



Safetymark
Training and consultancy Ltd



Highfield
Qualifications

Highfield Qualifications

Certifies that

Aldane Hugh Williams

has successfully passed an assessment in

**Highfield Level 2 Award for Personal Licence
Holders (RQF)**

Qualification number 603/2597/5

Date of award 07 March 2024

Certificate number PLH7767110

Course Director

Safetymark Training and Consultancy Ltd

Training Organisation



Jason Sprenger - Chief Executive
Highfield Qualifications



Regulation

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INCIDENT LOG

An incident log shall be kept at the premises and made available on request to an authorised officer of the City Council or the Police. It must be completed within 24 hours of the incident and will record the following:

- (1) all crimes reported to the venue
- (2) all ejections of patrons
- (3) any complaints received concerning crime and disorder
- (4) any incidents of disorder
- (5) all seizures of drugs or offensive weapons
- (6) any faults in the CCTV system, searching equipment or scanning equipment
- (7) any refusal of the sale of alcohol
- (8) any visit by a relevant authority or emergency service

SERIOUS ASSAULT

In the event that a serious assault is committed on the premises (or appears to have been committed) the management will immediately ensure that:

- (1) The police (and, where appropriate, the Ambulance Service) are called without delay;
- (2) All measures that are reasonably practicable are taken to apprehend any suspects pending the arrival of the police;
- (3) The crime scene is preserved so as to enable a full forensic investigation to be carried out by the police; and
- (4) Such other measures are taken (as appropriate) to fully protect the safety of all persons present on the premises.

CCTV

CCTV will be in operation 24 hours a day.

CCTV to be installed to the specifications and locations of West Midlands Police Licensing Department at Birmingham Central Police station. Recording at all times premises are open for any licensable activity. Which ever system used all images are to be held for a minimum of 28 days. If tape system used all tapes are to be held in secure holding facility. If tape system used all tapes to be replaced every 6 months with new ones. This is to be recorded in incident book for premises. All images held are to be available immediately on request by any of the responsible authorities.

The CCTV system is to be checked daily, prior to carrying out licensable activity, to ensure it is working and recording this checked will be documented, timed, dated and signed by the person checking.

If for any reason the hard drive needs to be replaced then the previous / old hard drive will be kept on the premises for a minimum of 28 days and made available to WMP if required.

There will be a member of staff on site, while the premises is carrying out licensable activity that is capable of operating the CCTV systems. Images / recording will be made available to WMP on request.

CAPACITY AND EVACUATION PROCEDURES

The maximum capacity of persons shall be subject to a fire risk assessment

The Licence Holder will ensure that escape routes and exits, including external exits, are maintained to ensure that they are not obstructed, in good order with non-slippery and even surfaces, free of trip hazards and clearly identified.

The Licence Holder will ensure that where chairs and tables are provided, internal gangways are kept unobstructed. The Licence Holder will ensure that all exit doors are easily openable and do not require the use of a key, card, code or similar means. The Licence Holder will ensure that doors at such exits are regularly checked to ensure that they function satisfactorily and a record of the check is kept. The Licence Holder will ensure that any removable security fastenings are removed whenever the premises are open to the public or occupied by staff.

The Licence Holder will ensure that all fire doors are maintained effectively self-closing and not held open other than by approved devices (for example, electromagnetic releases operated by smoke detectors). The Licence Holder will ensure that fire resisting doors to ducts, service shafts, and cupboards are kept locked shut. The Licence Holder will ensure that the edges of the treads of steps and stairways are maintained so as to be conspicuous.

IDENTIFICATION AND REFUSALS

The premises will operate a Challenge 25 policy. Signage will be displayed at the venue. The only identification that the premises will accept will be Photo driving licence, Passport or Pass approved card.

Staff will record all refusals of alcohol and other age restricted products and the books will be checked and signed weekly by the Designated Premises Supervisor. The refusal register must be made available for inspection by any of the responsible authorities.

