

Public Document Pack



LICENSING SUB-COMMITTEE

Wednesday, 21 October 2015 at 10.00 am
Council Chamber, Civic Centre, Silver Street,
Enfield, EN1 3XA

Contact: Jane Creer
Committee Secretary
Direct : 020-8379-4093
Tel: 020-8379-1000
Ext: 4093
E-mail: jane.creer@enfield.gov.uk
Council website: www.enfield.gov.uk

Councillors : Chris Bond (Chair), Derek Levy and Dogan Delman

SUPPLEMENTARY AGENDA – PART 1

4. THE BLACK HORSE, PUBLIC HOUSE, 179 HERTFORD ROAD, ENFIELD, EN3 5JH (REPORT NO. 102) (Pages 1 - 56)

Application to review a premises licence.

This page is intentionally left blank

MUNICIPAL YEAR 2015/16 REPORT NO.

COMMITTEE :
Licensing Sub-Committee
21 October 2015

REPORT OF :
Principal Licensing Officer

LEGISLATION :
Licensing Act 2003

Agenda - Part	Item
SUBJECT : Application to review a premises licence	
PREMISES : The Black Horse, Public House, 179 Hertford Road, ENFIELD, EN3 5JH.	
WARD : Enfield Highway	

SUPPLEMENTARY REPORT

1.0 PREMISES LICENCE HOLDER:

1.1 Mr Stephen Thomas of Stephen Thomas Law firm and solicitor representing Mrs Bursuk, the premises licence holder of The Black Horse, has provided the following information for the Licensing Sub-Committee and Responsible Authorities to consider:

- Annex 07: Covering letter from Stephen Thomas (Page 3 – 4)
- Annex 08: Signed letter from Mrs Bursuk (Page 5 – 10)
- Annex 09: Signed letter from Wendy Glasgow, new proposed DPS (Page 11 – 12)
- Annex 10: Black Horse menu (Page 13 – 22)
- Annex 11: Training manual (Page 23 – 50)
- Annex 12: Revised Conditions (Page 51 – 55)

1.2 Following discussions with the Police and Licensing Authority, following this review, Mrs Bursuk proposed that the premises licence be suspended for 7 days AND until all conditions are met.

1.3 An application to vary the DPS from Mrs Bursuk to Ms Wendy Glasgow was received by the Licensing Authority on 19 October 2015. If no objections are received by the Police by 2 November 2015, the DPS variation application will be granted.

2.0 METROPOLITAN POLICE

2.1 A copy of the CCTV footage of the incident on 6 August 2015 has been produced, from the Black Horse CCTV equipment. Should viewing of this footage be required prior to the hearing, please contact PC Gary Marsh (available at the Civic Centre from 7.30am on Wednesday 21 October 2015: gary.marsh@met.pnn.police.uk). The Police will be showing the footage at the hearing.

2.2 The Police agree to the proposed 7 day suspension of the licence AND until all conditions are in compliance.

- 2.3 Police conditions have been agreed, with the exception of proposed condition 19: Introduction of minimum of 1 SIA accredited door staff from the hours of 2000hrs until close every day.
- 2.4 No agreement has been made on this condition therefore it is for the LSC to determine.

3.0 LICENSING AUTHORITY REPRESENTATIONS:

- 3.1 All conditions discussed between the Licensing Authority and the Premises Licence Holder have been agreed, and therefore the Licensing Authority have withdrawn their representation.

Att'n The Licensing Officer,
Licensing Unit
PO Box 57, Civic Centre
Silver Street, Enfield, Middx. EN1 3XH

19th October 2015

Dear Sir,

Review Hearing – Black Horse – 21.10.15

Further to our telephone conversations this week I confirm that the conditions proposed by the police and licensing authority are agreed subject to two matters.

1. It is proposed that children under 18 be admitted to the premises. Amended wording has been agreed with Carlote Palmer as highlighted in red in the letter from Mrs Bursuk.
2. It is proposed that there only be one member of door staff on duty rather than 2. We understand this has been agreed with the police.

It is also accepted that the premises should close for a short period of time, 7 days rather than 28 days.

The amended wording is set out in the letter from Mrs Bursuk.

Please find enclosed:

1. Letter from Mrs Bursuk,
2. Letter from Mrs Wendy Glasgow – the new DPS
3. Proposed Menu
4. Draft Training Manual prepared by the new DPS.

Please could you kindly arrange for this documentation to be circulated to all relevant personnel.

Should you have any query please contact me on 07774 612651.

Yours Sincerely


Stephen Thomas LL.B., A.K.C

This page is intentionally left blank

The Black Horse,
Hertford Road,
Enfield,
Middlesex

18th October 2015

Dear Members of the Committee,

The Black Horse – Application for Review

I am writing this letter to deal with some of the issues raised by the Review hearing set for Wednesday. In essence subject to some minor modifications (that I have discussed with the police) I agree with the suggestions of the Police and the Licensing Authority.

HISTORY AND EXPERIENCE

I have been a Licensee at the Black Horse for the past twenty-one years. When I first took over the premises they were owned by Entrepreneur. The premises were in quite a dilapidated condition and had a bad reputation. I was then about forty-five years old and my husband and I ran the premises. We sold two of our properties to provide £350,000 to invest in improvements at the premises, improving the décor, the facilities and turned the property around.

Sergent Carroll was the Licencing Officer at Enfield at the time and we got on well with him and we believe his successor Sgt Murphy, P C Fisher and now PC Marsh.

In the 1990's the premises were doing well and it did become a good family outlet with a good food offering including Sunday roasts and a full menu.

On conversion of the Licence in 2005 we varied the Licence successfully obtaining an extension to our ordinary hours.

