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**FAO: Ms Clare Storer**  
Licensing Department  
North West Leicestershire District Council  
Council Offices, Whitwick Road  
Coalville  
Leicestershire  
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Date: 01 November 2013  
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**SENT BY EMAIL: [CLARE.STORER@NWLeicestershire.gov.uk](mailto:CLARE.STORER@NWLeicestershire.gov.uk)**  
**AND FAX: 01530 454574**

Dear Mrs Storer

**The Engine Public House, 61 Belvoir Road, Coalville**  
**Review Premises Licence**

I act for Sarah Booth, the Designated Premises Supervisor of the above premises.

Ms Booth wishes to make a representation in respect of this Review, and I trust you will treat this email as that representation. Whilst she is not the Premises Licence Holder, she currently runs the Engine House under a 15 year Lease and clearly the Review affects her.

Ms Booth has been sent a copy of the Review papers as served by the Police (from the Landlord direct). She wishes to make a representation on the following three Licensing Objectives:-

1. Prevention of Crime and Disorder
2. Public Safety
3. Protection of Children from Harm.

To the extent that issues of public nuisance are implicit in some of the Police evidence, or indeed are raised subsequently by them or others making representations, she would also wish to comment if necessary upon public nuisance at any hearing.

Needless to say, Ms Booth disputes some of the allegations in the Review papers and wishes to have an opportunity to put her case.

You will no doubt appreciate that I am presently compiling a bundle of evidence in response to the Police papers and will forward this to you and to the Police in the near future.

Thank you for your assistance.

Yours sincerely

  
**Andy Grimsey**  
**Poppleston Allen**

**Review of Premises Licence for  
The Engine House, 61 Belvoir Road, Coalville, Leicester, LE67 3PD**

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**Bundle served on behalf of the Designated Premises Supervisor, Sarah Booth**

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Sarah Booth  
DPS for;  
The Engine  
61 Belvoir Road  
Coalville  
Leicestershire

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### **Personal Statement**

The Engine was re- opened in January 2012 by myself and partner Gary. Gary gave up his job of 23 years and we poured all our savings and re-mortgaged our home to carry out the necessary works to re-furbish and open the pub. Our initial investment was £70k as the pub had been left in a state by previous tenants. When we first opened the first 6 months were very difficult in terms of incidents and anti-social behaviour. It did take a few months to get to know our clientele and sort the good customers out from the bad. At this time we became very strict with our bans and worked very closely with the Monkey Walk and Snibstone Inn to implement this. It was decided at Pubwatch to introduce a 3 month ban policy which fell in with national guidelines. This has worked extremely well with only 6 people being banned from Coalville in nearly two years!

It was around this time we had a visit from the then licensing Sergeant Graeme Thompson. He came to The Engine and we sat outside and had a chat. He said he was concerned with the number of incidents that had occurred in and around The Engine. We agreed that they had been a number of issues and asked if police presence would help to alleviate these issues. In the 7 or 8 months we had been open we had not once seen any police presence in the area when we were closing. A fact that, was brought up at Pubwatch meetings, by three licensees in Coalville.

Graeme went on to explain that he was severely short staffed and asked me how many officers I thought were working on weekend nights. I guessed this to be around 30 and was shocked when he said that the reality was there were only around 12 officers covering Coalville, Ashby, Castle Donington, Kegworth etc. He then went on to say that even if police were present in Coalville it could possibly enflame the situation when people see the uniform. I was once again shocked and said that surely people would get arrested for this kind of disrespect. Graeme replied that police officers have less power than they use to.

Graeme said that unless we were prepared to offer him something to alleviate the trouble he would have no choice but to take the license to review. At this point I asked Graeme if we stopped letting people in after 12.30 and had 4 door staff instead of 3 would this help. He thanked me and said yes and he would confirm it in writing.

I am campaigning to try and put Coalville on the map by being active within the town team and also trying to boost the night time economy. The ultimate aim of every night time economy strategy for any town or city is to make that town or city feel safer, more diverse and more attractive in the evening. A successful Pubwatch and working closely with the police and local council are key elements to achieving this. This was my main aim when taking on The Engine and I worked closely with both parties to re-launch Pubwatch in Coalville. More recently our Pubwatch now encompasses Ashby, Whitwick and Ibstock, a massive achievement brought about by local beat officers, Licensing and myself working together.

I feel that if the police perception of the night time economy continues then Coalville will suffer greatly for it. Night time trade does not just include pubs and clubs but also local takeaways and taxi companies. Asking The Engine to shut at 12 midnight will be a detriment to local economic growth and the loss of jobs in the area. (I currently employ 16 staff).

Currently at weekends on average we will have around 140 customers between 11pm and 2am with many of these utilising the other pubs in the area before ending their evening in The Engine. Characteristically for this amount of people the majority of them behave responsibly, presenting a positive social norm. While this amount of people injects money into the night time economy it can also introduce other issues which affects its popular acceptance. In all towns and cities it is apparent there are a limited number of police resources to police the evening economy. It is therefore extremely important to address these issues by promoting positive attitudes. This goes a long way towards preventing these problems and through partnership activity with other licensees, the police and council we are able to deal more directly with harm in and around licensed venues.

The Engine does attract a large number of people at weekends; this is mainly as there are limited alternatives within the locality. However it must be stressed that on a personal level that does not mean the Engine allows for a permissive environment. There are controls and management procedures in place to identify drunkenness and other related incidents of disorder. All staff are inducted and training given on how to identify an intoxicated customer, drug awareness, responsible drinking and our duty of care to customers. We cover some aspects of licensing law with staff as well as Challenge 21. We carry out risk assessments at least every 12 months. We only employ SIA approved doormen and we are active members of the retail radio a means of communication which I personally promote to all retailers and licensees within the area. Any issues we have had have always been acted upon immediately and the relevant authorities have been notified. Any incidents that have occurred or are about to occur have been immediately passed on to CCTV. At all times I believe that I have reacted responsibly by being transparent with my intentions and actions regarding any anti-social issues to always maintain the four key licensing objectives. I have always encouraged an open relationship between myself and licensing as well as the police so that we can work together to reduce alcohol related crime within the town.

A cohesive partnership approach is fundamental to recognising and understanding what the key issues are with the night time economy. I have always been pro-active in wanting to share information so that a good working relationship is always maintained. I am committed to helping to prevent problems occurring at licensed premises throughout my role as the Pubwatch co-ordinator and as a licensee. Since it's re-launch the Pubwatch strategy has changed and encompasses a zero tolerance to theft, drugs and any behaviour that causes offence to staff and customers, we continue to develop this strategy but acknowledge that this is a long term commitment that requires strong partnerships and member support.

As part of my commitment to the community I am also keen and active to promote the use of the retail radio and CCTV. Whenever a new business opens within the town centre, I will go along, introduce myself and discuss the benefits of the retail radio. I then pass this information on to the local beat team so that they can also introduce themselves on a community level. I also represent Pubwatch at the CCTV operations meetings which are held every 3 months, this helps me to stay in touch with the town centre community and also feedback any issues or concerns I receive from

retailers. I also volunteer my time to the town centre team which aims to bring together the Coalville community. I feel that as a person I have a lot to give and I am always striving and willing to improve on this. I believe that I have always promoted good practises and will continue to do so.

### 1. ABH

██████████ approached door staff with a bloodied face and said that a female had hit him with a bottle. The female was ejected immediately and denied the assault. All cameras were checked by police and DPS with no evidence of assault taking place. At no time did the female state that she had been sexually assaulted. Security logs from the evening attached

### 2. Domestic

There was an altercation, between a couple, in The Engine. The male ██████████ had smashed his girlfriend's phone against the wall. This was radioed through to tango victor (TV). The female ██████████ was upset and told door staff that he also had her purse and house keys. DPS approached Michael to ask for the belongings back, he refused as he said he had found texts on her phone. He ran off and DPS gave chase with radio to give a description of male to TV. At no point did the male seem to be intoxicated. He was upset with his girlfriend. ██████████ was crying and gave her address to the DPS as requested by TV. Both parties had only been in The Engine for 40 minutes when the incident occurred.

### 3. Indecency

A woman comes out of the toilet screaming that her friend is being raped. Two doormen went in and the found male ██████████ in there. CCTV shows that he is doing up his trousers as they remove him. Female is taken to private area of pub whilst DPS radios through to TV to ask for police attendance. DPS escorts male to the other side of the road and ask TV to keep camera on him. The DPS asks for the male's wallet for identification and his name is given to TV in case he leaves the area before police arrive. DPS then speaks to victim ██████████ in private staff area. ██████████ said that the male was her best friend's boyfriend and that he followed her into cubicle and tried to have sex with her. The police arrive but ██████████ is reluctant to make a statement as the male is her friend's boyfriend. There is evidence of extremely lewd behaviour by the male however this involved another female and not ██████████. The other female is seen on camera trying to pass his behaviour off as a joke and at one point laughs and playfully swats him round the head as he try to reach for her genital area. He is seen on camera squeezing his genitals on at least 3 occasions. Due to the nature of the incident and his behaviour that night, ██████████ was barred. Both parties did seem to be intoxicated. A week later ██████████ came into the pub and spoke to the DPS. She said that she had not told the police of the sexual activity but that the police had asked why they were in the toilets together then. She told the police that they were taking drugs together. She was asked to wait while this was confirmed by the DPS. A phone call was made to the CCTV operator who confirmed this. ██████████ was then barred for 3 months for admitting to drug taking which is in line with Pubwatch policy.

### 4. Damage

██████████ was banging on the front window at someone standing on the front of the pub. She was upset with the male and was trying to get his attention. Unfortunately the window broke. CCTV footage showed this to be an accident and ██████████ was immediately remorseful and offered to pay for the window. ██████████ was still asked to leave and did so quietly. ██████████ did not appear to be

intoxicated at this time and got in touch two days later to again offer payment. Text messages attached

#### 5. Section 5 POA

██████████ had come into the pub with a group of people he had been to watch Leicester City with. He let off a smoke grenade on the dance floor. The fire alarm went off and the premises were evacuated as per the Fire Risk policy. The police were called and a formal complaint was made. Mr ██████████ returned the following weekend with his girlfriend both were crying and extremely sorry. DPS phoned PC Louise Gravenall who arrived immediately with PC Craig Turner and they spoke to Mr ██████████ and his girlfriend and arranged to meet them at their home later that night. On 9th May, ██████████ was placed on Pubwatch for 12 months for his actions.

#### 6. GBH with intent

The male ██████████ was seen at approximately 2.10am by the DPS outside Betfred. He is watching the DPS's son as he walks from chicken express to the engine. He starts swearing and says I'm going to fu\*\*ing get you now and starts to walk towards her 17 year old son. The DPS gives chase and shouts at her son to get inside. Wayne follows him up the driveway then comes back down, goes up an alley, picks a plank of wood up and proceeds to smash the fence belonging to the pub. The DPS bangs on the window and asks for help. The DPS then uses one of the doorman's' phones to ring CCTV.

A. The victim is not seen by staff before this time and they have not refused him entry.

B. When the doorman come outside the male runs off towards the CO-OP food store and this is when he drops his trousers.

C. While this is going on the DPS is speaking to CCTV asking for him to monitor the situation. CCTV also had an issue in Ashby at the same time but said he would place his camera on The Engine door and monitor.

D Apparently the DPS's 14 year old son gives thumbs up to door staff out of the window as he has heard a commotion. The windows to the front of the pub do not open and the DPS's son is completely unaware of what has ensued and probably still is as he is not allowed in the pub after 8pm.

E. Police do not attend the pub some days later it is in fact 22 days later when the DPS is visited. It was explained that due to having 7 extra cameras installed the memory wasn't big enough on the hard drive and was overwriting every 18 days. In fact on the very next day Wednesday 2<sup>nd</sup> July the engineer was coming out to increase it. They asked for his details which the DPS gave them.