SIA DOORSTAFF

A member of the management team of the premises will have control and direction over the security team when the premises is open for licensable activities

The number of SIA licensed door staff on duty shall be subject to a risk assessment, which shall be documented and made available to the responsible authorities upon request. This condition applies both to normal days as well as to event days.

Where there is a requirement for SIA licensed door supervisors, the licensee shall ensure that

- a) they are on duty at the entrance of the premises at all times whilst it is open for business and remain on duty past the closing time of the premises for a period until all patrons have dispersed from the locality. Door supervisors will patrol areas around collection points for taxis by the premises to prevent disorder and be Deployed as per the risk assessment.
- b) at least one licensed SIA door staff on duty at the premises shall be equipped with Body Worn Video (BWV), capable of recording audio and video in any light condition as per the minimum requirements of the West Midlands Police. That person shall be required to attend all incidents that require intervention.
- c) all BWV recordings shall be stored for a minimum period of [28/31] days with date and time stamping, and
- d) viewing of recordings shall be made available immediately upon the request of Police or Birmingham City Council

All door supervisors working at the premises are to sign on duty, listing their first and surnames together with their full SIA licence number when they start work and off duty when they finish. All door supervisors must wear their SIA badge in a clear sleeve arm holder. Door supervisors will wear hi-visibility coats /jackets or tabards. Where door supervisors are used the premises will retain a profile of all door supervisors that have worked at the premises in the last 3 months. A profile will consist of proof of ID (copy passport, photo driving license, SIA badge) and proof of address dated within the last 6 months (copy bank statement, utility bill etc). No proof of address needed if proof of ID is photo driving license Door supervisor profiles must be retained at the premises and be made available for inspection immediately on request of any of the responsible authorities. Door supervisors will work past the closing time of the premises for a period until all patrons have dispersed from the locality. Door supervisors will patrol areas around collection points for taxis by the premises to prevent disorder.

Door supervisors stationed outside the premises shall wear hi-visibility jackets/coats. Door supervisors inside shall wear hi-visibility waist coats. All SIA door staff will wear their SIA badge in a clear arm sleeve. When door staff are deployed at least one door staff will be equipped with a bodycam and will attend all incidents that require intervention. Bodycam footage will be retained for a minimum of 31 days.

STAFF TRAINING

Staff shall be trained in the requirements of the Licensing Act 2003 in terms of the licensing objectives, offences committed under the Act and conditions of the Premises Licence. Staff shall sign to confirm that they have received and understood the training. Written records of this training shall be retained and made available to the Police or authorised officers of the Licensing Authority upon request.

All staff responsible for selling alcohol shall receive relevant training before making any unsupervised sales.

The training shall include:

- the Licensing Act 2003 in terms of the licensing objectives and offences committed under the Act;

- the conditions of the Premises Licence;
- the sale of age-restricted products.

This training will be refreshed at least every six months. Staff shall sign to confirm that they have received and understood the training. Written records of this training shall be retained and made available to the Police or authorised officers of the Licensing Authority upon request.

Age-restricted products training shall cover the following steps:

- the assessment of age;
- how and when to challenge for proof of age;
- acceptable proof of age and how to check; and
- recording refusals.

All staff shall be trained in how to identify drunk or drug impaired customers. This training shall be repeated at least biannually. Staff shall sign to confirm that they have received and understood the training. Written records of this training shall be retained and made available to the Police or authorised officers of the Licensing Authority upon request.

All staff shall be trained in how to manage a crime scene and crime scene preservation. This training shall be repeated at least once a year. Staff shall sign to confirm that they have received and understood the training. Written records of this training shall be retained and made available to the Police or authorised officers of the Licensing Authority upon request.

OPERATING POLICIES

A copy of the premises' dispersal/drugs/search/security/vulnerability policies shall be made readily available at the premises for inspection by a police officer and/or an authorised officer of Birmingham City Council.