In 2007 we won the Silver Award for Hotel accommodation awarded by Enfield in Bloom

In 2009 there was a review and live and recorded music was removed as a licensable activity in the garden area and conditions modified.

In recent years whilst playing an active role in the business my health has begun to deteriorate and I take medication for high blood pressure.

OPERATION BETWEEN 2013 AND JANUARY 2015

I do not dispute the matters as reported in Charlotte Palmer's statement. I believe the main issue here was the volume of the recorded music that was played. Errors were made. It was thought that the music was background music, but I accept that it was not. I was not present on the evening the authority attended.

We addressed a number of the issues but I do accept that paper admin is not my strong point. My talent is engaging with people, particularly customers and building my business by personal rapport and a friendly approach.

Between September 2013 and November 2014 no issues were raised by any of the authorities and I thought things had improved.

I was delighted to be told on a routine visit I think from the Police in January 2015 that matters were progressing satisfactorily.

In 2013 we decided to move the office and items were boxed up. On 30th April 2013 I carried out training with regard to toilet checks, licensing, dealing with violence and drugs. On 30th August training was carried out with regard to drugs policies. Thereafter drugs awareness training was carried out in December 2014.

SMOKING SHELTERS

With the introduction of the restrictions on "smoking" we sought to provide nice, comfortable outside areas. My husband entered into an agreement with people to run these units independently. Eventually they acquired a reputation where Shiasu could be smoked.

It soon became clear that these were not people to tangle with and I became scared of some of the people who came into the garden I had severe personal and family problems. In hindsight I should have taken a harder line and required the business to cease. I was suffering stress and taking medication for high blood pressure.

I would accept that I took my eye off the ball. Having spent virtually all of our savings on the premises we had little funds to invest.

FUTURE OF SHIASU HUTS

These are to be removed as soon as possible. I have engaged Mark Chapman of M. C. Chapmans Ltd, 49 Hedgehill EN2 17RT to carry out this work. The beer garden will revert to a

traditional beer garden to close at 21.00 hours. Smoking will be permitted at the front area of the premises under cover of the canopy.

PROBLEMS SINCE JANUARY 2015

Matters sadly took a downturn since January 2015 culminating with the incident that has led to this review in August. The offender made a threat which I interpreted as a threat to kill me if I reported the matter to the Police. I was scared for myself and my family. I had had informal conversations with PC Fisher about this in the past but we didn't know how to take it forward on a more formal basis without putting me and the family at risk.

I accept that I did not act appropriately or rationally at the time. I was petrified scared out of my wits. The evidence of PC Marsh is accepted.

MY FEELINGS ABOUT THE REVIEW PROCEEDINGS

It is only over the past couple of years that problems have begun to occur and I do rely on my record prior to that for about nineteen years as a good Licensee.

I feel terribly ashamed by the current review proceedings.

My feeling is that if I close the garden completely at 21:00 hours as requested by the Licensing Authority, move smoking to the front of the premises and drastically cut my evening hours as requested that I can eliminate the problems that have arisen.

I accept that both I and my daughter have not done everything required of us and that I should step down as DPS.

THE FUTURE

I have interviewed and taken on Wendy Glasgow to be my new DPS. I have given her complete control over the premises and she has carte blanche to take the premises forward in her own way. Her decision as DPS will be final.

She has decided to appoint a colleague who used to work with her, Josephine Wilson to be the kitchen manager. Josephine is booked in to take her Personal Licence Holder exams on the 10th November. (Attached is a menu that Jo has prepared that we wish to put into place and advertise as soon as possible)

RESPONSE TO THE ISSUES RAISED

I feel a new DPS together with Josephine will bring in a new management style. I have been through the conditions proposed by the Police and the Licensing Authority. In principle I agree with these conditions. At the end of my statement are the conditions proposed by the Police and LA, I have amended in red the conditions that it is proposed replace the stated conditions

I agree with the Police proposal that the hours of operation be cut. This will have a radical effect on the premises and punish me severely financially. I agree that the premises should close for a short period of time. In recent discussions with the P C Shaw it was agreed that the period of 28 days be reduced to 7 days provided all other conditions have been complied with.

The proposed wording is:

“A period of suspension for not less than 7 days AND until the conditions have been implemented and checked by police or licensing authority”

The CCTV was updated in September and inspected by PC Fisher who advised all was in order. PC Marsh has kindly agreed to visit on Monday to confirm that the CCTV upgrade meets licensing requirements.

I agree that it is sensible that we retain a door supervisor who will search persons before entry to the premises. This will be a big cost for us and will apply whenever the premises are open from 20.00 hrs to 30 minutes after the close of the premises. P C Shaw has kindly agreed to modify the wording to read that:

That there be a minimum 1 door supervisor on duty daily from 20.00 – 30 minutes after close of the premises.

With Wendy as the new DPS the requirement to remove me as the DPS will disappear.

It is my wish to take these premises forward as a food based business. I run a bed and breakfast here and will continue to do that. However with Josephine's assistance as the Kitchen Manager we propose to build the business now by providing Christmas Dinners and build the business over December to enable us to take the business forward in the style that is proposed.

Because we want to attract families the Licensing Authority have agreed to amend the condition proposed that would prevent children being permitted on the premises to read :

“Persons under 18 shall not be permitted to enter or remain in the licensed area of the premises after 19.00. Any person under 18 in the licensed area prior to 19:00 shall be accompanied by an adult at all times’

We wish to change the whole format of the business, get rid of the Shiasu huts, which is a cause of the problem. The appointment of a new DPS and Manager will provide an independent focus and energy to help to take the business forward on a constructive basis.