**The police were invited** to view the system and in fact, they were shown footage of the same male entering the premises and being asked to leave a week earlier. As they viewed the footage the DPS asked if the shaded out dates on the system were they dates that had overwritten. I explained that this was the case but that the engineer may have the footage on the master drive in Leicester. The very next morning they contacted the CCTV engineer before he arrived at the premises and he confirmed that the footage was no longer there and that he was increasing the hard drive memory.

F. DPS was asked which doormen were working on the night in question. There were **only 4** doormen working that night as shown on the logs provided. The fifth person they were asking about is a doorman; however he was not on duty and was a customer that night. As the DPS was not told of the alleged assault by DC Rose, she did not immediately give his name as he **was not** working. When asked if he was in the pub the DPS confirmed he was as per her statement.

#### 7. Assault S39 22.6.13

Our logs show a disturbance but no assault so can agree this may have happened.

#### 8. Assault S39

The male involved in this incident know as "██████" to staff rarely drinks alcohol and indeed in the footage he is holding a J2O orange & passion fruit. The female was ejected at 12.35 by doorstaff for being abusive. It actually took a while to find the footage as the female was picked up an hour after the alleged incident, so cannot comment on what she consumed in this hour and if she was extremely intoxicated when she left as our personal *intoxicated* logs do not report anything.

#### 9. Sec 5 Public order

Male is ejected for refusing to pay. Once outside he becomes very abusive to DPS by whispering abuse in her ear which she ignores. The police turn up and the male crosses the road to speak to a female officer, whilst DPS explains to male officer about the man's behaviour. As they are speaking DPS can see that female officer is becoming extremely uncomfortable by males behaviour. She takes out handcuffs and the DPS, male officer and a doorman run across road to give assistance. Male did appear to be drunk to all parties. Male barred for 3 months in line with Pubwatch policy.

#### 10 Disorder. 31.8.13

The Male ████████ is not and has never been barred from the pub.

3 males arrive at the door and are refused entry as **two of them are barred**. CCTV confirms that 2 of these males have just been released from prison. They become agitated and as a customer, ████████, walks past them to the door they tell the doorman he is carrying a knife. The doorman followed procedure by asking cctv operator for police assistance and were told to keep the male in the premises until they arrived. As the police drove down the road the original 3 men threw their belongings (a ruck sack and hat) on the floor and ran off in different directions to which the police gave chase. ████████ was brought out of the pub and was searched. Interestingly when another officer came over with handcuffs to carry out the search the officer stood next to the dps said we don't need then, he's been searched and he's clean. ████████ was crying as he had been accused. The dps spoke to him (in front of the police) and said because of his frame of mind (very upset) he could finish his drink he had bought but then he would have to leave a we would not be serving him anymore alcohol. He finished his drink, came outside (15 minutes later) and borrowed a phone off one of the Monkey Walk staff to phone a taxi. This was confirmed with cctv and when Scott was spoken to in front of officers not one disagreed. Protocol in these circumstances whether drugs or weapons, a search will always be carried out but if nothing is found they are allowed back in and all searches monitored by cctv and carried out by SIA doorstaff or police.



11 Theft 01.09.13

A bag was stolen and there were a large amount of people on front of premises. **Radio was used** to ask for police assistance. Around 10 officers turned up so was not really a need to use radio again when incident was explained to them.

12.

Well known man of Irish descent (██████████) enters the pub and beckons to a customer to come outside. Once outside he punches him to the head. He then opens the gate and lets a barred customer (██████████ also know to police) into the garden and he also hits the same man. We do not have doorman working at 2.20 on any afternoon, however an off duty doorman split the fight up and left. The statement from the police says that the incident was not reported. This is in fact **untrue**, The DPS **did** contact the police **immediately** and this can be seen on phone records from that day as the call lasted for just under 5 minutes. The police turned up and were immediately shown and given footage of the incident. Crime reference number **was** recorded as shown on logs.

Sarah Booth

Response to PC Tugby's statement

On Saturday 31<sup>st</sup> August a female became agitated because her bag had been stolen. Staff had searched but could not locate the bag and CCTV was checked. Once outside the premises the female was shouting and other customers started to react and join in. A large number of police officers were stood outside the premises. One of the officers had also dropped his car keys down the drain in front of the pub. While I was stood outside I noticed that one particular officer (who I now know to be PC Tugby) was becoming increasingly angry towards members of the public. One lady was asking for his help as she said she had been assaulted; he refused to help her and told her to go away. She became angry and upset and was shouting at him to listen to her. He ignored her. She then stood next to him and rang 999 on her phone to report the incident. Other members of the public started to shout at the officer and on a number of occasions he responded in what seemed to be an arrogant manner which seemed to enflame the situation more. While I was watching this a customer [REDACTED] [REDACTED] approached me and said "only in Coalville ay Sarah" I turned to him and said "its been a really busy night and no-one wants to go home it seems" at this point there were around 6 officers stood in front of me. I then said sometimes they see a uniform and that incites them more. At this point PC Tugby turned to me and shouted "you should watch what your serving them behind your bar before you start making accusations" he then asked if I was the licensee, I replied yes why? He said that I had an attitude. I responded and said I was not being funny but that Graeme Thompson had said nowadays people don't respect the uniform and it can incite a situation. He replied by saying that he would speak to the new licensing sergeant and would be making a complaint against me. I asked "for what" and he walked away from me. As he walked away another police officer approached me (I think his name is Arron Bell) he said ignore him he's having a bad day he's under a lot of pressure. I said "mmmm I don't think he likes me" we chatted for a few minutes and he joined his colleagues. The CCTV camera should have been pointed at the door at the time of this interaction so this should confirm these events and also from body language that no shouting took place on my part.

Shortly after, a male started to video PC Tugby on his mobile phone. PC Tugby's demeanour changed and he became very polite only speaking to say I can't comment on that, I'm sorry no comment, He then got back into his car.

At around 3.30 the police were still outside due to the keys being down the drain and were waiting with the patrol car for another set. Myself and Gary made a contraption with a magnet and fishing line and went back out to help the police by fishing the keys out of the drain.

I would like to state that I have never been anti-police a fact that should show in all the community focused groups I take part in as a volunteer. I have the upmost respect for the police and would not want to jeopardise the relations I have built with them. If ever I see an incident out of work or have information I think will help the community I always pass it on to the police or council.

# THE ENGINE

## INDUCTION TRAINING

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NAME Lucy Simister

INDUCTION DATE 23/09/2013

## Welcome to The Engine

Starting a new job can be a daunting and bewildering experience. We hope that by completing this induction you will settle in with the rest of our team! We have designed this induction to help you find out what you need to do your job well. We are not expecting you to learn everything in a week and development of your product knowledge and job training will be an ongoing process.

## The legal stuff

As a public house we must comply with many licensing laws set out by the government. This means that there are certain rules and regulations that we as licensees must adhere to which in turn means our employees must follow the same rules.

We have simplified this into three sections

- ↓ An introduction to Licensing Law
- ↓ Challenge 21
- ↓ Intoxicated customers

It is essential to the running of our business that we cover these areas with you from the start so that you feel confident within your role behind the bar.

## Alcohol - did you know

Any person that drinks alcohol on a moderate basis or in a social context could find it an enjoyable and relaxing experience. Unfortunately if alcohol is abused it can have very serious consequences for a person's health or social well-being.

- ↓ Alcohol is a drug. When it is consumed in large quantities it can alter a person's mental, physical and emotional state.
- ↓ Alcohol is classed as any wine, spirit, beer, cider and any other fermented, distilled or spirituous liquor over 0.5% Alcohol by Volume (ABV)

## Introduction to Licensing Law

It is against the law to serve:

- ↓ Anyone who is under 18
- ↓ A person who you believe is buying alcohol for someone under the age of 18
- ↓ Customers under the influence of alcohol or drugs

Every member of staff must show due diligence when serving customers that may potentially be under age. The challenge 21 policy we adopt means that anyone who appears to be under 21 should be asked for identification to prove their age.

Any customer who appears to be drunk or acts drunk should be refused service. You will receive a training sheet to help you identify the signs of an intoxicated customer.

The law dictates the sizes and measures of drinks that we sell as well as the glasses we serve them in. This is to ensure that all our customers get exactly what they have asked and paid for. We sell our spirits in measures of 25ml and our draught beer and ciders in half and full pints. It's important to remember that the law states that draught products should be 95% liquid and 5% head.

[REDACTED]

The law recently changed regarding cigarette machines. The machine cannot be accessed by the customer and the cigarettes cannot be advertised to the public. By law we cannot sell cigarettes or tobacco to anyone under the age of 18.

[REDACTED]

All the Amusement with prize (AWP) machines need to be displayed in an area that can be supervised at all times. Staff must be vigilant to ensure that no one under the age of 18 plays on the machines.

[REDACTED]

When serving behind the bar we need to make sure that our customers know what they are buying. For example, we sell Coca cola not Pepsi and Monster not Red Bull. This means if they ask for a vodka and Red Bull you should say "we sell Monster not Red Bull is that ok?"

[REDACTED]

From time to time the Police will send under 18's into pubs to try and purchase alcohol. If you serve them without checking proof of age you will be liable for an on the spot fine of £80. The pub manager will also receive a warning and may have their license revoked and could also go to court.

**Question 1**

A customer walks into the pub and stumbles to the bar; you suspect they may be drunk. What do you do?

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**Question 2**

You have requested ID from someone who appears to be under 21. They ensure it is valid?

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**Question 3**

A group of young people enter the pub and sit down. One of them whom appears to be older approaches the bar to order the round for the table. What do you do?

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## Health & Safety and cleanliness

As an employee you have a responsibility to:

- ✚ Take care of the health & safety of yourself and fellow colleagues
- ✚ Take care of the health & safety of customers
- ✚ Ensure that you follow and comply with our health & safety policies

The following will address some simple procedures that you can adhere to when working in the pub.

## Personal Hygiene

- ✚ No smells – i.e. strong perfume or aftershave
- ✚ Ensure your clothes are clean and ironed
- ✚ Wash your hands frequently
- ✚ Facial hair should be neatly trimmed or clean shaven

## Control of Substances Hazardous to Health

We want you to be safe if you use cleaning products in the pub. Following COSHH guidelines ensure this. We only use Nilcol Cleaning products in our pub and we have a cleaning company that maintains the cleanliness of the pub daily! We have a range of Personal Protective Equipment (PPE) when dealing with COSHH chemicals or for tasks outlined in our risk assessments

- ✚ Gloves
- ✚ Eye goggles
- ✚ Aprons

### Slips, Trips & Falls

You will receive additional training on this as part of your induction. However remember the following important details:

- ↓ Use yellow floor signage to warn people that there is a spillage
- ↓ Keep the area clear and if necessary cordon it off to avoid any accidents
- ↓ Tell your manager if something is broken and cannot be fixed

### Manual Handling

Your role in the pub involves moving items and carrying boxes of stock. We want to ensure that you know how to do this safely and do not injure yourself. Back injuries are common when lifting and carrying items incorrectly. Permanent disability may occur as a consequence of poor manual handling techniques. We train all our staff on the correct guidelines when lifting items in the pub.

### Removal of broken glass and spillages

We have risk assessments in place with guidelines to follow when removing broken glass and spillages.

- ↓ Always use a dustpan and brush
- ↓ Ensure all broken glass is placed in the dedicated glass bin
- ↓ Any spillages you see must be cleaned immediately
- ↓ Yellow wet floor signs are available – remember they must be removed after use so that people do not fall over them!

### Accident & Incident Forms

We have Accident and Incident forms to record and accidents that occur. If you have an accident, or see a customer slip, trip or fall, then tell a manager immediately so that they can complete a form for you

Complete the following questions with your manager/trainer

1. What are the signs and symptoms of a stroke?

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2. What are the signs and symptoms of a heart attack?

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3. What are the signs and symptoms of a heart attack?

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## Fire

If you discover a fire in the pub, inform your manager immediately whilst staying calm.

Never tackle a fire unless you feel confident in doing so. If the manager asks you to call the fire brigade, do so using the nearest telephone by dialling (9) 999.

The pub has a designated fire assembly point-your manager will do this training with you as part of your induction.

