

**DRAFT**

**TRAINING**

**MANUAL**

**THE BLACK HORSE,**

**Hertford Road,**

**Enfield**

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**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 25<sup>th</sup> 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.