FUTURE TRAINING

I have asked my Solicitor who is a BII Trainer to arrange for further drugs awareness training and refresher licensing training in the next two weeks.

Wendy has drafted up a new Training Manual which will provide a more structured and comprehensive training package and incorporate clear written on the policies that she wishes should be in place at the Black Horse.

This manual will be reviewed by her and updated as necessary. Jo Wilson our new Kitchen Manager used to be a trainer and Team Leader working with Wendy and together they will ensure that all the admin, procedures, records and training requirements are properly complied with.

I am very sorry for what has happened. I have a long record of service in Enfield, much investment in these premises and a keen desire to get things right. I am grateful for the assistance that has been given in the past and I wish to continue to work with the authorities. Most importantly I wish to ensure that The Black Horse not only complies with the Licensing Objectives but is a set of premises that Enfield can be proud and that we turn around the custom that is currently being attracted to the premises.

SIGNED:


.....
ISIL BUSURK

This page is intentionally left blank

The Black Horse,
Hertford Road,
Enfield,
Middlesex

To Whom It May Concern

Dear Sir/Madam,

Renewal of Licence – The Black Horse

My name is Wendy Glasgow. I have been working in the licensing trade for 30 years and have had a personal licence since 2008. Previously I had appeared at the Magistrates' Court and been approved as a licensee. I have worked at the Premier Inn on the Park at Enfield Lock. I used to run the Temple Bar at Waltham Cross and ran a number of other little pubs during my career.

I am delighted to be given the opportunity to run the Black Horse and become the new DPS.

The Temple Bar was very similar to the Black Horse and it looks as though it had similar problems to the ones I have been asked to deal with I have dealt with difficult customers in the past. I have also had to deal with Travellers who refused to leave at the Premier Inn and there were all sorts of issues there.

I have read through the papers with regard to review and agree with the sentiments behind the conditions proposed both by the police and the licensing authority. I understand Mrs Busurk and her solicitor have had constructive discussions with regard to a slight amendment of the conditions which I fully endorse and support.

It is my wish to take the premises forward as an outlet suitable for persons of all ages. We certainly want to take the premises forward as a food driven premises and to that

end I have asked a former work colleague Josephine Wilson to come on board as my kitchen manager. In fact we have booked her in to take her personal licence holders exams on the 10 November.

I am also reviewing the whole set up and hope to have new induction manual for new staff to be incorporated into existing refresher training as soon as possible.

I am also prepared to arrange refresher training for drugs awareness for all staff together with refresher licensing training.

Jo Wilson holds her NVQ level 3 in catering and hospitality, a certificate in health and safety, health and hygiene, used to be a team leader for me responsible for training new staff.

I have asked our solicitor to take on board the initial training packages with a view to taking this on myself with Jo on a regular basis.

This is a great opportunity, I feel there is much scope for the development of this business and that I can deal with the problems that have been encountered effectively.

I will attend the hearing on Wednesday in support of Mrs Busurk, and will try and arrange for the new induction manual to be available for the hearing.

Yours faithfully,

A handwritten signature in blue ink, appearing to be 'W Glasgow', written in a cursive style.

Wendy Glasgow

blackhorse



**179 Hertford Road Enfield
EN3 5JH**

MENU

Start & Share

Soup of the day.

Served with a hot roll and
butter



Prawn Cocktail

Served with a salad garnish and prawn
cocktail sauce



Chicken goujons

Served with salad garnish
and

Garlic mayonnaise

Sharing combo

Wedges, onion rings, chicken goujons, breaded mushrooms, garlic bread served with dips,

Nachos sharing platter tortilla chips smoothed with cheese, spicy salsa and sour cream



Steak & Burgers

Mixed grill consist off 6oz chicken fillet, lamb chop

mushrooms, grilled tomatoes and chips

8oz rump steak - served with chips,



peas

Salad garnish and onion rings



8oz sirloin steak served with chips, peas, onion rings, salad garnish

1/4lb 100% pure beef burgers served with cheese and bacon optional

All our burgers are served with chips and salad



Mains

Lamb shank served with rice and salad

Chicken tikka served with rice and nan bread

Hunters chicken fillet smothered with bbq sauce melted cheese and bacon

Gammon steak served with egg, chips, and peas

Sausage mash peas served with caramelised onions

Fish chips peas served with lemon

Lasagna served with chips and salad



Kids Menu

Sausage chips beans



Fish finger chips peas

Egg chips and peas
spaghetti bolognese



Jacket Potatoes

Varios fillings

Butter

Cheese and beans

Tuna sweetcorn with mayonnaise

Tuna melt sweetcorn mayonnaise with melted cheese



Sandwiches/ Baguettes/Paninis

Cheese salad optional

Ham salad optional

Bacon

Sausage

Egg

Tuna melt

BLT bacon, lettuce,
tomatoes and
mayonnaise

Chicken melt chicken
served with melted cheese

Steak and caramelised onions



Desert

Icecream served with wafer and strawberry syrup or chocolate sauce



Apple pie custard or fresh cream

Chocolate fudge cake served with icecream

Classic knickerbocker glory vanilla icecream
yoghurt with peace pear pieces strawberry sauce
and cream



This page is intentionally left blank

**DRAFT
TRAINING
MANUAL
THE BLACK HORSE,
Hertford Road,
Enfield**

Index

1. Premises Licence + conditions
2. CCTV Policy
3. Under Age Policy
4. Measures, Dealing with violence
and identifying drunkenness
Recording Incidents
5. Drugs Policy
6. Search Policy
7. Noise Policy
8. Dispersal Policy

PREMISES LICENCE

(To be inserted after
Wednesday)

CCTV POLICY

BLACK HORSE

CCTV POLICY

The Black Horse recognises that CCTV is essential in the safe operation of the premises.