If you are asked to evacuate the pub because of a fire, we have a fire evacuation process:

- ↓ Manager gives the order to evacuate
- ↓ Go to the exit door
- ↓ Shout "THIS WAY PLEASE" to guide customers to the door
- ↓ Check and clear all areas of customers
- ↓ Shut all doors and windows
- ↓ Report back to the manager when this is done
- ↓ Once the building is declared clear report to the Assembly point

Remember to

- ↓ Evacuate disabled persons and families first
- ↓ Don't panic – remain calm at all times

## Bomb

If you discover an unattended or suspicious package:

- ↓ DO NOT TOUCH IT
- ↓ Ask if it belongs to anyone
- ↓ Raise the alarm to your manager
- ↓ Your manager will contact the police and follow their advice
- ↓ If you are asked to evacuate, you should follow the same procedure as the fire evacuation, but ask your customers to take their belongings with them and meet at the fire assembly point.

## Customer Service

All employees should strive to provide our customers with best customer service we can offer. As bar staff you are the main point of contact for our customers and we want them to feel a part of their local pub! All customers want to feel valued and we want you as staff to build relations with them so that they always feel welcome. Customers feel valued when you remember their name, their favourite drink or even the name of their dog!

However sometimes this doesn't always go to plan and you may be in a situation with an "un-happy customer.

First of all remember not to take a complaint personally. If a customer complains to you then try to resolve it immediately. Let your manager know of any complaints so that they can support and assist you if needed.

When dealing with a complaint use the following guidelines:

- ↓ Always be polite and professional
- ↓ Keep calm at all times
- ↓ Do not swear
- ↓ Do not interrupt – listen to the complaint and keep your body language positive.
- ↓ Always apologise (even if you weren't involved) and say I'm sorry that you feel this way
- ↓ Establish exactly what the problem is and ask how they wish it to be resolved
- ↓ Agree what action you're going to take and inform your manager

Complete the following questions with your manager/trainer

1. How do you think your manager/trainer's style of leadership is best described?

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2. How do you think your manager/trainer's style of leadership is best described?

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3. How do you think your manager/trainer's style of leadership is best described?

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# INDUCTION CHECKLIST

The list below will help you and your manager ensure you have completed all the basic tasks required during your induction.

Induction content covered	Induction Trainer (sign & date)	Employee (sign & date)
Proof of right to work copied		
Contract signed		
Job description signed		
Intoxicated customer training completed		
Personal details/starter form completed/next of kin		
P45 or P46/ Inland revenue form completed		
Induction workbook issued and completed		
Slips, trips and falls training completed		
Challenge 21 agreement signed & quiz completed		

## CHALLENGE 21

Our Challenge 21 policy applies to any age related sales that occur on the premises. As our employee you are obliged to apply this policy when serving any customer that appears to be under the age of 21. This includes the following:

The customer:

1. Attempts to purchase alcohol for themselves or on behalf of another
2. Attempts to purchase tobacco products
3. Attempts to gamble on the AWP/Fruit machines

If you allow any of the above then you are breaking the law and the consequences are very serious; you could be fined or prosecuted which may lead to a conviction being recorded against your name. Additionally the manager/licensee of the pub could also face prosecution or could have the pub license revoked or suspended a result of your actions.

The **Challenge 21** policy we have in place requires you to carry out 3 steps every time you see a person who appears to be under the age of 21. To clarify this, the policy requires you to:

1. Assess the age of every customer
2. If you believe the customer is under the age of 21 ask for ID
3. If the customer cannot provide you with acceptable ID then you must refuse the sale of alcohol or tobacco or prevent use of the fruit machines.

Your manager will have given you training on what forms of ID are acceptable. We are aware there are fake ID's in circulation so if you are unhappy for whatever reason, refuse the sale and inform the manager. A refusal of sale form should also be filled in.

Challenge 21 applies at all time even when:

- ↓ You believe the door staff have already checked the customers ID
- ↓ You are busy
- ↓ You think you have seen the customers ID on a previous occasion.

We will always support you in your decision not to serve a customer until you have seen valid ID. Remember that if you always ask for ID from everyone that appears to be under 21 then you are protecting yourself from the consequences of breaking the law. We understand that sometimes it can be difficult to ascertain someone's age. But guessing is a dangerous tactic that could have severe repercussions. So remember always to be safe than sorry and practise the 3 steps of Challenge 21.

Please sign this form to acknowledge that you understand your training and responsibilities and that you agree to always ask for ID from customers who appear to be under the age of 21

Date:	
Manager name	Manager Signature
Employee name	Employee signature



## Quiz: Challenge 21

To test your understanding of Challenge 21 you are now required to complete this quiz

- 
1. At what age can a customer legally purchase alcohol?
  2. Someone who appears to look 19 asks for an alcoholic drink. What should you do?
  3. A customer cannot prove they are 18 what should you do?
  4. Which 3 types of ID do we accept?
  5. Give an example of a form of ID we would not accept?
  6. If you thought the customer was using someone else ID what would you do?
  7. What is a test purchase?
  8. Who can be prosecuted if you sell alcohol to an underage person?
  9. What are the 3 steps you should take every time you see someone who appears to be under the age of 21?
- 
10. How can you tell if an ID card has PASS accreditation?

Please sign below to confirm you have answered all questions correctly:

Employee \_\_\_\_\_

Manager \_\_\_\_\_

Was a re-sit required? Yes/No

How did you do?

**TOTAL /10**

## DRUNKENNESS AND DISORDERLY BEHAVIOUR

At this stage of your induction you should have already completed your training on "how to deal with an intoxicated customer".

The law states that it is an offence to serve alcohol to customers who are drunk. The law also states that it is an offence to allow disorderly behaviour on the premises. If you allow any of the above you could be fined and prosecuted. As owners we could also face prosecution and possibly lose our license as a result of your actions.

As licensees we are aware that we are in the business of selling alcohol, but we have procedures in place to ensure that our customers enjoy being in our pub without behaving in a way other customers may find offensive. Unfortunately the very nature of our business means that it will sometimes be necessary to deal with this kind of behaviour.

Here is a reminder of what we are looking for:

- ↓ Disruptive behaviour
- ↓ Raised voices/arguments
- ↓ Customers purchasing drinks in quick succession
- ↓ People being held up by their friends
- ↓ Glazed eyes
- ↓ Stumbling
- ↓ Slurred words

**So when should you step in?** It is a judgement call however it is always better to intervene early to prevent the situation from escalating. Sometimes just having a private word with a customer can diffuse a situation before it gets out of hand.

**Who should be refused?** If a customer appears to be drunk or another customer is trying to buy a drink for someone who appears drunk then service should always be refused.

When you refuse someone you must log your refusal on the refusal sheet next to the till.

If you ever feel uncomfortable in dealing with a situation then you must notify the manager or member of door staff and ask for their assistance. You will always be supported in your decision not to serve a customer who is drunk or acting in a disorderly manner.

If you feel confident in dealing with these situations, then you must remember to treat the customer politely but firmly. **NEVER SERVE THE CUSTOMER ANY MORE ALCOHOL.** If the person concerned is with friends then inform them of your decision and let them know you can't serve their friend anymore. If the customer becomes aggressive do not inflame the situation, inform a manager for support in dealing with the situation.

Please sign below to acknowledge that you understand your responsibilities in respect of drunk and disorderly customers.

Date:	
Employees Name:	Managers Name
Employees Signature	Managers signature



CUSTOMER AREA	YOUR NOTES
Pub opening times	
Children's license and pub policy for children.	
Customer toilet location	
BEHIND THE BAR	
General overview of bar area	
Number of till points	
DPS signage	
Staff drinks procedures	
Glass wash area – no ashtrays or crockery to be placed in machine	
Location of first aid box	
Bottle/Glass bin location	
Ice machine location and policy on storage of the scoop	
Cleaning policy regarding cloths etc	
FIRE SAFETY	
Fire exit routes	
Fire assembly point	
Fire procedure	
Different fire extinguishers and their location	
Water – general fires	
CO2 - electrical	

**THE ENGINE TOUR**

<b>BOMB SAFETY</b>	<b>YOUR NOTES</b>
Bomb procedure	
Bomb assembly point	
<b>SAFETY/SECURITY</b>	
Location of Alarm	
CCTV location/coverage	
<b>EXTERNAL AREAS</b>	
Pub beer garden	
Refuse area and type of refuse	
<b>BACK OF HOUSE</b>	
Cellar – brief overview of barrels, post mix, gas system, cellar cooling and stock storage	
Security of back of house areas and codes given	
Cleaners cupboard – approved chemicals, keys and access	
Staff communication board – including fire notice and procedures.	
Staff cloakroom	
Access to outside bar	
Access to managers office	
Contact details for managers	



# HOW TO DEAL WITH AN INTOXICATED CUSTOMER

## **Tell Early**

If the situation has been monitored properly and the early signs of intoxication recognised then this is the time to act. A quiet word of warning at this point can save big problems occurring later. It might be useful to use other members of a group to warn the offending person.

## **Avoid Put-downs**

- Don't be judgemental
- Don't say "you're drunk" or "you've had too much"
- Don't scold the customer
- Don't appear to be blaming them

## **Keep Calm**

Your tone of voice is very important. You need to have a firm voice without being aggressive. Do not raise your voice. Behaviour breeds behaviour. You can calm them down if you remain calm yourself.

## **Ever Courteous**

Customer service demands that staff respect their customers. Be polite. Staff might say something like:

- "I'm sorry, if I served you I'd be breaking the law"
- "I'm sorry, if I serve you another drink I'd lose my job"
- "I'm concerned about your safety"

## **Clarify Refusal**

Explain why service is being refused. Remember to focus on the behaviour, not the individual. Sometimes a customer may think they are being barred from the premises. Explain that they are welcome back tomorrow if they behave.

## **Alternatives**

Offer to call a taxi. Switch customers onto low or non-alcoholic drinks. A warning that this will be the last drink for a while may allow them to "save face" in front of their friends.

## **Report**

Make sure that other staff are aware of what has happened. Keep an incident logbook near the bar and write down what has occurred. If the customer injures a third party, after leaving the premises the record of events may be of assistance

Signed:

Date:

# THE ENGINE

Date	Name (if known)	Suspected Age	Description of young person	What did they try to buy	Comments	Name of server/Signature

# Refusal of Service to a Customer

This form is designed to be filled out when a staff member has to refuse service of alcohol to a customer; due to feeling that person is intoxicated.

Note to staff member: Fill out this form in as much detail as possible.

Date: \_\_\_\_\_

Name of Employee refusing Service: \_\_\_\_\_

Give a brief description of the events that occurred, including why you decided not to serve the customer alcohol and when service was discontinued to the customer.

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Please provide the following information about the customer (if known):

How long was the customer known to be on the premises (give approx timings if not known):

Customer name: \_\_\_\_\_

Height: \_\_\_\_\_ Age: \_\_\_\_\_ Weight: \_\_\_\_\_

How many drinks did the customer consume?

Sex:  M  F Hair Colour: \_\_\_\_\_

1-2  3-4  5-6  7-10  \_\_\_\_\_

What, if any, signs of intoxication did the customer exhibit? Tick all that apply.

- Spilling of Drinks
- Tripping, falling or stumbling
- Tears or heightened emotions
- Drowsiness or falling asleep
- Slurred speech

- Difficulty focussing the eyes
- Memory Loss/Forgetfulness
- Annoying other guests & being argumentative
- Dropping change & difficulty picking it up
- Other (please state): \_\_\_\_\_

What was the customer drinking?

How much money did the customer spend?

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List the times below, relating to the customers time of arrival, departure and refusal of service:

Describe the customers reaction to being refused service:

Arrival: \_\_\_\_\_ am/pm

Departure: \_\_\_\_\_ am/pm

Refusal of Service: \_\_\_\_\_ am/pm

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Was a taxi suggested or called for the customer?

Was any other mode of transport offered?

