



Operating Manual

This operating manual is to assist premises licence holders to implement and maintain a set of policies to ensure they are adhering to the four licensing objectives contained within the Licensing Act 2003 (prevention of crime and disorder, prevention of public nuisance, public safety, and protection of children from harm) and address health and safety issues for staff and customers, in addition to the smooth running of the premises.

Policies

- Alcohol
- Drugs
- Theft protection
- Security and disorder
- Public safety/security
- Fire safety
- Litter/waste and smoke free
- Glass and spillages
- Transport
- General operating guidance



Alcohol

- Responsible Service of Alcohol – a clear policy should be in effect to prevent and deal with underage sales and drunkenness.

It is an offence under the Licensing Act 2003 to sell alcohol to a person who is under 18

If it is suspected that someone is under 18 or close to it (eg under 21), proof of age must be asked for. Only valid official forms of ID such as drivers licence (with photo), passport or accredited pass card should be accepted.

Failure to refuse a sale to a person under 18 can result in prosecution and/or a review of the premises licence – which in turn could see the premises licence being revoked. *

The only exception to the above is the 'service' of alcohol (beer, wine and cider only) to 16 and 17 year olds with a table meal – who **must** be accompanied by a person 18 or over, who **must** be the person purchasing the alcohol.

Additionally, it is an offence to serve alcohol to someone who appears 'drunk', this can result in prosecution and/or a review of the premises licence. **

If a member of staff is not comfortable refusing service, or believe the person is behaving in such a way they should be asked to leave – assistance should be sought from the duty manager and/or security staff.

*The maximum fine, if found guilty of this offence is up to £10,000

**The maximum fine, if found guilty of this offence is up to £1000

Drugs Policy

Premises licence holders should operate a zero tolerance to the use of drugs on the premises, and all steps should be taken to 'enforce' this. This can include:

- Any customers found to be using or carrying drugs on the premises should be ejected, and the incident logged in the relevant 'incident book'. It is good practice to update this book at the end of each shift – even if no incidents have occurred.
- Staff and security should make regular inspections of the toilet facilities throughout the time the premises are open to the public.



Theft Protection

It is the premises licence holders' responsibility to help prevent crime in the premises, and should have measures in place to support this.

Security and Disorder Policy

Premises should have comprehensive security and disorder policies – to include search policy, door supervisor requirements and written incident recording system (ejections, accidents, violent incidents, lost property etc), disposal of weapons and preservation of a crime scene. Premises licence holders should provide employee training in relation to the above. CCTV where applicable.

Public Safety/Security

Premises licence holders should ensure that there are first aid facilities within the venue and should have an accident/injury recording system. It is good practice to have one trained first aider on the premises at all time the premises are open to the public.

Fire Safety

In accordance with the Fire Regulatory Reform (fire safety) Order 2005, premises licence holder/s have a responsibility to ensure the premises reaches the required standard and employees are provided with adequate fire safety training – see www.london-fire.gov.uk

Litter and waste

The premises licence holder should ensure that the surrounding area is kept clear of debris from the premises, this includes - but is not limited to - glasses, bottles and cigarettes.

Glass and spillages

There should be an effective glass collection and usage policy and should include appropriate glassware for event/outside drinking and glass disposal procedures. Good practice could include perimeter checks outside and recycling of all waste.

Transport

It is helpful for operators and staff to be aware of transport facilities within the local vicinity, and to display information for customers with regard to accessing taxis and other transport.



General Operating Guidance

- Regular staff meetings/training/updates – conditions attached to premises licence
- Encourage bar staff to undertake the personal licence qualification
- Premises specific data – H&S, food hygiene, house rules, membership schemes, private hire, music and entertainment
- Public nuisance issues, i.e. smoking outside, entrance and egress of premises, noise emanating from the premises and from patrons outside.