The current system was installed by a professional company,

And checked by police on 25th September 2015.

CCTV are for the safety of both the staff and the customers. DPS, door staff and bar staff.

DPS or head doorman to train staff on how to operate the CCTV. They must be able to play back and record them for the police.

The DPS must appoint a data controller, Josephine Wilson is the current data controller.

DPS to instruct staff to cooperate with the police any time they request a CD.

DPS to ensure instructions for operating the CCTV to be kept near the unit.

DPS to ensure there are blank CDs by the machine.

Any tampering with the CCTV must be reported to the DPS and reported in an incident book.

31 days back up must be available at all times.

UNDER AGE POLICY

BLACK HORSE
UNDER AGE POLICY

Prevention of the Sale of Alcohol to Underage Drinkers

The sale of alcohol is age restricted by law, the minimum age allowed under the law for someone to legally buy alcohol at The Black Horse is 18 years old. The restriction does not stop there, it is also illegal for anyone over the age of 18 to buy or attempt to buy alcohol for someone who is under 18. **Shandy is alcohol and cannot be served to under 18's.**

It is therefore illegal for any member of staff to sell alcohol to anyone who is under 18 knowingly sell alcohol to someone who is over 18 but it is intending to supply that alcohol to someone who is under 18.

Before any sale of alcohol takes place you must be satisfied that the sale will comply with the law.

A young person aged 16 or 17 can consume beer, cider or wine provided he/she is having a table meal, is in the company of an adult and the alcohol is paid for by the adult .

THINK 25

There are a series of checks that must be performed before any alcohol is sold

Firstly, a visual check of the person ordering the first drink, do they look to be obviously over the ages of 25, if so they may be served if not then they must be asked for identification, (we only accept these forms of identification; Photographic Driving licenses, Pass cards, and Passports), if they don't have any of these forms of identification on them then you should refuse to serve them alcohol.

If they pass the visual check and proceed to order more than one drink and you cannot see the people the other drink(s) are for then you should ask to see the people the additional drinks are for. A visual check should be performed on each person and any that do not pass should be asked for identification **before** their drink is poured.

Blind selling and checking identification for more information.

The over 25 visual check should include checks for obvious signs of age, grey hair, skin condition etc. but it should also check for the customers persona. Are they nervous or showing signs of discomfort or inexperience for example not being able to give conflict answers to basic questions? Some people, practically younger women will go to great lengths to make themselves appear older than they actually are in order to enjoy a night out with their friends – what will often give them away is lack of 'pub experience' or how they display their body language, blushing, standing at the back of a group, shaking hands or looking around (as if looking for support) when asked questions by you.

If you are in any doubt as to anyone's age, then you should ask for indication and once identification has been requested **you must be presented with it** and be satisfied that the person in question is over 18. Do not be tempted to give in to assertions by other customers

that they person without ID is over 18. It is not them that are accepting the sale and it is not them that will be fined should things go wrong.

The simple rule is once asked for; **No ID = No Service**

Blind Selling

Blind selling is the selling of alcohol to a customer who is buying for customers that are underage.

Tobacco and Tobacco products

The law prevents the sale of Tobacco and Tobacco products to person under the age of 18 and then sale of such products should be treated exactly the same way as the sale of alcohol – **proof of age is required.**

Lighters, filters, cigarette papers and matches plus any other smoking related materials are restricted and ID is needed before any sale can be made. The law is not just restricted to cigarettes, tobacco and cigars.

Keeping records

All staff should keep a written record of all the incidences where they have refused service on the grounds of underage selling these records should be entered into the incident book, kept behind the bar.

Please include an accurate time of the incident (a CCTV check can then be made) a descriptions of the persons involved, the type of ID they tried to use (if any). Your reason for refusal and the action you took – who else was informed etc.

Please inform all members of staff ASAP that an incident has occurred.

Only certain categories of person (for example, a police constable) have legal powers to seize false ID. However, any member of staff presented with false ID may ask for it to be handed over. Further, they may advise the individual that if they fail to hand over the false ID, the police may be called to investigate the possible commission of an offence relating to the use of the false ID.

- Ask the person for their date of birth – this can lead to them missing their own with the one on the ID or not being able to recite the date on the ID on the spot.
- Ask the person for their star sign – a young person may have memorised the date of birth on the ID which they are using but are unlikely to know the corresponding star sign.
- Ask for another form of ID, such as a bank or student card. If someone steals or borrows another person's ID, they are unlikely to take other forms and their purse/wallet will have their own ID in it.
- Ask for the postcode on the ID; a person using borrowing ID may know the first line of the address but may have difficulty remembering the postcode under pressure.
- Ask for their age – someone with borrowed ID may accidentally give their own age or 18 as this is the legal drinking age.

Dealing with false ID where door staff are not operating

All staff who sell alcohol are given training on age verification policies, as well as how to spot false ID. This guidance can give them an idea of what to look for and empower them to ask that false ID be handed over. Whenever staff take possession of false ID, it should be recorded in the incident book and treated in the same way as described in the door staff section. Whether or not the ID is handed over, if the member of staff is not satisfied that the ID is genuine, the sale should be refused and the person asked to leave the premises.

The signs are in date order from January as best as it can be.

December 22-January 19	Capricorn
January 20-February 18	Aquarius
February 19-March 20	Pisces
March 21-April 19	Aries
April 20-May 20	Taurus
May 21-June 21	Gemini
June 22-July 22	Cancer
July 23-August 22	Leo
August 23-September 22	Virgo
September 23-October 23	Libra
October 24-November 21	Scorpio
November 22-December 21	Sagittarius

Fines and penalties

The law on underage drinking is very clear – it is not allowed and the penalties for those found to be breaking it are high.