Yes  No

Yes (description) \_\_\_\_\_  No

**Refusal of Service to a Customer.... cont:**

**Were the police called?**

Yes  No

**Who made the decision to call the police, and who placed the call?**

Decision: \_\_\_\_\_ Call: \_\_\_\_\_

**List any names of witnesses to the incident (include staff and customer names), if known:**

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\_\_\_\_\_  
**Signature of Employee**

\_\_\_\_\_  
**Signature of Manager on Duty**

\_\_\_\_\_  
**Print Name**

\_\_\_\_\_  
**Print Name**

\_\_\_\_\_  
**Position**




# DRUGS AWARENESS TRAINING



THE ENGINE

## Table of Contents

An Overview .....	<b>Error! Bookmark not defined.</b>
The Problem .....	<b>Error! Bookmark not defined.</b>
Prevention .....	3
What to Look For .....	3
Monitoring .....	4
Approach .....	5
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Drink and Drugs .....	8
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Licensed premises owners/managers have an important part to play in combating drug misuse. The Government has recognised the fact that licensed premises are a focal point in communities and as such has issued a set of guidelines to assist bar owners, managers and staff in dealing with drug misuse.

The licensee's business depends on having their pub license and if they are not taking reasonable steps to prevent drug usage or drug dealing on the premises, they will lose their livelihood and staff will lose their jobs, so there should be absolutely no ambivalence as to what the management's view is of drug-taking on the premises and all staff should be aware of this and of their own responsibilities to that effect.

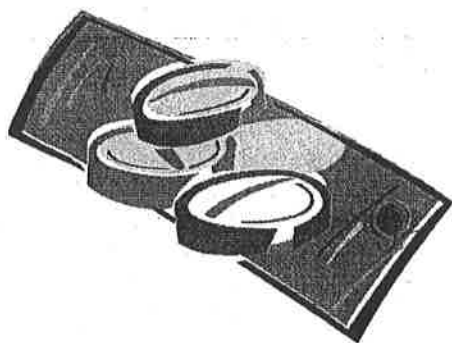


### Why be Concerned?

- It is illegal
- Damage to trade and reputation
- Potential for other criminal activity: extortion, violence etc.
- Risk loss of licence and livelihood

### The Law

Under the Misuse of Drugs Act 1971, heavy penalties can be imposed on those who permit drug-related activities on their premises. This includes producing or supplying a controlled drug and smoking cannabis.



## Prevention

High standards of cleanliness and service are a powerful deterrent to the drugs trade. They show that you care about your pub/place of work and will not tolerate illegal activity.

Low standards indicate the “don’t care” management and staff that dealers and users are looking for — dirty tables, uncollected glasses and sloppy service are as good as a written invitation to the drugs trade.

High-profile management and staff — being there, knowing your customers, making your presence felt and staying alert — will discourage the drugs trade from your pub. Your regular customers are not stupid and will not take unnecessary risks.

As bar staff you are the ambassadors of our business. To deter drug dealers and users you need to maintain high standards of cleanliness, service and vigilance at all times.

## What to Look for

### Signs of drug use — Materials

- Torn-up beer mats/cigarettes packets/bits of cardboard left on table or in ashtrays
- Foam stuffing taken from leather seats/bits of foam left around
- Roaches (home-made filter tips from cannabis cigarettes)
- Small packets made of folded paper, card or foil
- Empty sweet wrappings left in toilets
- Payment with tightly rolled banknotes or notes that have been tightly rolled
- Traces of blood or powder on banknotes
- Drinking straws left in toilets
- Traces of powder on toilet seats or other surfaces in toilets
- Syringes
- Spoons left in toilets
- Pieces of burned tinfoil

### Signs of drug use — Physical

- Very dilated pupils
- Excessive sniffing, dripping nose, watering or red eyes
- Sudden severe cold symptoms following visit to toilet/garden/car park
- White mark/traces of powder around nostrils

## Signs of drug use — Behaviour

- Excessive giggling, laughing at nothing, nonstop talking
- Unnaturally dopey, vacant staring, sleepy euphoria
- Non-stop movement, jiggling about, dancing
- Gagging or retching actions
- Excessive consumption of soft drinks or water
- Sudden, inexplicable tearfulness or fright
- Any marked alteration in behaviour following visit to toilet/garden/car park



## Signs of dealing

- A person “holding court”, with a succession of “visitors” who only stay with him/her a short time
- A person making frequent visits to the toilet, garden or car park followed by a different person/people each time
- People exchanging small packages or cash, often in secretive manner, but may be quite open (to avoid suspicion)
- Furtive, conspiratorial behaviour — huddling in corners and whispering
- Conversation includes frequent references to drugs (slang names)
- Remember: dealers are not identifiable by appearance, they often look highly respectable

## Monitoring

- Frequent glass-collecting, emptying ashtrays or wiping tables provides “cover” for surveillance
- Combine careful monitoring with sociability, get to know customers, make sure they know you
- Make regular checks on toilets (ladies as well), and the beer garden
- Use unobtrusive monitoring techniques
- Ensure that you inform the manager and/or CCTV immediately but discreetly, if you see or hear anything suspicious
- Remember: frequent tidying, high-profile presence and alertness act as very powerful deterrents to users and dealers

## Approach

Use judgement and common sense in deciding when to handle a problem yourself, and when to call your manager or the police.

- Stay calm. Avoid provoking anger or aggression.
- Tell minor offenders firmly but politely that such activities are not allowed in your pub
- De-personalise the situation by emphasising your legal obligations. Explain that we could lose our licence for allowing drug-taking or dealing to take place. Give facts, not opinions or moral judgements.
- Always allow offenders the opportunity to "back down" without losing face

## Effects of Drugs

Drugs can affect people in a variety of ways, depending on the type of drug, the quantities consumed and the physical and mental condition of the user at the time. Drugs affect each user differently, but signs to look out for include: bloodshot eyes, dazed appearance, dilated pupils; large usage of water; nausea; paranoia; appearance of being in a state of drunkenness without a smell of alcohol.

Cannabis users normally appear relaxed, talkative and happy. Movements may appear sluggish.

Heroin users may appear drowsy and dreamlike. Speed is often affected and movements will be slower.

Cocaine is a stimulant and users feel more alert and energetic. Large doses can lead to exhaustion, anxiety and depression, while some users may become aggressive.

Ecstasy users feel more alert and users generally consume large quantities of water.

## What to do if you think you find drugs

Take precautions when handling drugs: wear protective gloves as some drugs (e.g. LSD) can be absorbed into the skin. Do not pass the seized drug among staff. Place drugs into a self-sealed plastic bag. If a person refuses to remain until the police arrive, do not restrain them. Retain all relevant evidence, including CCTV if available. Each staff member should make a written note of their observations. Staff members should be aware of the dangers of infectious diseases which can be contracted from needle-stick injuries. Any person receiving such injuries should receive medical attention immediately. All syringes and needles should be placed into a receptacle specifically designed to store such items safely.

Also if any person is suffering from the ill effects of drug misuse, medical assistance should be sought immediately.

### Types of Class A Drugs

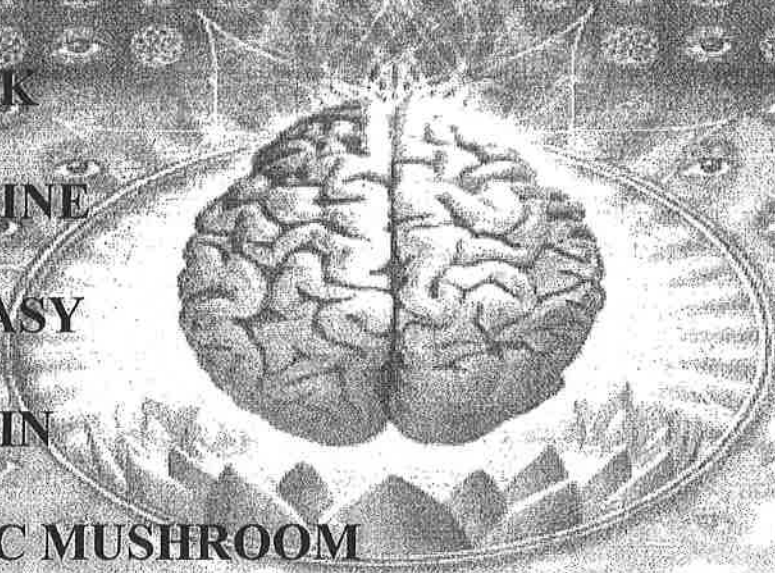
**CRACK**

**COCAINE**

**ECSTASY**

**HEROIN**

**MAGIC MUSHROOM**



### Types of Class B Drugs

**SPEED**

**BARBITUATES**

**AMPHETAMINES**

**CANNABIS**

**DANCE**

## Types of Class C Drugs

Tranquilisers

Some painkillers

Ketamine

Gamma hydroxybutyrate (GHB)

The maximum sentences for intent to supply drugs are:

up to **life** in prison or an **unlimited fine** (or both) for a Class **A** drug

up to **14** years in prison or an **unlimited fine** (or both) for a Class **B** drug

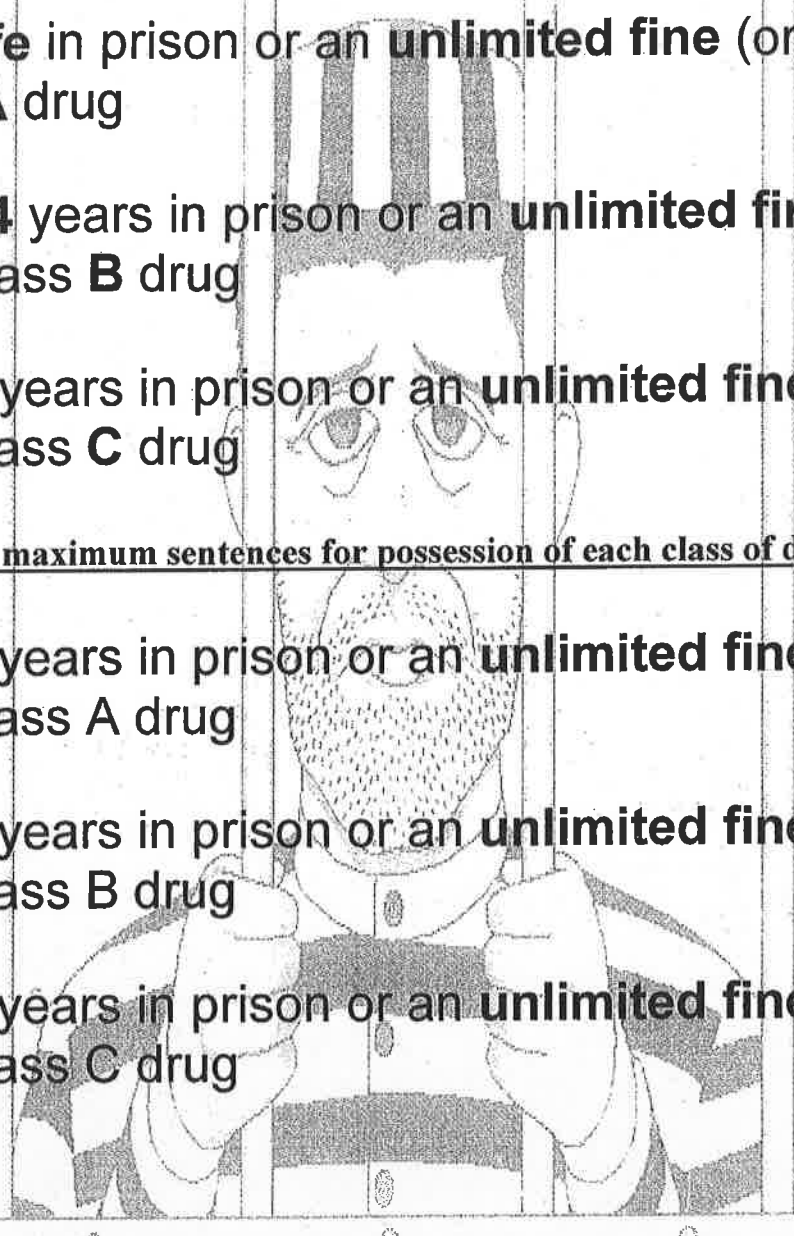
up to **5** years in prison or an **unlimited fine** (or both) for a Class **C** drug

The maximum sentences for possession of each class of drug are:

up to **7** years in prison or an **unlimited fine** (or both) for a Class **A** drug

up to **5** years in prison or an **unlimited fine** (or both) for a Class **B** drug

up to **2** years in prison or an **unlimited fine** (or both) for a Class **C** drug





## Drink and Drugs

Mixing alcohol with other drugs is seriously dangerous. This is because drink serves to slow down the nervous system (controlling heart and breathing rate). Combined with other depressant drugs, it could see the body shut down altogether. Barbiturates should never be mixed with alcohol as this is often a deadly combination, called Barbs or Downers.

