

Stories Nightclub Review Bundle

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**INDEX OF EVENTS LEADING UP TO, DURING AND AFTER
THE INCIDENT OF SUNDAY 6TH OCTOBER 2019 AT
STORIES NIGHTCLUB**

DOCUMENT	TIME	DATE	DESCRIPTION
Images 1, 2,		Saturday 27 th July 2019	These images show WHATSAPP conversations between the US DJ management had booked and another public figure confirming their attendance at the venue on Saturday 2th November 2019 .
Document 1		Saturday 7 th September 2019	A 28 day risk assessment notice of the event to be held on the 5th October 2019 . Though this is not an external promotion, Management believed it was necessary to prepare and submit a risk assessment due to the RADIO 1 XTRA event on the same day.
Images 3 & 4		Saturday 21 st September 2019	These images show WHATSAPP conversations between the event Organisers and other members of the group. Another image shows a conversation with a popular public figure giving his opinion of STORIES NIGHTCLUB .
Document 2		Tuesday 1 st October 2019	This is a weekly Standard operating risk assessment which was sent to WMP Licensing Unit to inform them of our weekly plans.
Document 3 - Email sent to PC Reader	14:43hrs.	Thursday 3 rd October 2019	An email sent to PC Ben Reader to inform them of an issue with a table booking the management had discovered was bogus. An example of the management's secure booking Policy.
Video 1	00:25hrs	Sunday 6 th October 2019	CCTV video showing point of entry where male enters the venue who police highlighted having a knife in interim steps hearing.
Images 5 & 6 CCTV images from Arcadian	00:30hrs	Sunday 6 th October 2019	CCTV images from Arcadian Control room CCTV showing the DPS speaking to police in attendance at the venue informing them of the artist booked was attending shortly and requesting that the marked Police Van was moved to allow the artist access to the car park at the front of the venue.
Video 2 Video 3	03:48hrs	Sunday 6 th October 2019	This video footage shows the start of the incident where a barrier is knocked over, however the incident is defused and both parties involved shake hands.

DOCUMENT	TIME	DATE	DESCRIPTION
Video 4	03:51hrs	Sunday 6 th October 2019	This video footage shows the point Where a bottle is thrown and hits one of the members of the security team.
Video 5	03:53	Sunday 6 th October 2019	This video footage is during the incident when the DPS is seen taking a rope off person and go put it behind the bar. It is at this point another customer uses it as a weapon to attack a male when the incident starts again.
Video 6 Video 7	03:56hrs	Sunday 6 th October 2019	This video footage is during the Incident where it is believed the injury is sustained and Shows the object/weapon used.
Images 7-12			These images are of the object believed used as the weapon to cause the injury. Image shows object with blood on it.
Video 8	04:33hrs	Sunday 6 th October 2019	Video footage shows the DPS Searching the venue to spot any sign of blood to identify other injuries caused during the incident.
Video 9	14:32hrs	Wednesday 9 th October 2019	This video shows PC 22209 RYAN Collecting the object/weapon seized. Management were informed that the incident was being classed as an attempt Murder. Is this the correct procedure for handling a suspected weapon for a serious offence?
Video 10, 11, 12			These 3 videos shows how the operation of the knife arch is handled on a weekly basis and shows the level of searching The venue go to, to ensure a safe environment for clubbers.
Video 13, 14	23:00hrs		These videos show the security briefing before the venue is open for trading. The time of the briefing is 23:00hrs , this is when the venue is due to open and a queue is forming. The briefing continues so that the management can focus on ensuring a Safe night.
Video 15		Sunday 6 th October 2019	This video is during the incident when a male is seen to have an item in his hand and use it as a weapon, this video is showing it is a polycarbonate champagne flute and not a knife .
Images 13 & 14			These images are of the Security Companies signing in/out sheets, this Shows that the venue actually had 13 door supervisors and a security dog on duty. This is despite the current risk assessment having 10 door supervisors and a security dog . The venue Management took the decision to upgrade the security numbers.