The member of staff who is caught selling to underage can expect to receive at fixed penalties to those who found to be breaking it are high.

The member of staff who is caught selling to underage can expect to receive a fixed penalty notice (or fine) of £80, they also run the risk of being prosecuted depending on the severity of the offence this would involve an interview under caution and a much larger fine being imposed by a court.

In addition to the legal penalties they will be subject to disciplinary proceeding which could lead to summary dismissal for Gross Misconduct.

If you are in any doubt whatsoever as to the age of a person attempting to buy alcohol you should refuse service, under no circumstances should you decide to ‘chance it’ and serve.

Your immediate supervisor will conduct a test with you on your understanding of this module and you should sign your recorded sheet confirming that you have read and understood this module.

All staff should read this module on a regular basis checking for revisions and updates.

Measures, Dealing
with violence and
identifying
drunkenness and
Recording Incidents

Black Horse

Understanding the law on Measures

Selling alcohol is restricted practice and one of the main restrictions is the quantities or measures it is sold in. For example draught beers can only be sold in one third of a pint, half pints or multiples thereof.

Whisky, Gin, Vodka and Rum should normally be sold in measures of either 25ml or 35ml or again multiples thereof. Whatever the measure size these four spirits should always be measured. However if they are sold in cocktails that contain three or more liquids (water is not counted as a liquid for the purposes of cocktail ingredients) then they do not have to be measured.

In this module we look at your legal responsibilities regarding measuring alcohol.

The Black Horse base measure is 25ml and doubles are therefore 50ml. No customer should be served more than a double in a single glass.

Measures should always be the size stated

The customer should always be supplied with size of measure stated on the price list or in the list stated at the end of the module. The measure should never be 'short' or under that stated and equally it should not be greater than the measure stated.

Draught Products

The size of the measure is normally dependant on the glass used, so if a customer orders a pint of beer then a pint glass should be used. This glass must not display the Government stamp of approval any unstamped glasses should not be used.

All staff are required to check the glasses in stock to insure that need to be are government stamped, from time to time customers may arrive with their own glasses, from parties or BBQ's and these glasses need to be filtered out.

Thimble Measures

The Black Horse uses plastic 25ml shot glasses to measure when serving a customer with the four controlled spirits; Whisky, Gin, Vodka and Rum plus all or other individual spirits and liquors.

When using these measures a full measure is achieved when the measure is filled to the rim. Care should be taken when pouring the measure into the glass to ensure that the customer receives the full measure.

Wine

The Black Horse wine glasses have a line showing the correct measure; if these are used then fill the glass to the line only. To fill below or over the line is an incorrect measure.

The Black Horse offer wines for sale in sizes of 125ml, 175 ml, 250ml and a whole 750ml bottle.

Advising the Customer

When offering a product to a customer the smaller size measure should always be offered first.

If you are asked by a customer how much alcohol they can drink and still drive legally your reply must always be none. Zero intake is the only safe limit.

No customer should be allowed more than a double measure in a single drink and the sale of so called 'dirty pints' is not allowed – a dirty pint is when a glass is filled with large selection of shots and spirits – often the customer is then encouraged to down the whole lot in one go.

No member of staff should ever pour alcohol directly into any customer's mouth it is illegal to do so.

Tap water is free for all customers and should be provided up on request it is a legal requirement to do so.

Dealing with violence

The Black Horse has a zero tolerance policy towards violence which includes threats of violence, verbal abuse and assaults. The policy applies to both members of staff and customers.

Any member of staff experiencing any breaches of this policy should report such incidents to their manager as soon as possible.

Staff members who assault, verbally abuse, threaten violence or bully any other member of staff or customer will be considered to have committed an act of gross misconduct and will be dismissed.

All staff members have a duty to help prevent any incidents of violence.

Violent Customers

Customers who commit acts of violence including verbal abuse, threats or assaults on any members of staff or other customers will be banned for life. They may also be liable to prosecution by the police.

Drunkenness

It is vital that you understand the five main stages of becoming drunk. and they are shown here in a humorous way to help you remember them. This is none the less a serious guide to the main stages of getting drunk.

YOU MUST NEVER SERVE A PERSON YOU BELIEVE IS DRUNK WITH ALCOHOL

Stage 1- Smart or Chatty

This is when they suddenly become an expert on every subject in the known Universe. They think they know everything and want to pass on their knowledge to anyone who will listen. At this stage they are always right and of course the person they are talking to is very wrong. This makes for an interesting argument when both parties are smart.

Stage 2 - Attractive: This is when you realise that you are the most ATTRACTIVE person in the entire bar and that everyone fancies you. You can go up to a perfect stranger knowing that they fancy you and really want to talk to

you. Bear in mind that you are still CLEVER, so you can talk to this person about any subject under the sun.

Stage 3 - Rich: This is when you suddenly become the RICHEST person in the room. You can buy drinks for the entire bar because you have a bottomless wallet. You can also make bets at this stage, because of course you are still CLEVER so, naturally, you will always win. Anyway, it doesn't matter how much you bet because you are RICH. You will also buy drinks for everyone that you fancy, in the knowledge that you are clearly the most ATTRACTIVE person present.

Stage 4 - Invincible: You are now ready to pick fights with anyone and everyone, especially those with whom you have been betting or arguing. This is because you are now INVINCIBLE. At this point you can also go up to the partners of the people who you fancy and challenge them to a battle of wits or strength. You have no fear of losing this battle, because as well as being INVINCIBLE you are CLEVER, you're RICH and you're more ATTRACTIVE than them anyway.