Alcohol is a depressant. Combine it with a stimulant, such as cocaine, and the two drugs compete with each other. The depressant drug tries to slow the brain/central nervous system down, while the stimulant tries to speed it up – putting the brain/central nervous system under great pressure

Here are some facts about individual drugs and what can happen when you mix them with alcohol:

### **Alcohol and Marijuana (cannabis)**

If you use cannabis and alcohol together, the results – both physical and psychological – can be unpredictable. Having alcohol in your blood can potentially cause your body to absorb the active ingredient tetrahydrocannabinol (THC) faster. This can lead to the cannabis having a much stronger effect than it would normally have.

Physically, you can experience dizziness, nausea and vomiting. Psychological effects include panic, anxiety or paranoia. Skunk, a term for stronger types of cannabis, can pose even greater risks, because it may contain three times as much THC.

### **Alcohol and cocaine**

A common but particularly dangerous partnership, alcohol and cocaine together increase the risk of heart attacks and fits and even sudden death. The two drugs interact to produce a highly toxic substance in the liver called cocaethylene. It can increase the depressive effects of alcohol, making your reaction to the cocaine stronger. You're also more likely to be aggressive with cocaethylene in your system.

Cocaethylene takes longer to get out of your system than either the alcohol or the cocaine, subjecting your heart and liver to a longer period of stress. Mixing alcohol and cocaine can be fatal up to 12 hours after you've taken it.

### **Alcohol and ecstasy (MDMA)**

It's possible that alcohol will deaden the 'high' you feel from ecstasy while the drugs are in your system. But the next day, when you 'come down', you'll feel much worse if you've been drinking alcohol. A severe hangover is one of the milder side-effects of combining these drugs though, together they can be deadly.

Ecstasy dehydrates you. So does alcohol. You risk overheating and becoming dangerously dehydrated when you combine the two. Alcohol is involved in most ecstasy related deaths, many of which are from heatstroke after people have danced for long periods of time in hot clubs without replacing the fluids they've lost by drinking water.

## Take the Quiz

Which age group has the highest rate of illicit drug use in the U.K.?

1. Adults age 26 and older
2. Teens ages 12 to 17
3. Young adults from 18 to 25

How many people in the U.K. die each year from illegal drug use?

1. 1500
2. 2500
3. 3500

This practice involves snorting or sniffing substances like glue, paint or cleaning products.

1. Freebasing
2. Smoking
3. Huffing

A drug of abuse not used for treatment purpose is

1. Codeine
2. Ecstasy
3. Amphetamine
4. Anabolic Steroids

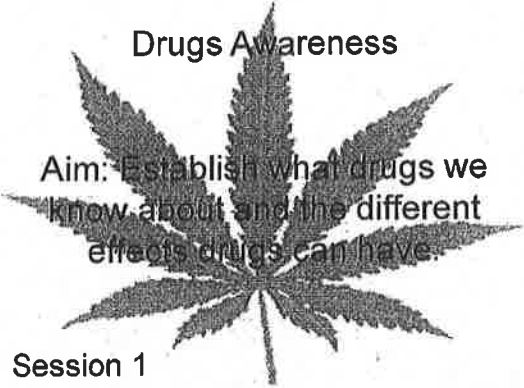
Which of the following increases the chances for drug abuse?

1. Family history of addiction
2. Mood disorders like depression, anxiety and bipolar disease
3. Antisocial personality disorder
4. All of the above

Which of the following drugs can cause hallucinations?

1. Morphine
2. LSD
3. Anabolic steroids

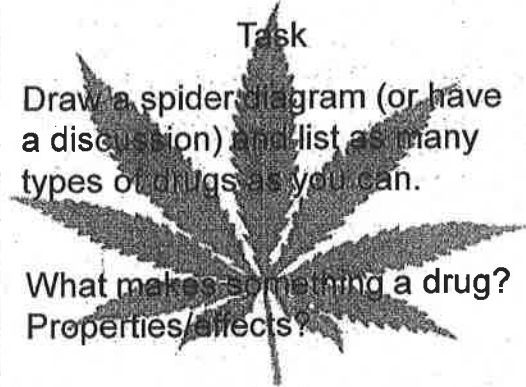
**Drugs Awareness**



**Aim:** Establish what drugs we know about and the different effects drugs can have.

Session 1

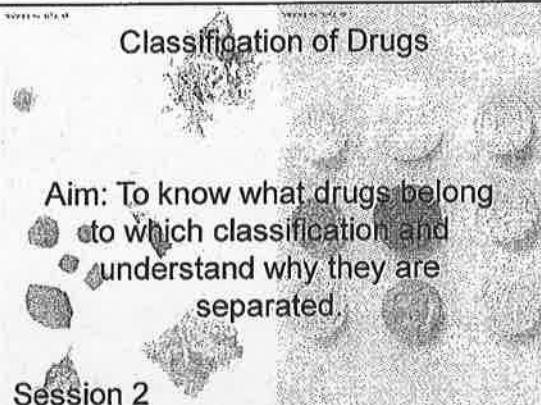
**Task**



Draw a spider diagram (or have a discussion) and list as many types of drugs as you can.

What makes something a drug?  
Properties/effects?

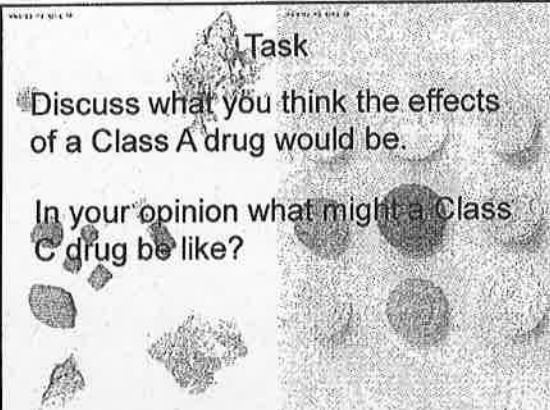
**Classification of Drugs**



**Aim:** To know what drugs belong to which classification and understand why they are separated.

Session 2

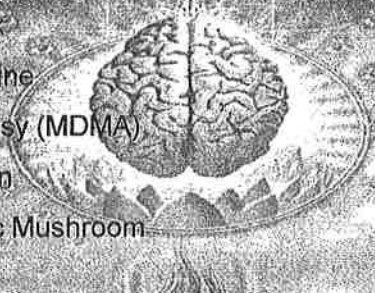
**Task**



Discuss what you think the effects of a Class A drug would be.

In your opinion what might a Class C drug be like?


Types of Class A drugs



- Crack
- Cocaine
- Ecstasy (MDMA)
- Heroin
- Magic Mushroom
- LSD


Names of Class B drugs

- Speed
- Amphetamine
- Barbiturates



Types of Class C drugs

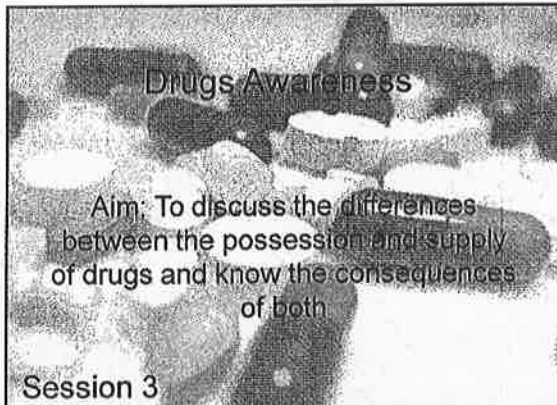
- Cannabis
- Tranquilisers
- Some painkillers
- Ketamine
- Gamma hydroxybutyrate(GHB)



Drugs Awareness

Aim: To discuss the differences between the possession and supply of drugs and know the consequences of both

Session 3



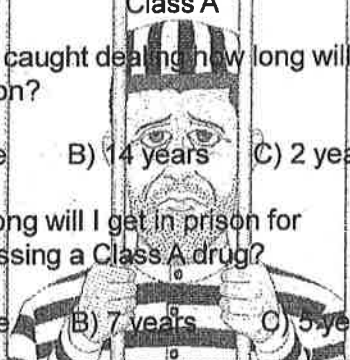
**Class A**

If I get caught dealing how long will I get in prison?

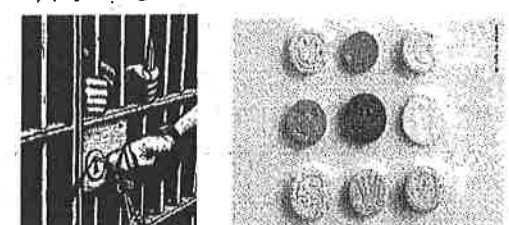
A) Life    B) 14 years    C) 2 years

How long will I get in prison for possessing a Class A drug?

A) Life    B) 7 years    C) 5 years



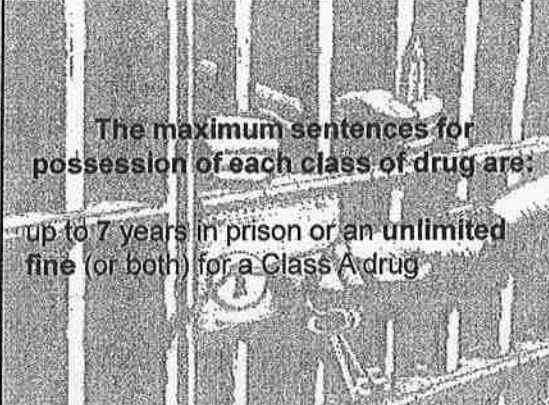
The maximum sentences for intent to supply drugs are:



up to **life** in prison or an **unlimited fine** (or both) for a **Class A** drug

The maximum sentences for possession of each class of drug are:

up to 7 years in prison or an **unlimited fine** (or both) for a **Class A** drug



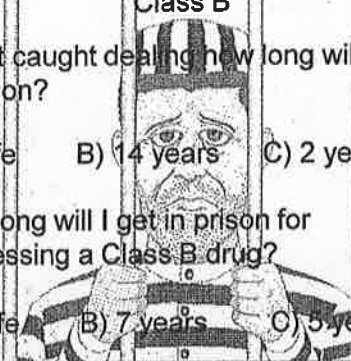
**Class B**

If I get caught dealing how long will I get in prison?

A) Life    B) 14 years    C) 2 years

How long will I get in prison for possessing a Class B drug?