DOCUMENT	TIME	DATE	DESCRIPTON
Document 4			Door Entry policy
Document 5			Search Policy
Document 6			Booking policy
Document 7			Dispersal Policy
Images 15			This image shows an I.D scanner that we will be adopting and having on the front entrance as part of our entry policy
Document 8			This is a statement from the DPS of the version of events and how it unfolded.
Document 9			An email from a security company confirming their new position at the venue.



My bro ❤️ 🙏 12:29 PM

Niiiiice 12:31 PM ✓✓

I think im coming to the UK in November 12:31 PM ✓✓

Definitely coming to a game 12:31 PM ✓✓

Yes bro let me know 1:02 PM

Definitely bro 1:07 PM ✓✓

Sat, Jul 27

18:00



< 59



D H

last seen today at 17:46



I kno players on both teams i wonder if the players go out during the season

21:40

Don Hot

I kno players on both teams i wonder if the players go out during the season

Yeah they do bro

21:40 ✓✓

You

Yeah they do bro

Say no more

21:42



12:29 PM

My bro ❤️🙏

12:29 PM

Niiiiice

12:31 PM ✓✓

I think im coming to the UK in November

21:43

Yeah they will prob come out

21:43 ✓✓



STORIES

EVENTS RISK ASSESSMENT
FOR AN EVENT CALLED

‘Radio 1xtra After Party’

BEING HELD ON

(05.10.19)

STORIES

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1. INFORMATION

INFORMATION PROVIDED	<p>Information supplied is that the Management at STORIES are holding an event called 'Radio 1XTRA Live Party' which is being held on Saturday 5th October 2019.</p> <p>This event is an outside/in-house promotion, being promoted by NAME.</p> <p>The attached report will provide updated details of the event, conditions sought, and advice given</p> <p>This event is classed as a 'Low Risk'</p>
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2. PERSONNEL FROM STORIES

HOLDER OF PREMISES LICENCE	
DPS OF STORIES	Ryan GOUGH Mobile No:

SECURITY PROVIDERS

SECURITY PROVIDERS	Name: RG8Group Contact: Anna or Olu Office: Mobile: E-Mail:
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PROMOTERS/ORGANISERS DETAILS

PROMOTERS/ORGANISERS NAME	Name:
CONTACT NUMBER	Mobile:
HOME ADDRESS	
PROMOTERS E-MAIL	
BUSINESS ADDRESS	
LAST 3 EVENTS HELD IF ANY	
TYPE OF EVENT	

3. DETAILS OF EVENT

VENUE/S	<ul style="list-style-type: none">• STORIES
DATE/S	<ul style="list-style-type: none">• Saturday 5th October 2019.
EVENT HOURS	<ul style="list-style-type: none">• 10pm – 5am
ENTRANCE	<ul style="list-style-type: none">• The entrance being used is situated at the front of the premises
ADDMISION	<ul style="list-style-type: none">• Tickets £10.00+ – more on the door• Booth bookings• Strict ID guidelines will be adhered to
LAST ADMISSION	<ul style="list-style-type: none">• 2.00am
TYPE OF CUSTOMER	<ul style="list-style-type: none">• 22yrs and over age range being targeted
TYPE OF MUSIC	<ul style="list-style-type: none">• Mixture of Hip Hop, Urban, Soul, Oldskool, RnB & Bashment
DRESS CODE	<ul style="list-style-type: none">• Smart casual
ANTICIPATED NUMBERS	<ul style="list-style-type: none">• 300 - 350
CAPACITY OF PREMISES	<ul style="list-style-type: none">• 500
DRINKS PROMOTIONS	<ul style="list-style-type: none">• The management will be aware not to encourage binge drinking.
PUBLICISING THE EVENT	<ul style="list-style-type: none">• Social Media/Internet – Via social media.
TICKETS	<ul style="list-style-type: none">• Tickets sold online at from venue and also from 1xtra