Stage 5 - Invisible: This is the final stage of drunkenness. At this point you can do anything, because you are now INVISIBLE. You can dance on a table to impress the people who you fancy because the rest of the people in the room cannot see you. You can also snog the face off them for the same reason. You are also INVISIBLE to the people who want to fight you. You can walk through the street singing at the top of your lungs because no one can see or hear you and because you're still CLEVER you know all the words.

Recording incidents

The Black Horse has an incident records book which is kept behind the bar. In this book, staff should record all incidents that involved violence, verbal abuse, service refusal, ID checks (whether they are passed or failed), drunkenness or assaults by customers or indeed staff.

The incident book is a vital reference source for all members of staff and should be checked by all the staff at the start of their shift. All staff has a duty to maintain this book and record every incident they are involved in.

Making a record in the incident book

Every record should be dated and times – this may assist the police in obtaining CCTV records of the incident particularly if they need to ask other CCTV operators for their recordings.

You should also record your name and the names of any other staff members that were on duty and witnessed the incident taking place.

The names of the offenders (if known) and description of what they looked like and what they were wearing at the time – making a special note of what they were wearing on their feet; they may change clothing in a bid to escape the police but they will rarely change what they have on their feet.

Detail what happened in the incident including the names of any other customers involved and the details of any police officers that attended. Take names and telephone numbers of any potential witnesses.

Leave room in the record for any updates.

You should always record any 'service refusals' and 'ID checks' that you make in the incident book.

What to do if violence breaks out

Raise the alarm – inform other staff members and call the police.

Direct customers not involved to a place of safety.

Keep yourselves and colleagues at a safe distance from the incident.

Verbally try to stop the incident – do not physically intervene.

Make observations and record them as soon as possible.

Stop service – close the bar until your manager gives the all clear to re-open.

Clear glasses and bottles both full and empty ones from the immediate vicinity of the incident providing it is safe to do so.

Personal Safety

The Black Horse does not expect any member of staff to physically intervene in any violent incident involving other members of staff or customers.

If you are a victim of an assault then escape should be your main aim and not overpowering the assailant. If they want to leave, let them leave. Your safety is the primary concern.

Many assailants will make a grab for the throat of their victims. If this happens then it is vital that you keep your airway open. This is best achieved by you dropping your chin to your chest and gritting your teeth, these actions will tense the muscles in your neck and should keep your airway open until help arrives.

Prosecution

The Black Horse will always seek to prosecute anyone who commits any violent act on any staff member or customer. You are required to assist in the prosecution process if called upon to do so. This will include providing a witness statement and if necessary attendance at court.

Banned People

The Black Horse has a banning policy which means that any customer who commits a violent act on or verbally abuses members of staff or other customers are banned for life.

Details of who is banned can be obtained from your manager and no one who is banned should be allowed on the premises and certainly not served.

DRUGS POLICY

Drugs Policy

The Black Horse recognises that the taking of drugs is a general issue in society. Licensed Premises are vulnerable at all times.

Our aim is to make the Premises as safe as possible for customers & staff and to prevent drugs being brought into the premises, but if this fails positively tackle any drug issues that may arise.

We recognise that all members of staff have a duty in implementing this policy & are aware of their role in preventing any abuse of drugs on the premises.

Management wish to work with police so that they can focus resources to avoid any problems that may arise.

Initially Drugs awareness training will be given by an instructor from an approved organisation. Where new staff are appointed training will be given internally by a member of the management team before the person starts work.

Roles & Responsibilities

DPS and Door Staff and Bar Staff

DPS to liaise with Licensing Authority & the Police

DPS to make staff aware of the drugs policy & ensure they implement it on a daily basis.

If a customer is suspected of being in possession of drugs or dealing in drugs all members of staff are instructed to keep the person under observation, complete the incident reporting book, ensure the DPS or in her absence a member of door staff or the assistant manager is made aware of their suspicions. The door team will radio the police and make them aware of their suspicions.

The DPS/Staff will then endeavour to keep the person on site until police arrive. Failing that DPS/Staff will endeavour to obtain his contact details.

The DPS/Staff should avoid being placed in a conflict situation. At their discretion and subject to police advice they can seize any drugs and place in a plastic bag or drugs box awaiting the arrival of the police. Wherever possible try to handle any drugs incident on site.

All drug related incidents will be reported to the authorities.

The DPS will ensure the incident Book is completed after a drugs incident by all members of staff who observed the incident.

No person will be served any alcohol to intoxicated customers (drugs or alcohol).

Free cold tap water is available free of charge as a mandatory condition on the licence.

DPS/Staff to check the toilets & outside areas during a shift at regular intervals.

Members of staff who wish to smoke will take their smoking breaks in the smoking area located at the front of the premises to participate in observation at that period of time as well.

Be observant at all times.

Physical Signs of Possible Drug Abuse

Dilated pupils

Watery or blood shot eyes or dazed appearance.

Pinpoint pupils

Excessive sniffing, dripping nose, watering or red eyes

Serve cold systems following a trip to the toilet, garden, car park

White markets/ traces of powder around nostrils

Nausea

Appearing drunk but without the characteristic smell of alcohol.

Behaviour Associated with Possible Drug Use

Excessive giggling, laughing at anything particular

Unnaturally dopey. Vacant, starrng, sleepy, euphoria

Non-stop movement, giggling about, dancing.

Excessive consumption of soft drinks

Sudden inexplicable tearfulness or fright

Any marked alteration behaviours following at trip to the toilet, garden or car park.