The premises will have at least one staff member on duty that is first aid trained when carrying out licensable activity and a first aid trained staff member will take the lead on any medical or vulnerability incidents

STAFF TRAINING

The premises licence holder shall ensure that all shift managers are trained in safety and accredited Conflict Management Training.

WASTE, SMELLS AND LITTERING

The Licence Holder will ensure that the placing of bottles into receptacles outside the premises takes place at times that will minimise disturbance to nearby properties. The Licence Holder will ensure that they Display prominent, clear and legible notices at all exits requesting patrons to respect the needs of local residents and to leave the premises and area quietly.

The Licence Holder will ensure that offensive smells from the licensed premises are not permitted so as to cause a nuisance to nearby properties and the premises are properly vented. The Licence Holder will ensure that receptacles for waste are emptied regularly to minimise nuisance smells. The Licence

Holder will ensure that flashing or particularly bright lights on or outside the licensed premises do not cause a nuisance to nearby properties, whilst balancing the need for lighting in the interests of prevention of crime and disorder. The Licence Holder will ensure that adequate and suitable (lidded) receptacles to receive and store refuse from the premises/site. The Licence Holder will ensure that receptacles for refuse storage are maintained in a clean condition.

The Licence Holder will ensure that litter is regularly cleared from the vicinity of the premises.

The Licence Holder will ensure that where glass bottles are used, they will be retained or disposed of on the premises. The Licence Holder will ensure that no customers will be admitted, or permitted to leave when carrying open or sealed bottles or glasses. The Licence Holder will ensure that the consumption of alcohol is restricted to the areas identified on the plan attached to the operating schedule. The Licence Holder will ensure that a secure deposit box is kept on the premises for the retention of confiscated items and that the Police are advised of any items which require safe disposal. The Premises Licence Holder will be responsible for the disposal of waste on the frontage of the premises and make provision for the emptying of litter bins in the vicinity of the premises. The Licence Holder will ensure that lighting is provided outside the premises (and in my private car park) during the hours of darkness when any licensable activity takes place on the premises.

PROMOTED EVENTS

The premises will not employ/ hire / contract any 3rd party promoters, whether it be for fully or part promoted events, unless the prior approval of West Midlands Police has been obtained and that approval is in writing

OFF-SALES DELIVERIES

The premises licence holder will ensure the contract with any third party company delivering alcohol (the "Deliverer") includes that staff training will be provided by the Deliverer to all delivery drivers ("Drivers") which will stipulate that every driver will be trained in the requirements of the Licensing Act 2003 ensuring that proof in the form of photo ID is required from every person to whom alcohol is delivered who appears 25 or under and that the driver must record the identity of the person who receives the alcohol and the identity of the Driver. Any contract with a Deliverer will be kept on site and will be made available to any of the Responsible Authorities on request. There will be no delivery of alcohol to open spaces. Alcohol delivery will only be made to residential or work addresses.

LICENSABLE ACTIVITIES

The premises will conclude licensable activity at 2300 each day and close 30 minutes thereafter. However, where the prior approval of West Midlands Police has been obtained, the hours for licensable activity will conclude at 23:30 and the premises shall close at 00:00

Regulated entertainment to only take place indoors

Drugs Policy

Introduction

[name of venue] acknowledges that due to the nature of its business, there is the possibility of the introduction of controlled drugs ("illegal substances") onto the premises by staff or customers. This policy therefore sets out our approach to illegal substances at our venue.

This policy has been designed with Licensing Objectives of the prevention of crime and disorder, and public safety in mind.

The Premises Licence does not contain a specific condition in relation to illegal substances in the venue. This **does not** mean that the sale or consumption of illegal substances at the Premises is something that staff should not be alive to.

All staff are required to read and familiarise themselves with this policy as a condition of their employment. All staff will be required to sign to confirm that they have read and understood this policy document.