4. DETAILS OF ACT/DJ's

DJ/ACT	PHOTO	DETAILS/COMMENTS(If Required)
DJ GZEE		Name: Jessy Gayle Date of Birth: Information:
MISTAJAM		Name: Peter Dalton Date of Birth: Information: Radio 1

5. SECURITY DEPLOYMENT FOR STORIES

10 SIA TRAINED DOOR SUPERVISORS FOR STORIES	
DEPLOYMENT AREAS	SECURITY DEPLOYMENT
Search Team & Security at Main Entrance: (Door supervisor will wear Hi-Vis Security Jackets)	3 Door Supervisors to be assigned to this area <ul style="list-style-type: none"> • 3 Door supervisors (1, 2 & 3) to control flow of queue will also meet & greet patrons whilst conducting ID, suitability checks and searches on all persons entering STORIES. • They will also maintain a sterile area immediately outside the main doors. • Purpose built Metal barriers will be used for this, and to control queuing. • One of the door supervisors will wear a bodycam
Reception Area (Door supervisor will wear Hi-Vis Security tabard)	1 Door supervisor to be assigned to this area
Main room Ground Floor– Main Bar area (Door supervisor will wear Hi-Vis Security tabard)	1 Door Supervisors to be assigned to this area. <ul style="list-style-type: none"> • 1 Door supervisors (6) to monitor the bar area & the main room. • To identify any potential hotspots
Main room Mezzanine– Bar area (Door supervisor will wear Hi-Vis Security tabard)	2 Door Supervisors to be assigned to this area. <ul style="list-style-type: none"> • 2 Door supervisors (7, 8 & 9) to monitor both the bar area & the main room. • To identify any potential hotspots
Smoking Terrace : (Door supervisors will wear Hi-Vis security tabard)	1 Door supervisors to be assigned to this area <ul style="list-style-type: none"> • 1 Door supervisor (10) on smoking terrace to identify any potential hotspots. • To control the number of people in the smoking area. • To discourage customers from bringing drinks outside. • To monitor Fire exits on outside of premises for any unwanted guests attempting to gain entry.

6. SECURITY ARRANGEMENTS

SECURITY DUTIES	<ul style="list-style-type: none">• All Door Supervisors will be briefed by their respective Designated Premises Supervisor, as to their duties during their tour of duty at the event.• No door supervisor will be engaged to work at the premises if he/she is not in possession of a current SIA licence.• No door supervisor will be engaged to work at the premises if the management at STORIES are not supplied with a current profile of the Door supervisors.
SEARCHING	<ul style="list-style-type: none">• STORIES will operate searches for all those entering the premises, which will include the use of a hand held search device.
EJECTIONS FROM THE PREMISES	<ul style="list-style-type: none">• All ejections will be conducted via the front entrance of STORIES.• No other exit will be used, unless it is deemed impractical for safety reasons.
IDENTIFICATION	<ul style="list-style-type: none">• 'Challenge 25' will be adopted, and only the following ID documents will be accepted as proof of age. PASSPORT/DRIVING LICENCE
CAMERAS	<ul style="list-style-type: none">• The venue is equipped with CCTV, as per licence conditions.
TOILETS	<ul style="list-style-type: none">• Toilets will be checked periodically by Door supervisors covering inside the venue.
RADIO COMMUNICATION	<ul style="list-style-type: none">• Radio's will be issued to all door & bar supervisors who in turn will be able to contact any door /bar supervisor or management in the premises
SMOKING AREA	<ul style="list-style-type: none">• A smoking terrace is situated at the rear of STORIES.
FIRST AID	<ul style="list-style-type: none">• There will be a trained first aider on duty on the premises during this event
INCIDENT REGISTER	<ul style="list-style-type: none">• All incidents will be recorded in the premises Incident register• Designated Premises Supervisor will ensure all incidents are recorded