A) Life    B) 7 years    C) 5 years

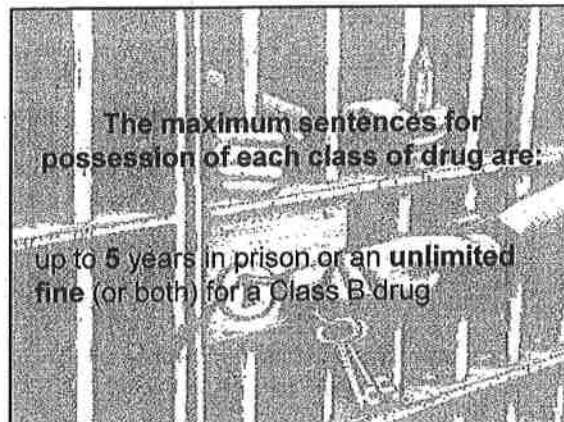


up to **14 years** in prison or an **unlimited fine** (or both) for a **Class B** drug



The maximum sentences for possession of each class of drug are:

up to **5 years** in prison or an **unlimited fine** (or both) for a **Class B** drug

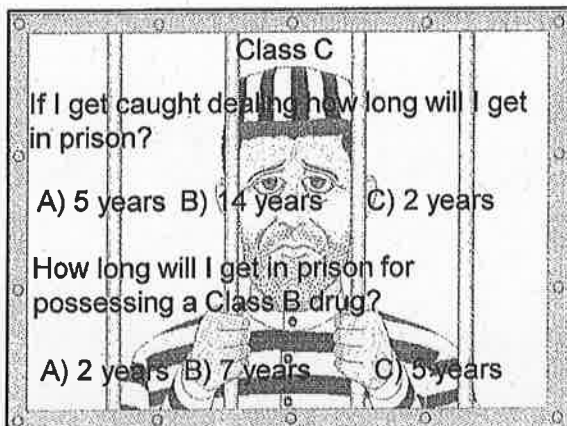


**Class C**  
If I get caught dealing how long will I get in prison?

A) 5 years B) 14 years C) 2 years

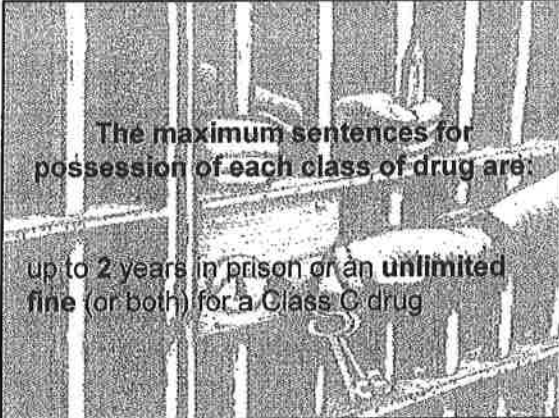
How long will I get in prison for possessing a **Class B** drug?

A) 2 years B) 7 years C) 5 years

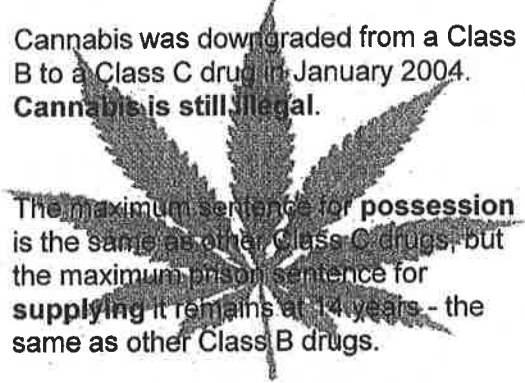


up to **5 years** in prison or an **unlimited fine** (or both) for a **Class C** drug



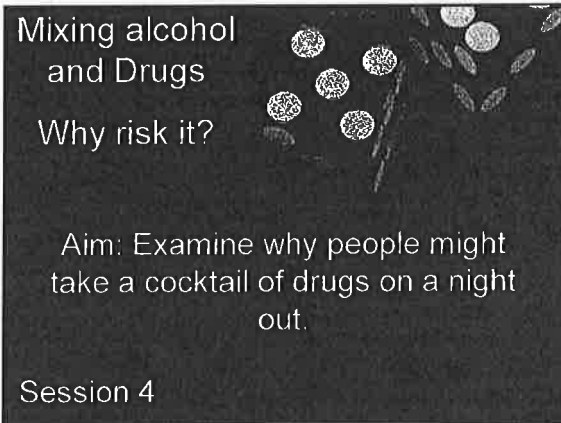


The maximum sentences for possession of each class of drug are:  
up to 2 years in prison or an **unlimited fine** (or both) for a Class C drug



Cannabis was downgraded from a Class B to a Class C drug in January 2004. **Cannabis is still illegal.**

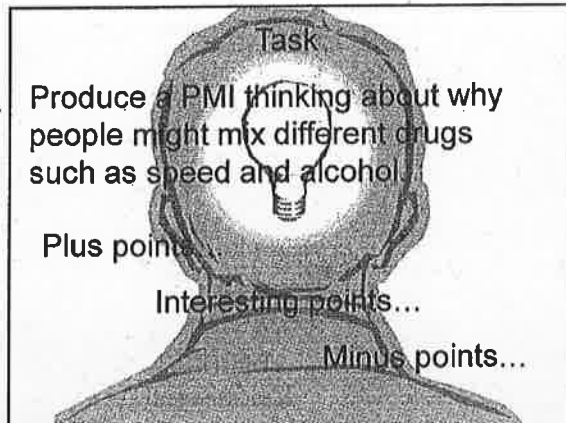
The maximum sentence for **possession** is the same as other Class C drugs, but the maximum prison sentence for **supplying** it remains at 14 years - the same as other Class B drugs.



Mixing alcohol and Drugs  
Why risk it?

Aim: Examine why people might take a cocktail of drugs on a night out.

Session 4



Task

Produce a PMI thinking about why people might mix different drugs such as speed and alcohol.

Plus points

Interesting points...

Minus points...

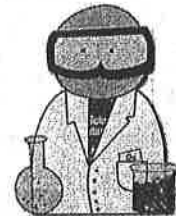
### Drink and drugs

Mixing alcohol with other drugs is seriously dangerous. This is because drink serves to slow down the nervous system (controlling heart and breathing rate). Combined with other depressant drugs, it could see the body shut down altogether. Barbiturates should never be mixed with alcohol as this is often a deadly combination. Called Barbs or Downers.



### Alcohol – some facts

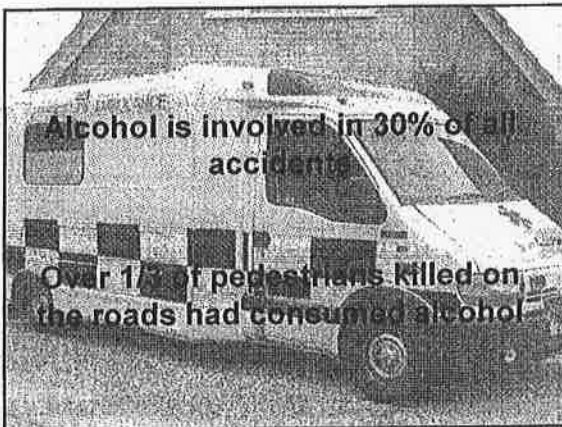
Aim: Examine facts about alcohol and its effects on society.



Session 5

Alcohol is involved in 30% of all accidents

Over 1/3 of pedestrians killed on the roads had consumed alcohol



41% of all types of assault and GBH involved an offender who had been drinking.

1 in 4 facial injuries take place in violent situations. 61% of these involve alcohol.







8-14 million working days a year in the UK are lost due to alcohol related problems.

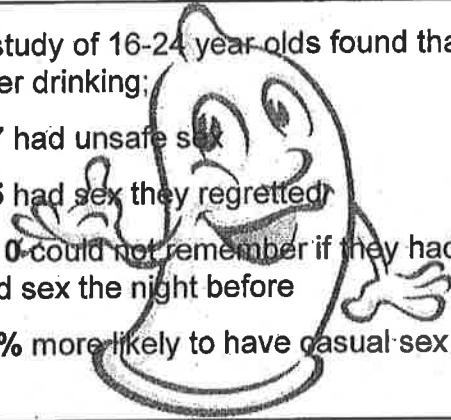
A study of 16-24 year olds found that after drinking;

1/7 had unsafe sex

1/5 had sex they regretted

1/10 could not remember if they had had sex the night before

40% more likely to have casual sex



Task

**'Alcohol causes nothing but trouble so lets ban it!'** Produce an OPV.  
Consider the views of;

Police      Pub owner      Politician  
Alcoholic      Criminal      Ordinary person

Single parent living near a pub  
Person attacked by drunken men

Help!!!

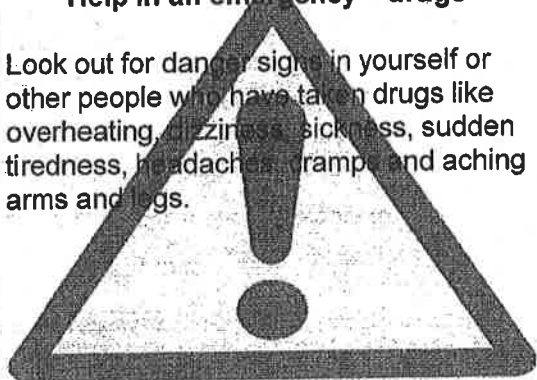
Aim: Know how to help friends that have consumed too much alcohol or drugs

Session 6



**Help in an emergency – drugs**

Look out for danger signs in yourself or other people who have taken drugs like overheating, dizziness, sickness, sudden tiredness, headaches, cramps and aching arms and legs.



Take the following steps immediately:

Phone 999 and ask for an ambulance

Say where the patient is, what drugs they've taken and what their symptoms are you may be instructed to give mouth-to-mouth resuscitation, put the patient into the recovery position or do something else to save the person's life.



Make sure the person's airways aren't blocked, for example by vomit, and check they haven't swallowed their tongue

Collect evidence of any drugs that might've been taken

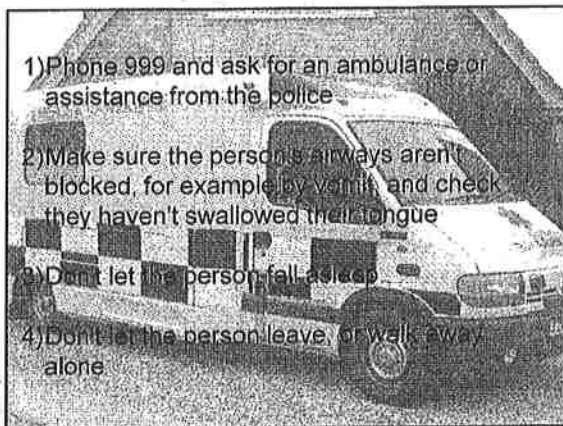
Stay until the ambulance arrives



**Help in an emergency – alcohol**

If you notice a friend who has drunk alcohol and is behaving in a way that makes you uneasy about their safety or the safety of those around them, or who has become really ill from drinking alcohol take the following steps.





The National Drugs Helpline - 0800 77 66 00.

Drinkline, the National Alcohol Helpline, is on 0800 917 8282. Both are open 24 hours a day, 7 days a week.

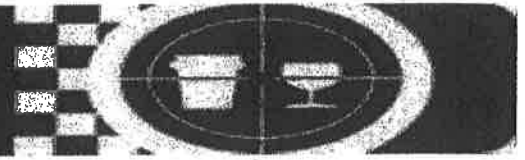
Talktofrank.com 0800776600

Alcoholics Anonymous  
0845 769 7555

**FRANK**  
0800 77 66 00 talktofrank.com  
Friendly, confidential drugs advice



# PUBWATCH COALVILLE



**Dear Licensee**

Pubwatch is a crime prevention scheme, organised and run by licensees within the community. Their key aim is to promote a safe, secure environment in all licensed premises to help reduce alcohol related crime. The object of this is to reduce criminal conduct in licensed premises, to notify other licensees of potential problems, and provide information and a support network for landlords and their staff.

Coalville Town Pubwatch also aims to improve the relationship between the licensed trade and the Police, by better identifying problems relating to violence, criminality or disorder on licensed premises and increasing communications between licensees and police officers. Our meetings are currently held every first **Wednesday of the month at 10am** at The Council Offices in Coalville. The aim of these meetings is to:

- Provide a message passing system
- Provide Mutual Aid
- Combat Violence
- Recognise and report possible problems
- Help the police by providing information that can make best use of their time and resources

Members of the Coalville Town Pubwatch support each other in an attempt to reduce the number of violent incidents in pubs and clubs. In particular they have agreed that anybody banned from one pub will be banned from all.

If any person, whilst in Licensed Premises;

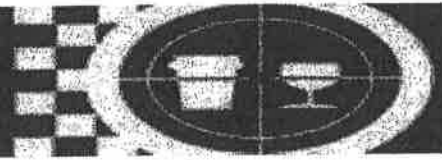
- Assaults a member of staff
- Assaults a customer
- Uses or sells drugs
- Causes criminal damage to property
- Uses anti-social behavior

Then they may be banned from entering any Licensed Premises which are a member of the Pubwatch scheme, for an indefinite period, depending upon the severity of the incident.