Drugs

Controlled drug and slang names	Form	How taken	Signs to look out for
Ecstasy:- also known as XTC, superman, Rolexes, Pink superman, Pills, Mitsubishi's, MDMA, Mandy, E, Dolphins, Crystal, Cowies, Brownies.	White or brown tablets, pink, yellow or clear capsules or powder	Swallowed	Excessive energy, dancing, euphoria, dehydration, increased demand for non-alcoholic drinks
Amphetamines:- also known as Whizz, Sulph, Paste, Billy, Base, Amphetamine Sulphate, Amphetamine.	Tablets, capsules or white, yellow, pink or brown paper	Swallowed	Rapid speed, confusion, enlarged pupils. Effects may be increased by the consumption of alcohol

<p>LSD:- also known as Window, Trips, Tripper, Tab, Stars, Smilies, Rainbows, Paper Mushrooms, Micro Dot, Lucy, Liquid Acid, Lightning Flash, L, Hawk, Flash, Drop, Dots, Cheer, Blotter, Acid.</p>	<p>Paper squares printed with various designs, gelatine microdots, less commonly tablets</p>	<p>Swallowed</p>	<p>Hallucinations, erratic and unpredictable behaviour</p>
<p>Cocaine:- also known as White, Wash, Toot, Stones, Snow, Rocks, Percy, Pebbles, Freebase, Crack, Coke, Ching, Charlie, Chang, C.</p>	<p>White powder</p>	<p>Sniffed/snorted, more rarely injected</p>	<p>Euphoria, but sometimes causes anxiety, runny nose, sniffing, traces of powder around nostrils and on banknotes. Banknotes rolled into tubes when making payment</p>
<p>Crack:- also known as White, Wash, Toot, Stones, Snow, Rocks, Percy, Pebbles, Freebase, Crack, Coke, Ching, Charlie, Chang, C.</p>	<p>Yellowish rocky lumps</p>	<p>Smoked in a pipe or heated on foil and inhaled</p>	<p>Instant elation – wears off quickly. Violent behaviour. Empty wrappers and scorched foil</p>
<p>Cannabis:- also known as weed, skunk, sinsemilla, sensi, resin, Puff, Pot, Marijuana, herb, hashish, hash, grass, ganja, draw, Dope, Bud, bhang.</p>	<p>Resin (brownish lumps) or herbal</p>	<p>Smoked in hand rolled cigarettes known as joints, reefers, doobies and spliffs. Resin can also be eaten</p>	<p>Talkativeness, euphoria, lack of coordination, relaxed inhibitions, dilated pupils, bloodshot eyes, a strong smell of burnt leaves, torn beer mats or foam upholstery to make filters</p>

Heroin:- also known as Smack, Skag, Horse, H, Gear, Brown.	Off-white or brownish powder	Injected. Can also be heated on foil and inhaled through a straw – known as chasing the dragon	Sleepy euphoria, slow breathing, runny nose and eyes, needle marks on body, syringes, needles, blood stained cotton wool, scorched tin foil or spoons
Rohypnol:- also known as Vallies, Rugby balls, Roofies, Rohypnol, Norries, Moggies, Mazzies, Jellies, Eggs, Downers, Blues, Benzos.	Tablets	Swallowed – colourless and odourless when dropped into drinks, dissolving rapidly (tasteless)	Muscle relaxation, slow responsiveness and lower inhibitions, victim feels disorientated

For a full list of drugs, slang terms and their various effects, XXXX staff are encouraged to visit the FRANK website at: <http://www.talktofrank.com/drugs-a-z>

Right of Entry

The Designated Premises Supervisor, SIA registered door supervisor (when engaged) or staff member acting on behalf of [name of venue] reserve the right to decide who will and who will not be allowed onto the Premises. Persons suspected of being under the influence of illegal drugs or substances will not be allowed to enter the premises.

The Designated Premises Supervisor, SIA registered door supervisor (when engaged) or staff member acting on behalf of [name of venue] reserve the right to ask a customer to leave the premises. Persons suspected of being under the influence of illegal drugs or substances will be asked to leave the premises.