6. SECURITY ARRANGEMENTS

DRUGS POLICY	<p>STORIES have an absolute "Zero Tolerance" in relation to misuse of Drugs.</p> <p>a). Persons suspected of being in possession of unlawful drugs will be asked to submit to a search prior to entering the premises. If they decline the search, they will not be permitted access. Signage will be in place to state this</p> <p>b). Any person within the premises suspected of being in possession of unlawful drugs will be asked to submit to a search. If they decline they will be removed from the premises. Any "minor" possession (as per guidelines i.e. non dealing quantity) discovered under these circumstances will lead to the suspect drugs being seized and the person in possession and anyone accompanying him/her being refused entry.</p>
DPS AREA OF RESPONSIBILITY	<ul style="list-style-type: none">• The DPS is ultimately responsible for his premises and ensuring all conditions are adhered to.• They are fully aware of their responsibilities.• The DPS or there nominated supervisor for STORIES will make periodic visits to the front entrance ensuring correct supervision of the door supervisors.

7. DETAILS OF POTENTIAL RISK FACTORS

VIOLENCE towards floor & Bar Staff, Security & members of Public	<ul style="list-style-type: none"> • All staff will have received training in the four licensing objectives. • All members of staff will be briefed prior to the event on possible dangers. • The bars will have a supervisor on duty who will have radio communication with security and management. • Staff will be trained to spot potential trouble makers & to defuse potential tense situations if safe to do so. • CCTV will be in working order, and have a recording facility of 28 days. • All incidents will be entered into an incident register/book and kept on the premises. • Overcrowding will not be permitted in any area of the venue. Door supervisors & Management will ensure this is the case. • Drink will not be sold to any person who appears to show signs of drunkenness. • Glass collectors will be used to keep the venue clear of empty glasses, and to keep the venue clean & safe from spillages.
DRUNKENNESS issues	<ul style="list-style-type: none"> • All staff will have received training on how to spot a member of the public who appears to be drunk and how to deal with them. • If members of the public appear to be drunk then refusal of any further drinks will be made. • If improper behaviour is being displayed, ejection from the venue will be made.
QUEUING arrangements	<ul style="list-style-type: none"> • Customers arriving at the venue will be ushered into a single queue.
UNSUITABLE CLIENTILE	<ul style="list-style-type: none"> • Customers who turn up at the venue but are not suitably dressed for STORIES will be politely refused entry.
SLIPS/TRIPS HAZARDS inside premises	<ul style="list-style-type: none"> • All carpet flooring is in good condition. • There is adequate lighting on all steps. • Staff have been identified to clean any spillages as soon as they have occurred. • Staff will have been instructed how to clean the spillage up as per Health & Safety instructions.

8. ADVICE

ADVICE GIVEN TO Ryan GOUGH	<p>Mr GOUGH the Designated Premises Supervisors, is aware that there is a potential risk in holding any event, however, with all parties subject to this risk assessment complying with all conditions , then the risks can all but be eliminated</p> <p>The DPS will have consulted with the Security Provider, and the Police before the event/Promotion goes ahead. Conditions in this assessment to be adhered to also conditions in the following documents:</p> <ul style="list-style-type: none">• Conditions of Premises Licence for STORIES• Fire Risk Assessment for the Premises• Drugs Policy• Dispersal Policy
VARIATIONS OF CONDITIONS IN RISK ASSESSMENT REPORT	<p>Any variation regarding the conditions in the Event Risk Assessment report will only be changed after consultation with the DPS and Security Provider.</p>