All decisions taken to ban someone from the scheme are solely down to the Pubwatch membership. Coalville Police Station fully supports our Pubwatch scheme and act in an advisory and supportive role only

# **PUBWATCH**

COALVILLE



## **Benefits of Pubwatch**

### **For the licensed trade:**

- Membership of Pubwatch deters troublemakers
- Reduces the risk of assaults on licensees, staff and customers
- Reduces the risk of damage to property
- Increases co-operation with the Police leading to swift assistance when required
- Improves public image and creates a safer environment in which trade will prosper
- Provides a platform for licensees to work together
- Shows that you operate a responsible premises
- PEACE OF MIND!

### **For Police:**

- More information is provided about potential trouble-makers
- More precise details in calls for assistance and more efficient use of resources
- Violent incidents associated with licensed premises decrease
- Liaison and understanding with the licensed trade improves
- Reduces victims of crime

### **For the Town:**

- Creates a safer environment in which all business in the Town will benefit and prosper
- Better image to customers
- More visitors

### **And most importantly, for the Customer:**

- An enjoyable, safe and relaxing time in all Coalville Pubwatch venues
- Reduces the risk of disorder
- PEACE OF MIND!

351247

REF R2 AFFRA 13/19/13

30 [REDACTED] assaulted  
 Crown customer. Customer did not  
 want to press charges but police ran  
 away due to two involved.

CRIME NO.

LN04895138

30 Girl Ejected For Powder  
 Round nose Reported it to TV  
 3 month BAN LIZ FREEMAN 13 Dec

20 Radio TV to Report an assault  
 from Amy Richardson but then her  
 boyfriend changed his mind

351241

Ref 10+11

31.8.13

22.15

Turned 2 Males Away 1.9.13  
for being TO Drunk informed  
T/V

23.50

Refused Entry to 3 Gals  
AS one was Drunk one hit another -  
as he was getting agitated and  
got told none had a knife so Radio  
T/V and Police Turned up

\*

[REDACTED]

40


[REDACTED]

50

Female lost bag it was then  
found in toilet but with  
her phone missing there was  
some trouble had to Radio  
T/V for Police Present.

\*

Section 9 Public Order 25/8/13  
351235

01.45 Ejected male for <sup>Refusing</sup> ~~not~~ to  
PAY for Drink <sup>when</sup> ~~where~~ outside  
he was being abusive now  
banned for 3 months   
hairdresser husband end now



REF 7 ASSAULT

351215

22.6.13

0.35

Female Ejected for being  
Abusive to Staff Radio  
TV After they left front  
of Pub

1.0

Ejected 1C1 male  
Fighting on Dance floor  
informed T V ANTHONY BANNED  
3 months

298495

Ref 7 ASSAULT

22.613

ALL MONITORED BY T/V

~~1000~~ 0035 - CUSTOMERS CAUSING PROBLEMS

↓ CONCERN

0050

& CIVIL HASSLE AT DOOR AS  
WE REFUSED ADMISSION WHICH  
ESCALATED WITH OTHERS ALSO

↓

0120

WE HEARD VERBAL ABUSE & THREATS -  
BEING MONITORED BY T/V

T/V CAN SEE NO PUSHING - DOOR ALSO  
KICKED

---

Day Saturday

298488

Date 8/16/13

**Door Supervisors on Duty**

Name	Badge No.	Expiry Date	Time on	Time off	Signature
M Bradshaw	3236		2100	02:00	
P Clarke	0102		2100	02:00	
RASH	7526		2200	1:00	
AL	1054		2200	2:00	

**Fire Exit Check** Check that all fire exits are clear and unobstructed by any obstacle

Time Checked	Time	Initials	Time	Initials
Start of Shift	19:30		01:30	
20:00	20:00		02:00	
20:30	20:30		02:30	
21:00	21:00		03:00	
21:30	21:30		03:30	
22:00	22:00		04:00	

**Capacity Check log**

Time	In	Out	Net	Time	In	Out	Net
19:30				01:30			
20:00			PS	02:00			
20:30				02:30			
21:00	✓			03:00			
21:30				03:30			
22:00				04:00			

**Floor / Toilet Check** Check that all floor surfaces are clean and glass every day at the end of shift. Report any issues to Duty Manager for action.

Time	Time	Initial
19:30	01:30	
20:00	02:00	
20:30	02:30	
21:00	03:00	
21:30	03:30	
22:00	04:00	

**Enforcement Visit Log**

Enforcement Visit Log	AM Informed

Letter to 4011 with INGENI 4/16/13

Note to DEBORTIA: 20/6/13

PART 2

[REDACTED] come in again. Had one  
drink before I realized who it was. Asked  
him to leave - he became loud & abusive  
would like to propose Publication Ban.

DC Anita Rose  
4066

FORCE SERIOUS CRIME TEAM

0116 248 4981

Section 6 GBM with intent 716115  
298489 PART 1

6

2105 - RADIO CHECK TO T/U

2200 - REFUSED ENTRY 2 X MALES SOME  
CONTACT PREV NIGHT (NO BAR)

2200 - REE APRIL SUSPECT I.D. 1 X FEMALE  
WHO LEFT - RADIO TO T/U

23.30 - RADIO CHECK TO T/U

0115 - SEARCH CARRIED OUT ON 2 X MALES  
FOUND CLEAR

0210 - SIGN OUT WITH T/U

0230 - SARAH COMES BANGING AT WINDOW  
AS [REDACTED]

[REDACTED] IS CHASED BY A  
[REDACTED] MALE. WE ALL WENT OUT & THE  
MALE WAS SHOUTING ABUSE & THREATS  
& HIT FENCING WITH BIG PIECE OF  
WOOD. ~~AS~~ TURN FLED ACROSS  
ACROSS CO OP CAR PARK. SARAH  
USED MY PHONE TO REPORT TO T/U  
TO MONITOR SITUATION. AS OUR SHIFT WAS  
OVER.

Signa  
[initials]  
[initials]  
[initials]

Initials  
[initials]  
[initials]  
[initials]  
[initials]

Out  
[initials]  
[initials]  
[initials]

or action.  
Initial  
[initials]  
[initials]  
[initials]

AV  
Inf  
[initials]

298459

Ref Section 5 POA 26/4/15

2 FEMALE REFUSED ENTRY, I WAS UNSTABLE ON FEET & HAD FALLEN OVER NEAR OUR DRIVE, T/V INFORMED - WHO MONITORED AN ATTEMPT TO GO IN SNIBBY, TALK REQUIRED EVERY

SIGNATURE

REF: SMOKE GRENADE (DAD ONCE PLAYED FOR LEIC) FOR STATEMENT DETAILS  
 COUPON ON CCTV IS [REDACTED]  
 INFO TO T/V ALSO [REDACTED]  
 COVERAGE ON CCTV OF PUB [REDACTED]  
 GRENADE LET OFF ON DANCE FLOOR, WE EVACUATED PEOPLE TO OUTSIDE, UNTILL SMOKE CLEARED. (CAMERAMAN) RECOGNISED MALES IN CCTV

FOR STATEMENT DETAILS  
 [REDACTED]  
 IN FINCHES/  
 07943571381

[REDACTED]

LICENSE - MCGUIRE 04284A59AA (NEAR LOCATION & QUESTIONED)

[REDACTED]

[REDACTED] ?  
 PERLY + FEMALE SAID SAW JOC

298427

REF S INVICENLY

3/3/13

~~REF [REDACTED]~~  
~~[REDACTED]~~

25 T/V ASKED DOORSTAFF TO REMOVE GENTLEMAN FROM PREMISES WE LOCATED GENTLEMAN IN PUB ASKED T/V TO MONITOR HHS WE CARRY OUT SEARCH NO SUBSTANCES FOUND BUT DID ADMIT TO PREVIOUSLY HAVING SUBSTANCES ON HIM.

(NO NAME GIVEN / T/V HAS VISUAL)

26 ~~T/V~~ ASKED T/V FOR A VISUAL WHILST CONDUCTED SEARCH, NOTHING FOUND ON GENTLEMAN

27 HAD TO GO ACROSS ROAD TO WATERSPOON'S DOORSTAFF LOTS OF DISTURBANCE ENG2 RADIO THROUGH I AM NOT USING RADIO PROPERLY. T/V INFORMED

28 SEARCH GENTLEMAN ON SUSPICION OF DRUGS LATER ACTIVITY GOING BACK AND FORTH TO TOILET. MYSELF AND [REDACTED] CONDUCTED SEARCH. NOTHING FOUND ASKED TO REMOVE SHOE, REFUSED TO DO SO. ASKED TO LEAVE PREMISES. T/V INFORMED.

29 LADIE AND GENTLEMAN ASKED TO LEAVE TO MUCH TO DRINK. WALKED QUICKLY

00:00 REQUESTED TO ATTEND FEMALE TOILETS MYSELF + [REDACTED] ATTENDED TO FIND MALE IN THERE [REDACTED] CLAIM TO HAVE FORCED HIMSELF ON GIRL IN CURBICUL. RESTRAINED AND ESCORTED OUT OF PREMISES MANAGEMENT RADIO TO T/V POLICE ON SEEN TO TAKE AWAY [REDACTED] ALSO POLICE CAME BACK TO INTERVIEW [REDACTED]

01:12-4:30AM REPORTS OF CARS BROKEN INTO ON REAR CAR PARK RETURNED INFO ON T/V

REF 2 DOMESTIC

23413

298421

MADE ABOVE

0140

TO TINA

2315 - BLONDE FEMALE (HEARD)  
 RE [REDACTED] SHOES  
 COMPLAINED [REDACTED]  
 [REDACTED]  
 [REDACTED] WHO GOT VISUAL TO  
 [REDACTED]

2335 - BROKE UP FIGHT BETWEEN MALE [REDACTED]  
 & FEMALE (STEPH WILLET) MALE RAN OFF WITH FEMALE  
 252 HERMISTAD PURSE & PHONE, WE PURSUED MALE TO OUTSIDE  
 NO. INCIDENT FRONT, NOTIFIED T/V WHO GOT VISUAL  
 795 & NOTIFIED POLICE. ALSO NEW INFO IS THAT  
 MALE LIVES WITH FEMALE & SMASHED PHONE ON WALL.

0100 - ANTHONY [REDACTED] - 4 [REDACTED]  
 07 [REDACTED] 531 [REDACTED]  
 [REDACTED]  
 [REDACTED] AGE  
 [REDACTED]

0135 - [REDACTED] ( [REDACTED] )  
 [REDACTED] WHITE POWDER  
 [REDACTED]  
 [REDACTED]  
 [REDACTED] POLICE TOOK  
 [REDACTED]  
 TO OFFICERS

0145 - FIRE ALARM WENT OFF FOR FEW SECONDS



261115

(MACE)

[REDACTED] - INCIDENT WITH  
A FEMALE INVOLVING GLASS. FEMALE  
EJECTED AT 1.40 AM & [REDACTED]  
WAS BLOODED, WE ASKED IF HE WANTED  
MEDICAL ATTENTION HE SAID NO, & HIS  
DARK HAIRED FEMALE COUSIN SAID SHE  
TAKE RESPONSIBILITY FOR HIM. T

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

REF - 1 ASH

## Banning Policy

An acceptable standard of public behaviour in the premises must be a requirement from all customers.

Those who do not reach the accepted minimum standard are normally required to leave the premises. Often an apology from the person the next day is all that is required and the matter is finished with.

This section provides a guideline to deal with those whose behaviour requires stronger action because they have caused serious concerns through totally unacceptable behaviour.

The sort of behaviour that may fall into this category is:

Any person who has:

- **Assaulted a member of staff or a customer**
- **Committed damage to the premises or property owned by the premises**
- **Sold or misused drugs**
- **Threatened violence on one or a number of occasions;**

When an incident occurs which involves behaviour mentioned above, the licensee should always consider a prosecution, particularly if police have been called and attended.