Confusion or memory loss.

Remember there may be a perfectly innocent explanation for the above behaviour.

Cleaner

As our cleaner works every morning, her duties are:-

To report any drugs or signs of drugs found on the premises to the DPS immediately.

Preventing Drug Related Incidents

Zero Tolerance notices to be displayed at the two entrances to the pub & behind the bar and in the toilets.

Supervision of toilets and garden. There will be regular checks of the toilets by members of staff during the trading period.

There will be regular supervision of the garden area during the trading period.

Complete the incident book of all drug related incidents.

Proper maintenance of the CCTV equipment.

When Drugs are found on the premises:-

To place in a plastic bag or drugs box which will be kept in a safe place.

The DPS or door staff will contact the police in his absence staff will contact the police.

All door staff are required to provide their own needle proof gloves and only door staff will handle sharps.

Any needles or sharps to be brought to the attention of the DPS or door staff and placed in a Sharps box.

Contact the authorities with any drug related items & store them in self sealing bags until the police advise on what to do.

Supply/Dealing of Any Drug

Any employee found in possession of drugs or dealing drugs commits an act of gross misconduct and will warrant immediate dismissal.

The procedure set out above applies to anyone suspected of dealing in drugs.

A guide to common illegal drugs

Below is a guide to the more common illegal drugs used in the UK today it should not be taken as a complete list and is for information only.

You will note that many of the symptoms of use are very similar to those presented by a person who is drunk. This module also shows you signs of how to spot drug dealers.

Cocaine effects:

Impaired thinking confused, anxious, depressed, short tempered, panic attacks, suspiciousness, dilated pupils, sleeplessness, loss of appetite, decreased sexual drive, relentlessness, irritability, very talkative, scratching, hallucinations and paranoia.

How is cocaine used?

Answer: The principal routes of cocaine administration are oral, intranasal, intravenous and inhalation. The slang terms for these routes are respectively, 'chewing', 'snorting', 'mainlining', 'injecting' and 'smoking' (including freebase and crack cocaine).

Snorting is the process of inhaling cocaine powder through the nostrils, where it is absorbed into the bloodstream through the nasal tissues. Injecting releases the drug directly into the bloodstream, and heightens the intensity of its effects.

SEARCH POLICY

Search Policy

1. Searches to be carried out in a good lighting in front of CCTV.
2. Pre-entry searches to be carried out as required by the conditions of the license.
3. Ask permission from the person to search them.
4. If permission is given, search.
5. If permission is refused, refuse entry.
6. If a person refuses to leave call the police.
7. Never ask a customer to remove clothing next to the skin.
8. Ask a person if he is carrying any sharp objects.
9. If a person withdraws permission or asks you to stop searching you must do so.
10. If suspected illegal drugs are found on the person they should be confiscated.
11. The person can be evicted or detained before the police arrive but check with police.
12. Details of searches in the incident log book.

NOISE POLICY

The Black Horse

NOISE POLICY

Licensed premises have to live in harmony with their neighbours. The aim of the Noise Management Plan is to put in place reasonable measures to reduce the noise impact of sources associated with the premises. Since People are generally less tolerant of avoidable noise, particular attention must be paid to reducing or eliminating this

We recognise that noise control is an essential part of our business. We hope to achieve noise control through constructing an environment that controls noise and by increasing staff awareness and training so they can assess potential risks and work towards minimising possible disturbance. Areas we have recognised there may be a problem are :-

1. Music coming from the premises
2. People coming to and from the venue
3. People drinking outside in the summer months
4. Delivery & collection vehicles and disposal of bottles

Music coming from the premises

We have a noise limiter installed which prevents the music exceeding pre-set and determined levels. No Music can be played outside the premises. A perimeter check will be to ensure no noise can be heard when regulated entertainment is provided.

Should adjustments be required – the individual will wait at the location, contact the sound engineer and ask him to make the necessary adjustments to the equipment until the desired improvement is achieved.

Given the hours of the operation and general level of background noise it is not anticipated that this will be an issue during the day.

People drinking outside in the summer months

People will be asked to stay within the grounds of the premises

Any person loitering outside the premises, not a customer, will be asked to move on

DISPERSAL POLICY

The Black Horse General Dispersal Policy

The Black Horse operates a good neighbor policy.

We always try to build and maintain close relationships with local residents and the premises are run and managed accordingly.

The DPS is expected to deal with any complaints from local residents quickly and effectively.

If complaints cannot be resolved by the premises then they are done so with the involvement of local authorities.

Key points in managing effective and safe dispersal of customers:-

1. Effective management of customer behavior whilst in the premises this is achieved through;
 - a good staff/management to customer ratio
 - employing a minimum of one door supervisor
 - management presence at all times
 - staff training
 - maintaining a relaxed and friendly atmosphere in the premises
2. A 30 minute drinking up time which is incorporated into the license for the purpose of the Licensing Act 2003 which assists with gradual dispersal of all customers in the premises at the end of the evening
3. Appropriate signage will be placed as required by the conditions on the licence, advising customers to be quiet on leaving the premises.
4. A strong management and staff presence in the customer area during the closing time period to ensure all customers leave quietly.
5. Management and Doorstaff to actively manage leaving customers, asking them to quietly and calmly.
6. Where a customer is identified who is causing rowdy or noisy behavior. Details will be taken and a warning given. The matter will be logged and notified to all staff If the person repeatedly offends a further 2 warnings will be given and he/she will be barred from the premises.
7. Doorstaff/Management to check the well being of each customer leaving the premises wishing them a good night and safe onward journey home to check for

their well being. Any customers needing assistance must be taken aside and dealt with immediately.