17:58



< 60

U



Sat 21 Sep did say they
knew you and was going to speak
to you

12:00 ✓

J U

No probs

13:01

J U

13:21

No drama B... you all good otherwise

18:22 ✓

Today

Yo bro... I got a party in Brum next
sat if your about

14:23 ✓

At Stories

14:24 ✓

Is it any good there

14:24 ✓

Stories is good fam yeah

14:33

We got a game that day and I got
fam down so I might roll tru

14:33

13:01

I'm on all the ballers now

13:01

Yeah has come a few times
he's a good guy

13:02 ✓

J U

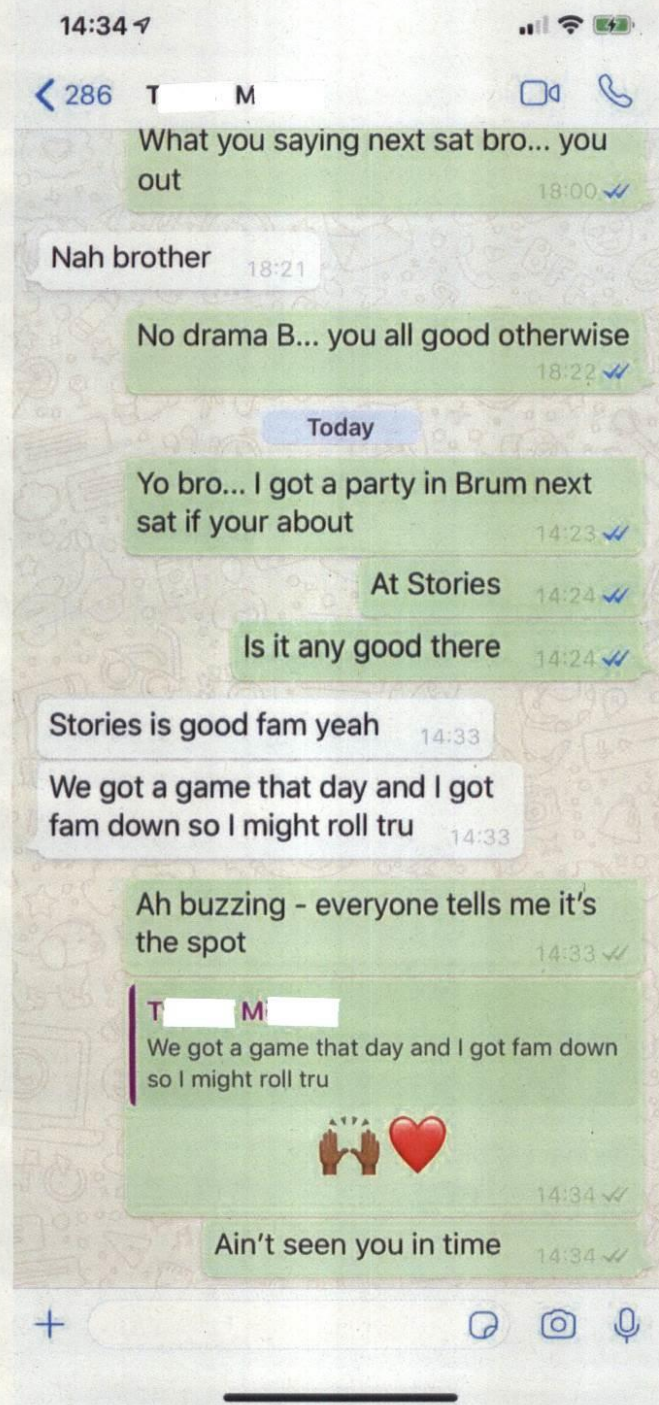
Yeh good lad

13:03



Sun 22 Sep





STORIES

Standard Operating risk assessments

Week Commencing – 30.09.19

Monday – Closed

Tuesday – Closed

Wednesday – Closed

Thursday – Closed

Friday – Stories Friday – Chapterz 20

Saturday – Stories Saturday – BBC Radio 1xtra

Sunday – Closed

STORIES

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STORIES

1. INFORMATION

INFORMATION PROVIDED	Days of standard operation Friday Saturday
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2. PERSONNEL FROM STORIES

HOLDER OF PREMISES LICENCE	New Era
DPS OF STORIES	Ryan GOUGH Mobile No:

SECURITY PROVIDERS

SECURITY PROVIDERS	Name:RG8Group Contact: Anna or Olu Office: Mobile: E-Mail:
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PROMOTERS/ORGANISERS DETAILS

PROMOTERS/ORGANISERS NAME	Name: in-house nights
CONTACT NUMBER	Mobile:
HOME ADDRESS	
PROMOTERS E-MAIL	
BUSINESS ADDRESS	
LAST 3 EVENTS HELD IF ANY	1. Stories
TYPE OF EVENT	