The court may grant an exclusion order; currently this can only be imposed upon an offender as part of bail conditions.

In the absence of court action or pending a court hearing such individuals should be liable to be banned from all Pubwatch premises if the licensee invokes the procedures set out in the section entitled **Procedures**

All decisions to ban a person from all the Pubwatch premises should be communicated to that person as soon as possible. They should also be told of the length of the ban and the fact that the local police will receive this information.

**A licensee retains the right under common law to exclude anyone from their premises for whatever reason, irrespective of whether the Pubwatch is taking action or not**



**COALVILLE PUBWATCH**

**Meeting Minutes**

09 May 2013

**Opening:**

The regular meeting of Coalville Pubwatch was called to order at 10am on 9th May 2013 in The Engine by Sarah Booth.

**Present:**

Sarah Booth (The Engine) Joe Stretton (Halfway House ) Dave Johnson (CCTV) Lorraine Sale (Monkey Walk) Emily Todd (NWLDC) Louise Gulliver(Police) Gary Owen (The Engine)Laura O'Reilly (White Horse)

**Meeting Minutes**

Apologies from Andy Cooper(Licensing) & Claire Catherall (Licensing)

DJ to take form to Leicester Inn as they are interested in joining the retail radio scheme

ET to speak to licensing regarding laminating of large posters

Lee Chiswell possible ban – LG to give dates

Snibstone Inn still not on retail radio and still various issues

\* [REDACTED] let off smoke grenade in The Engine vote put forward by LG this was carried by GO (Engine)LS(Monkey Walk)JS(Halfway House) Vote was for a 1 year ban

SB to email photos of [REDACTED] to LG \*

The next Pubwatch meeting will be at 10am on 6th June 2013 at The Engine

Minutes submitted by: Sarah Booth



REF Statement  
by Sergeant

## COALVILLE PUBWATCH

### Meeting Minutes

02 October 2013

#### Opening:

The regular meeting of Coalville Pubwatch was called to order at 11am on 2<sup>nd</sup> October at the council offices by Sarah Booth.

#### Present:

Sarah Booth (The Engine) Lorraine Sale (Monkey Walk) Andy Cooper (Licensing) Clare Storer (Licensing) Louise Gravenall (Police) Laura O Reilly (White Horse) Nick Garbett (3 Crowns Whitwick) Emily Todd (NWLDC) Mitch Garrett (Leicester Inn) Ian Buck (White Horse)

### Meeting Minutes

██████████ barred from Monkey Walk for drugs for 3 months. ██████████ also involved and barred. The Engine will also uphold these bans.

SB asked if we can have retail radio xmas hours and licensees were asked for theirs over xmas period.

Snibstone Inn will not be going on retail radio

DJ expressed concerns over engine door staff not using radio enough. SB to deal with immediately and give DJ feedback

LG asked that all licensees on PW sign disclosures

NG asked for advice on dispersal noise problems CS and LG gave advice

SB informed the group that Ashby, have now joined Pubwatch and, are looking forward to working with us.

DJ enquired if meetings could start at 10am instead of 11am – motion carried.

\* SB complained to licensing regarding the behavior of a sergeant outside The Engine the previous weekend. He was very rude and abusive in his behavior with customers and SB. \*

The next Pubwatch meeting will be at 10am on 7<sup>th</sup> November 2013 at The Council offices

Minutes submitted by: Sarah Booth

Ret 12 AFFRAM 13/9/13

**your bill**  
...continued

Account Number: 19343

your itemised breakdown for 07799 017525 continued

not sure about something?  
Check out the back of the first page,  
visit [orange.co.uk/help](http://orange.co.uk/help) or call us on 150.

date	day	time	number	place/network contacted	contact type	plan element	in plan/extras	duration hr:min:sec	cost		
13/09/13	Fri	12:39	447973100123	Orange Answering Service	talk	Free AnsPh	y	0:01:18	0.000		
		12:41	447767670829	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000		
		12:57	01530812838	Coalville Leics	talk	Unlimited	y	0:01:18	0.000		
		12:59	01623559182	Sutton-in-Ashfield Notte	talk	Unlimited	y	0:02:00	0.000		
		13:01	01827768595	Tamworth Staffs	talk	Unlimited	y	0:00:19	0.000		
		13:03	447792936282	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000		
		13:06	447716818865	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000		
		13:07	447792936282	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000		
		13:08	447792936282	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000		
		13:08	447716818865	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000		
		13:09	447792936282	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000		
		13:30	07702485039	Other Mobile Network	talk	Unlimited	y	0:00:26	0.000		
		13:36	447764491322	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000		
		14:25	01530833662	Coalville Leics	talk	Unlimited	y	0:03:22	0.000		
		14:29		Emergency Services	talk		n	0:04:56	0.000		
		14:34	01530833662	Coalville Leics	talk	Unlimited	y	0:01:27	0.000		
		14:55	07908834235	Other Mobile Network	talk	Unlimited	y	0:00:14	0.000		
		14:58	447807882614	Orange	talk	Unlimited	y	0:00:03	0.000		
		15:38	07815663780	Magic Numbers	talk		n	0:00:48	0.000		
		16:05	07805093109	Orange	talk	Unlimited	y	0:01:01	0.000		
		17:05	07807882614	Orange	talk	Unlimited	y	0:00:03	0.000		
		17:06	07807882614	Orange	talk	Unlimited	y	0:00:09	0.000		
		17:07	07807882614	Orange	talk	Unlimited	y	0:00:03	0.000		
		17:18	447764491322	Other Mobile Network	talk	Unlimited	y	0:00:04	0.000		
17:36	447973100123	Orange Answering Service	talk	Free AnsPh	y	0:01:07	0.000				
14/09/13	Sat	09:18	447449853070	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000		
		13:38	447703433480	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000		
		13:59	447939266907	Other Mobile Network	talk	Unlimited	y	0:00:05	0.000		
		14:10	447538924562	Other Mobile Network	talk	Unlimited	y	0:00:43	0.000		
		14:39	07449853070	Other Mobile Network	talk	Unlimited	y	0:00:19	0.000		
		14:41	07449853070	Other Mobile Network	talk	Unlimited	y	0:00:01	0.000		
		15:08	07449853070	Other Mobile Network	talk	Unlimited	y	0:00:18	0.000		
		15:12	447583266690	Orange Text Messaging	text	UnLim	y	0:00:00	0.000		
		16:20	07970046472	Orange	talk	Unlimited	y	0:01:02	0.000		
		16:22	447973100123	Orange Answering Service	talk	Free AnsPh	y	0:00:50	0.000		
		16:38	447584568937	Other Mobile Network	talk	Unlimited	y	0:00:18	0.000		
		16:51	07970046472	Orange	talk	Unlimited	y	0:00:28	0.000		
		16:52	447973100123	Orange Answering Service	talk	Free AnsPh	y	0:00:50	0.000		
		19:44	07815663780	Magic Numbers	talk		n	0:09:15	0.000		
		20:39	07540461552	Other Mobile Network	talk	Unlimited	y	0:02:19	0.000		
		20:43	447792936282	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000		
		21:08	447583266690	Orange Text Messaging	text	UnLim	y	0:00:00	0.000		
		23:40	447807882614	Orange Text Messaging	text	UnLim	y	0:00:00	0.000		
		15/09/13	Sun	01:29	447792936282	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
				01:29	447973100123	Orange Answering Service	talk	Free AnsPh	y	0:00:29	0.000
				01:30	447973100123	Orange Answering Service	talk	Free AnsPh	y	0:01:24	0.000
				02:40	447792936282	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
				02:41	447716818865	Mobile Text Messaging	text	UnLim	y	0:00:00	0.000
				14:52	447964683297	Orange Text Messaging	text	UnLim	y	0:00:00	0.000
15:37	447792936282			Mobile Text Messaging	text	UnLim	y	0:00:00	0.000		
15:37	07583266690			Magic Numbers	talk		n	0:00:03	0.000		
16:16	447792936282			Mobile Text Messaging	text	UnLim	y	0:00:00	0.000		
16:25	447792936282			Mobile Text Messaging	text	UnLim	y	0:00:00	0.000		
16:25	447807882614			Orange	talk	Unlimited	y	0:00:15	0.000		
16:26	447807882614			Orange	talk	Unlimited	y	0:00:03	0.000		
16:27	07875522235			Orange	talk	Unlimited	y	0:00:03	0.000		
16:28	447875522235			Orange Text Messaging	text	UnLim	y	0:00:00	0.000		
17:04	447875522235			Orange Text Messaging	text	UnLim	y	0:00:00	0.000		
17:31	07583266690			Magic Numbers	talk		n	0:00:02	0.000		
17:31	07742201501			Other Mobile Network	talk	Unlimited	y	0:00:03	0.000		
18:56	447742201501			Mobile Text Messaging	text	UnLim	y	0:00:00	0.000		
18:56	447742201501			Mobile Text Messaging	text	UnLim	y	0:00:00	0.000		
19:01	07462541747			Other Mobile Network	talk	Unlimited	y	0:00:03	0.000		
19:02	07462541747			Other Mobile Network	talk	Unlimited	y	0:00:06	0.000		
19:02	07764491322			Other Mobile Network	talk	Unlimited	y	0:02:27	0.000		

# a hash indicates usage that is non-VAT applicable  
y included in your plan or extras  
n not included in your plan/extras, additional cost highlighted in bold

Cumulative subtotal £1.821

Continued overleaf

67

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Messages (8)



7/4/13

Contact

its



Thanks

Wed 10 Apr 17:15

hi sarah its nat just been told you had the window fixed just wondering how much? the sooner i start paying the better x

Thu 11 Apr 22:30

hi sarah i can pay the full £70 on the 22nd april if thats ok x



Message

68  
Send

The Monkey Walk  
1 Marlborough Square  
Coalville  
LE67 3WD  
31<sup>st</sup> October 2013

Dear Clare,

Ref: The license review for The Engine Public House

I am the DPS at The Monkey Walk, 1 Marlborough Square, Coalville.

For the last two and a half years Sarah Booth and I have worked very closely with regards to upholding the licensing objective set on both of our licensed premises.

During this time I have got to know Sarah through her role as the pub watch coordinator, I have worked I have worked with many licensees in all capacities during my time as a licensee & training coordinator for JD Wetherspoon.

I was very impressed when I first met Sarah 2 ½ years ago when she took over the then failing pub watch to which I was new to in this area, Sarah took the time to introduce me to the area making known any trouble makers to me and my staff, This forged a good business relationship to where we would meet on a Monday to discuss the previous weekend to which this is now a regular meeting.

As a manager with over 13 years experience in the licence trade, I have never had this level of professional bond with another licensee to where we have established rules to stop crime and disorder within our premises.

Sarah is passionate about the town centre of Coalville to which she is heavily involved in the town centre team to which she has again introduced me to so I too can be part of the community, Sarah represents the retail radio cctv and the Licensees of pub watch, where I feel Sarah is our port of call for any issues that need to be raised within the night time economy.

Together with working with pub watch online Sarah has implemented procedures which have included a three month ban for first offences, an exclusion of where a person has caused trouble in either of our premises we each exclude them for that day/evening to show that although we are initially competitors, we are united to stop any trouble.

These procedures were embraced by the pub watch committee and have been so successful thin over the last two years there has only been seven pub watch bans.

Due to this success and our stronger working relationship as competitors & local licenses, Sarah & I were approached by the council and asked if we would attend Ashby's pub watch meeting and explain our policies and procedures and how we work together, the feedback from this was so positive that all the licensees that attended joined the Coalville pub watch, which is a credit to Sarah for the amount of hard work she puts into pub watch.

All the licensees on pub watch have full access to all the policies and procedures that help to promote and maintain the four licensing objectives, in the last 2 ½ years of being the licensee here at the Monkey Walk, both Sarah and I always use these procedures to ensure our licensing objectives are met.

Please take the above statement into consideration with regards to the review on the license for The Engine Public House.

Yours truly

Lorraine Sale

Licensee