Zero tolerance policy in relation to illegal substances

[name of venue] operates a zero-tolerance policy in relation to illegal substances.

Any person or persons found to be under the influence of illegal drugs or substances classified under the Misuse of Drugs Act 1971 will be asked to leave the Premises and will be reported to the Police. Any evidence of or suspicion of drug use at [name of venue] may also be reported to the Police.

Any CCTV footage of suspected dealing will be retained for any potential police investigation.

Staff training in relation to illegal substances

[name of venue] treats the training of its staff in relation to this policy as a high priority. All staff are required to read and familiarise themselves with this policy as a condition of their employment. All staff will be required to sign to confirm that they have read and understood this policy document.

Warning signs and vigilance

[name of venue] staff should be vigilant at all times and should be on the lookout for:

- Torn-up coasters/cigarette packets/bits of cardboard left on tables or in ashtrays outside.
- Foam stuffing removed from seating and/or bits of foam left around
- Roaches (homemade filter tips from cannabis cigarettes)
- Small packets made of folded paper (particularly lottery tickets), card or foil
- Empty sweet wrappers left in toilets
- Payments made with any tightly rolled banknotes, or notes that have been tightly rolled and unrolled before payment is made
- Traces of blood or powder on banknotes handed to staff
- Drinking straws left in toilets

Staff should be vigilant at all times and should watch customers for:

- Very dilated pupils
- Excessive sniffing, dripping nose, watering or reddening of the eyes.
- Sudden severe cold symptoms following a trip to the toilet or outside.
- White marks or traces of powder around the nostrils.
- Excessive giggling, laughing at nothing and/or non-stop talking.
- Vacant staring, a customer being unnaturally dopey or exhibiting signs of sleepy euphoria.
- Non-stop, fidgety movement, jigging about or dancing.
- Gagging or retching actions.
- Excessive consumption of soft drinks.
- Sudden, inexplicable tearfulness or fright.
- Any marked alteration in behaviour following from a trip to the toilet or external to XXX.
- Any person holding court, with a succession of visitors who do not stay.
- A person making frequent trips to the toilets or outside the venue, followed by different people each time.
- Visits to the toilets by groups or couples.

- People exchanging small packages or cash, often this can be done secretly, but can be quite open to avoid suspicion.
- Furtive or conspiratorial behaviour
- Conversation which includes reference to drugs or slang terms for drugs.

Any signs or suspicions of illegal substances must be reported to the Designated Premises Supervisor and/or Duty Manager as soon as possible. The Designate Premises Supervisor or Duty Manager will determine what action to be taken. Such actions may include:

- Requesting that the customer turn out his or her pockets
- Surveillance of customers going into the toilets to check for behaviours noted above
- The ejection of any customer refusing to cooperate or exhibiting signs of drugs
- Calling the Police

Confiscation of illegal substances

Any illegal substances or suspected illegal substances found or confiscated will be taken immediately to the Designated Premises Supervisor and/or the Duty Manager who will arrange for secure storage of the illegal substance/suspected illegal substance until such time as it can be handed over to the police. The Designated Premises Supervisor or the Duty Manager shall inform the Police within 24 hours of any illegal substances or suspected illegal substances being confiscated and will deal with the illegal substances/suspected illegal substances in accordance with the recommendation of the Police. A note of the officer spoken to and what action is to be taken should be noted on the illegal substance record form.

Detaining persons in relation to illegal substances

If an illegal substance or suspected illegal substance is found in the possession of a customer, the customer should be informed that it is desirable that they remain until the Designated Premises Supervisor/Duty Manager and the Police can attend.

If the customer refuses or asks if they can leave then they should be politely told that it is desirable that they remain until the Designated Premises Supervisor/Duty Manager and the Police can attend.

If the customer insists on leaving then they should be allowed to do so, but a detailed description of the individual should be prepared and noted down on the incident report form. CCTV footage of the customer should be sought and burnt to disk and/or USB as soon as possible.