3. DETAILS OF EVENT

VENUE/S	<ul style="list-style-type: none"> • STORIES
DATE/S	<ul style="list-style-type: none"> • Friday – 04/10/19 • Saturday – 05/10/19
EVENT HOURS	<ul style="list-style-type: none"> • Friday – 10 – 4 • Saturday 10 – 5
ENTRANCE	<ul style="list-style-type: none"> • The entrance being used is situated at the front of the premises
ADDMISION	<ul style="list-style-type: none"> • Guest list is available • Door entry from £15 • Table Entry
LAST ADMISSION	<ul style="list-style-type: none"> • 2am
TYPE OF CUSTOMER	<ul style="list-style-type: none"> • 21yrs and over age range being targeted
TYPE OF MUSIC	<ul style="list-style-type: none"> • Mixture of Hip Hop, Soul, Oldskool, RnB & Bashment
DRESS CODE	<ul style="list-style-type: none"> • Smart casual
ANTICIPATED NUMBERS	<ul style="list-style-type: none"> • 100-150 people Friday • 300+ people Saturday
CAPACITY OF PREMISES	<ul style="list-style-type: none"> • 550
DRINKS PROMOTIONS	<ul style="list-style-type: none"> • Friday – house spirit mixers - £2.50 singles, £5 double, Jager bombs £1.50, Ciroc Bottles £120 – Ladies offered free drinks for an hour between 12:30-1.30, only 1 drink allocated per person each serving
PUBLICISING THE EVENT	<ul style="list-style-type: none"> • Social Media/Internet/fliers handed – Via social media.
TICKETS	

4. DETAILS OF ACT/DJ's

For Fridays DJS please see events risk assessment

DJ/ACT	PHOTO	DETAILS/COMMENTS(If Required)
A.D.B		Name: Aden Date of Birth: Information: Date at venue: Friday 04/10/19
DJ Fourty		Name: Fortune Sibanda Date of Birth: Information: Date at Venue: Friday 04/10/19
DJ Connor G		Name: Connor Date of Birth: Information: Date at venue: 05.10.19
Continental GT		Name: Lee Date of Birth: Information: Date at Venue: 05/10/19
ShaqFive Dj		Name: Shaquille Date of Birth: Information: Date at venue: 05/10/19
Dj Charisey		Name: Date of Birth: 1 Information: BBC Radio 1xtra Date at venue: 05/10/19

5. SECURITY DEPLOYMENT FOR STORIES

5 SIA TRAINED DOOR SUPERVISORS FOR STORIES – Friday	
DEPLOYMENT AREAS	SECURITY DEPLOYMENT
Search Team & Security at Main Entrance: (Door supervisor will wear Hi-Vis Security Jackets)	2 Door Supervisors to be assigned to this area <ul style="list-style-type: none"> • 2 Door supervisors (1 & 2) to control flow of queue will also meet & greet patrons whilst conducting ID, suitability checks and searches on all persons entering STORIES. • They will also maintain a sterile area immediately outside the main doors. • Purpose built Metal barriers will be used for this, and to control queuing. • One of the door supervisors will wear a bodycam
Reception Area (Door supervisor will wear Hi-Vis Security tabard)	(1) Door supervisor to be assigned to this area
Main room Ground Floor– Main Bar area (Door supervisor will wear Hi-Vis Security tabard)	0 Door Supervisors to be assigned to this area. <ul style="list-style-type: none"> • This area is closed, however the 2 roaming upstairs will keep an eye on the area.
Main room Mezzanine– Bar area (Door supervisor will wear Hi-Vis Security tabard)	1 Door Supervisors to be assigned to this area. <ul style="list-style-type: none"> • 2 Door supervisors (4) to monitor both the bar area & the main room. • To identify any potential hotspots
Smoking Terrace : (Door supervisors will wear Hi-Vis security tabard)	1 Door supervisors to be assigned to this area <ul style="list-style-type: none"> • 1 Door supervisor (5) on smoking terrace to identify any potential hotspots. • To control the number of people in the smoking area. • To discourage customers from bringing drinks outside. • To monitor Fire exits on outside of premises for any unwanted guests attempting to gain entry.

