults and requests for images will be recorded in the log. Any person taking a copy of the CCTV such as the police, fire authority or local authority officer MUST sign in the relevant section of the log acknowledging receipt of the data. The signing officer must also enter their place of work and a contact telephone number.
7. A full incident report will be made of any faults with the system.
8. When reporting any faults with the CCTV system, anticipated times scales for repairs and who the issue has been escalated to if these time scales are not met will be included.
9. The DPS and all managers will all be trained in the use of the CCTV system. The training will include interrogation of the system and transfer of images to separate media (CD, DVD, flash drive etc.)
10. A member of staff who is conversant with the operation of the CCTV system shall be on the premises at all times when it is open for trade. This member of staff shall provide the Police or an authorised officer from the Licensing Authority with copies of the footage



(whether in USB stick or DVD format) with the minimum of delay when reasonably requested to do so.

11. The DPS will ensure as far as possible that the system is maintained and working correctly at all times. At minimum, a weekly, documented test will be carried out to ensure the system is working correctly.
12. Relevant CCTV images will be burnt to DVD, CD or USB stick as soon as possible following any serious incident. Two copies will be retained – one for police and a backup placed in the safe at the premises.
13. All searches of customers will take place in an area clearly covered by CCTV.
14. Signage will be placed prominently at the entrance to the venue advising all persons entering that CCTV is in operation in accordance with the Data Protection Act 1998.
15. When body worn cameras (BWC) are in use on any day any recordings of incidents shall be downloaded at the end of each day (the following morning in practice) and be kept/made available in line with the general provisions in this policy and any Premises Licence conditions.

20.Noise Management



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The aim of the procedures laid out in this document is to ensure there is an absolute minimum of noise and to prevent any nuisance being caused to our neighbours and the general public.

- Notices will be prominently displayed at exits requesting the guests to respect the needs of local residents and to leave the venue and the area quietly.
- Guests will be directed towards the nearest transport link as they leave the venue.
- Door supervisors will patrol the street outside the venue to ensure customers and guests leave the area quietly. Any customers and guests causing noise or disturbance will be asked to be quiet. Those that do not will be refused entry in the future.
- The venue will have a dispersal policy in place which will be instructed to the door supervisors and staff. Management will be responsible for ensuring the policy is followed and all staff are trained.
- Staff are trained on dispersal and noise management.
- Fire exits/outside doors will remain shut to minimize noise leakage from the venue. Where it is not possible to shut the outside doors, then efforts will be made to install lobby doors to minimize the noise leakage from the venue.
- Noise management risk assessments are in place in the company health & safety manual.
- Where required noise limiters for sound equipment will be installed.
- Fire exits are regularly checked. At times patrols around the venue will be taken to ensure/deter any antisocial behaviour.
- Notices will be prominently placed in smoking area reminding guests to be quiet and consider our neighbours.
- Door supervisors will discourage customers from congregating outside. Any guests outside will either be encouraged to leave or be directed back inside the venue.
- Management to check the vicinity of the venue.

21. Appendices

Signage

- Age Policy Notice



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- CCTV Notice
- Drugs Policy Notice
- Searching Policy Notice

WARNING

AGE POLICY IN OPERATION AT THIS VENUE.

(VENUE NAME) operates a strict 'Challenge 25' policy where any guest appearing under 25 will be required to provide proof of age

**Entry will be refused
if a guest cannot provide
satisfactory proof of age.**

Only Passports, UK Driving Licence or any PASS approved proof of age card will be accepted as proof of age.



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CCTV NOTICE

(VENUE NAME) operates a CCTV system that conforms to the Data Protection Act 1998 and is operated for the purposes the prevention and detection of crime, public safety and employee security.

The Data Controller is **(VENUE NAME)**.

For any further information or enquiries regarding (VENUE NAME) CCTV system, please telephone:



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(Venue Contact Number)



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WARNING

**ZERO TOLERANCE
DRUGS POLICY AT
THIS VENUE.**

**(VENUE NAME) operates a
Zero Tolerance Drugs Policy.**

**Any person found in possession
of drugs will be detained and the
Police called Immediately.**

By Order of the



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Management.



(VENUE NAME) Search Policy

(VENUE NAME) operates a search policy.

All persons entering **(VENUE NAME)** may be subject to a search of outer clothing and personal belongings.

This is a condition of entry.

Those unwilling to be searched will be refused admittance to the venue.

Any illegal drugs or weapons or prohibited items will be seized and the police notified.

By order of the management.