8. Providing appropriate information to customers who require a taxi.

THE BLACK HORSE — CONDITIONS PROPOSED BY THE POLICE & LA

Premises Licence Holder amendments in red

Annex 1 - Mandatory Conditions

1. No supply of alcohol may be made under the premises licence : (a) At a time when there is no designated premises supervisor in respect of the premises licence; or (b) At a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.
2. Every supply of alcohol under the premises licence must be made or authorised by a person who holds a personal licence.
3. The admission of children under the age of 18 to film exhibitions permitted under the terms of this licence shall be restricted in accordance with any recommendations made : (a) By the British Board of Film Classification (BBFC) where the film has been classified by that Board; or (b) By the Licensing Authority where no classification certificate has been granted by the BBFC, or, where the licensing authority has notified the licence holder that section 20 (3) (b) of the Licensing Act 2003 applies to the film.
4. Immediately before each exhibition of a film passed by the British Board of Film Classification there shall be exhibited on a screen for at least five seconds in such a manner as to be easily read by all persons in the auditorium a reproduction of the certificate of the Board or, as regards a trailer advertising a film, of the statement approved by the Board indicating the classification of the film.

Annex 2 - Conditions consistent with the Operating Schedule

5. There shall be no adult entertainment or services, activities or matters ancillary to the use of the premises that may give rise to concern in respect of children.

6. All Staff shall receive drugs awareness training as part of their induction

From 19.00 until close, toilets at the premises shall be checked for any sign of drug use approximately every two hours and a record shall be kept of the times, dates and any issues discovered. These records shall be kept for 6 months. Records shall be made available to an officer of the Council or Police upon request.

- 8. At least 6 prominent, clear and legible notices shall be displayed throughout the premises warning customers that drug use will not be tolerated.**
- 9. All external doors and windows shall be kept closed but not locked during regulated entertainment.**
- 10. Signs shall be prominently displayed on the exit doors advising customers that the premises is in a 'Drinking Control Area' and that alcohol should not be taken off the premises and consumed in the street.**
- 11. When employed, at least one door supervisor shall remain directly outside the premises for 30 minutes after the premises has closed to ensure the safe and quiet dispersal of patrons from the premises and car park area.**

Annex 3 - Conditions attached after a hearing by the licensing authority

- 12. Door Supervisors shall be easily identifiable by either wearing reflective jackets or reflective armbands.**
- 13. Prominent, clear and legible notices shall be displayed at all public exits from the premises requesting customers respect the needs of local residents and leave the premises and area quietly. These notices shall be positioned at eye level and in a location where those leaving the premises can read them. Similar notices shall also be positioned in the garden and smoking areas.**
- 14. The management at approximately hourly intervals from 21:00 until the music ceases shall make subjective assessments of noise levels at the perimeter of the premises whilst regulated entertainment is provided, to ensure that noise from the premises does not cause a disturbance to local residents. Records shall be kept of the times, dates and any issues discovered. These records shall be kept for six months. Records must be made available to an authorised officer of the Council, upon request. Where monitoring by staff identifies that noise from the premises is audible at the perimeter, measures shall be taken to reduce this i.e. turning volume down.**
- 15. Drinks shall not be allowed outside after 23:00.**
- 16. Signage shall be displayed advising customers of the times the outside area can be used and the conditions of its use.**
- 17. A noise-limiting device shall be installed to all amplification equipment in use on the premises. The noise-limiting device shall be maintained in effective working order and set to interrupt the electrical supply to any amplifier should the volume of the music be audible at the perimeter of the premises.**

PROPOSED BY THE METROPOLITAN POLICE

18. Installation of a comprehensive CCTV system that complies with the following:

- (1) All entry and exit points will be covered enabling frontal identification of every person entering in any light condition**
- (2) All recordings shall be stored for a minimum of 31 days with correct date and time stamping.**
- (3) Recordings shall be made available immediately upon request of police or authorised officer throughout the preceding 31 day period.**
- (4) The CCTV system should be updated and maintained according to police recommendations.**
- (5) A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises is open to the public. This staff member must be able to show a police officer or authorised council officer recent data or footage with the absolute minimum of delay when requested.**

19. Introduction of minimum of 1 SIA accredited door staff from the hours of 2000hrs until close every day.

20. All patrons will be searched as a condition of entry from 2000hrs.

21. All drinking vessels to be replaced with polycarbonate drinking vessels and these are to be used at all times.

PROPOSED BY THE LICENSING AUTHORITY

22. No entry or re-entry to the premises shall be permitted after 23:00 except for those who have gone outside to smoke.

23. Persons under 18 shall not be permitted to enter or remain in the licensed area of the premises after 19.00. Any person under 18 in the licensed area prior to 19:00 shall be accompanied by an adult at all times'

24. A 'Think 25' proof of age scheme shall be operated and relevant material shall be displayed at the premises.

25. All staff shall receive induction and refresher training (at least every three months) relating to the sale of alcohol and the times and conditions of the premises licence.

26. All training relating to the sale of alcohol and the times and conditions of the premises licence shall be documented and records kept at the premises.

These records shall be made available to the Police and/or Local Authority upon request and shall be kept for at least one year.

27. The external seating areas shall not be used after 21:00 Monday to Sunday. An exception to this is that after this time a maximum of 25 smokers at any one time shall be permitted in a designated smoking area situated at the front of the premises. This area shall be cordoned off and clearly sign posted as the smoking area.

28. A written record of refused sales shall be kept on the premises and completed when necessary. This record shall be made available to Police and/or the Local Authority upon request and shall be kept for at least one year from the date of the last entry.

29. Music shall not be provided in the rear outside seating area at any time.