10 SIA TRAINED DOOR SUPERVISORS FOR STORIES – Sunday	
DEPLOYMENT AREAS	SECURITY DEPLOYMENT
Search Team & Security at Main Entrance: (Door supervisor will wear Hi-Vis Security Jackets)	3 Door Supervisors to be assigned to this area <ul style="list-style-type: none"> • 3 Door supervisors (1, 2 & 3) to control flow of queue will also meet & greet patrons whilst conducting ID, suitability checks and searches on all persons entering STORIES. • They will also maintain a sterile area immediately outside the main doors. • Purpose built Metal barriers will be used for this, and to control queuing. • One of the door supervisors will wear a bodycam
Reception Area (Door supervisor will wear Hi-Vis Security tabard)	1 Door supervisor to be assigned to this area <ul style="list-style-type: none"> • 1 supervisor (4) will monitor the reception area and not allow any large coats or jackets through into the venue and will be left in the cloakroom.
Main room Ground Floor– Main Bar area (Door supervisor will wear Hi-Vis Security tabard)	1 Door Supervisors to be assigned to this area. <ul style="list-style-type: none"> • 1 Supervisor (5) will monitor this area • Identify any potential hotspots • Regularly check toilets • Monitor fire exit
Main room Mezzanine– Bar area (Door supervisor will wear Hi-Vis Security tabard)	6 Door Supervisors to be assigned to this area. <ul style="list-style-type: none"> • 6 Door supervisors (6, 7, 8, 9) to monitor both the bar area & the main room. • To identify any potential hotspots
Smoking Terrace : (Door supervisors will wear Hi-Vis security tabard)	1 Door supervisors to be assigned to this area <ul style="list-style-type: none"> • 1 Door supervisor (10) on smoking terrace to identify any potential hotspots. • To control the number of people in the smoking area. • To discourage customers from bringing drinks outside. • To monitor Fire exits on outside of premises for any unwanted guests attempting to gain entry.

6. SECURITY ARRANGEMENTS

SECURITY DUTIES	<ul style="list-style-type: none"> • All Door Supervisors will be briefed by their respective Designated Premises Supervisor, as to their duties during their tour of duty at the event. • No door supervisor will be engaged to work at the premises if he/she is not in possession of a current SIA licence. • No door supervisor will be engaged to work at the premises if the management at STORIES are not supplied with a current profile of the Door supervisors. • All members of security will wear a unique number to identify them.
SEARCHING	<ul style="list-style-type: none"> • STORIES will operate searches for all those entering the premises, which will include the use of a hand held search device. • A knife arch will be used on the front door.
EJECTIONS FROM THE PREMISES	<ul style="list-style-type: none"> • All ejections will be conducted via the front entrance of STORIES. • No other exit will be used, unless it is deemed impractical for safety reasons.
IDENTIFICATION	<ul style="list-style-type: none"> • 'Challenge 25' will be adopted, and only the following ID documents will be accepted as proof of age. PASSPORT/DRIVING LICENCE
CAMERAS	<ul style="list-style-type: none"> • The venue is equipped with CCTV, as per licence conditions. • Body cams will also be in operation. One on front door, one on mezzanine level.
TOILETS	<ul style="list-style-type: none"> • Toilets will be checked periodically by Door supervisors covering inside the venue. Toilets are also monitored all night by a toilet attendant.
RADIO COMMUNICATION	<ul style="list-style-type: none"> • Radio's will be issued to all door & bar supervisors who in turn will be able to contact any door /bar supervisor or management in the premises
SMOKING AREA	<ul style="list-style-type: none"> • A smoking terrace is situated at the rear of STORIES.
FIRST AID	<ul style="list-style-type: none"> • There will be a trained first aider on duty on the premises during this event • All members of staff have been made aware of the defibrillators in the area.
INCIDENT REGISTER	<ul style="list-style-type: none"> • All incidents will be recorded in the premises Incident register • Designated Premises Supervisor will ensure all incidents are recorded

6. SECURITY ARRANGEMENTS

DRUGS POLICY	<p>STORIES have an absolute "Zero Tolerance" in relation to misuse of Drugs.</p> <p>a). Persons suspected of being in possession of unlawful drugs will be asked to submit to a search prior to entering the premises. If they decline the search, they will not be permitted access. Signage will be in place to state this</p> <p>b). Any person within the premises suspected of being in possession of unlawful drugs will be asked to submit to a search. If they decline they will be removed from the premises. Any "minor" possession (as per guidelines i.e. non dealing quantity) discovered under these circumstances will lead to the suspect drugs being seized and the person in possession and anyone accompanying him/her being refused entry.</p>
DPS AREA OF RESPONSIBILITY	<ul style="list-style-type: none">• The DPS is ultimately responsible for his premises and ensuring all conditions are adhered to.• They are fully aware of their responsibilities.• The DPS or there nominated supervisor for STORIES will make periodic visits to the front entrance ensuring correct supervision of the door supervisors.

7. DETAILS OF POTENTIAL RISK FACTORS

VIOLENCE towards floor & Bar Staff, Security & members of Public	<ul style="list-style-type: none"> • All staff will have received training in the four licensing objectives. • All members of staff will be briefed prior to the event on possible dangers. • The bars will have a supervisor on duty who will have radio communication with security and management. • Staff will be trained to spot potential trouble makers & to defuse potential tense situations if safe to do so. • CCTV will be in working order, and have a recording facility of 31 days. • All incidents will be entered into an incident register/book and kept on the premises. • Overcrowding will not be permitted in any area of the venue. Door supervisors & Management will ensure this is the case. • Drink will not be sold to any person who appears to show signs of drunkenness. • Glass collectors will be used to keep the venue clear of empty glasses, and to keep the venue clean & safe from spillages.
DRUNKENNESS issues	<ul style="list-style-type: none"> • All staff will have received training on how to spot a member of the public who appears to be drunk and how to deal with them. • If members of the public appear to be drunk then refusal of any further drinks will be made. • If improper behaviour is being displayed, ejection from the venue will be made.
QUEUING arrangements	<ul style="list-style-type: none"> • Customers arriving at the venue will be ushered into two queues, one for standard entry. And another queue for tables. • A Knife arch is present at the front door that customers will be made to walk through, if they do not, they do not gain entry
UNSUITABLE CLIENTILE	<ul style="list-style-type: none"> • Customers who turn up at the venue but are not suitably dressed for STORIES will be politely refused entry.
SLIPS/TRIPS HAZARDS inside premises	<ul style="list-style-type: none"> • All carpet flooring is in good condition. • There is adequate lighting on all steps. • Staff have been identified to clean any spillages as soon as they have occurred. • Staff will have been instructed how to clean the spillage up as per Health & Safety instructions.

8. ADVICE

ADVICE GIVEN TO Ryan GOUGH	<p>Mr GOUGH the Designated Premises Supervisors, is aware that there is a potential risk in holding any event, however, with all parties subject to this risk assessment complying with all conditions , then the risks can all but be eliminated</p> <p>The DPS will have consulted with the Security Provider, and the Police before the event/Promotion goes ahead. Conditions in this assessment to be adhered to also conditions in the following documents:</p> <ul style="list-style-type: none">• Conditions of Premises Licence for STORIES• Fire Risk Assessment for the Premises• Drugs Policy• Dispersal Policy
VARIATIONS OF CONDITIONS IN RISK ASSESSMENT REPORT	<p>Any variation regarding the conditions in the Event Risk Assessment report will only be changed after consultation with the DPS and Security Provider.</p>

Saturday 5th - BBC 1extra

1 message

Ryan Gough

Thu, 3 Oct 2019, 14:43

To: b.reader

Hi Ben,

following our phone call earlier today, i am just emailing to inform you that we have deployed a dog unit to our security team.

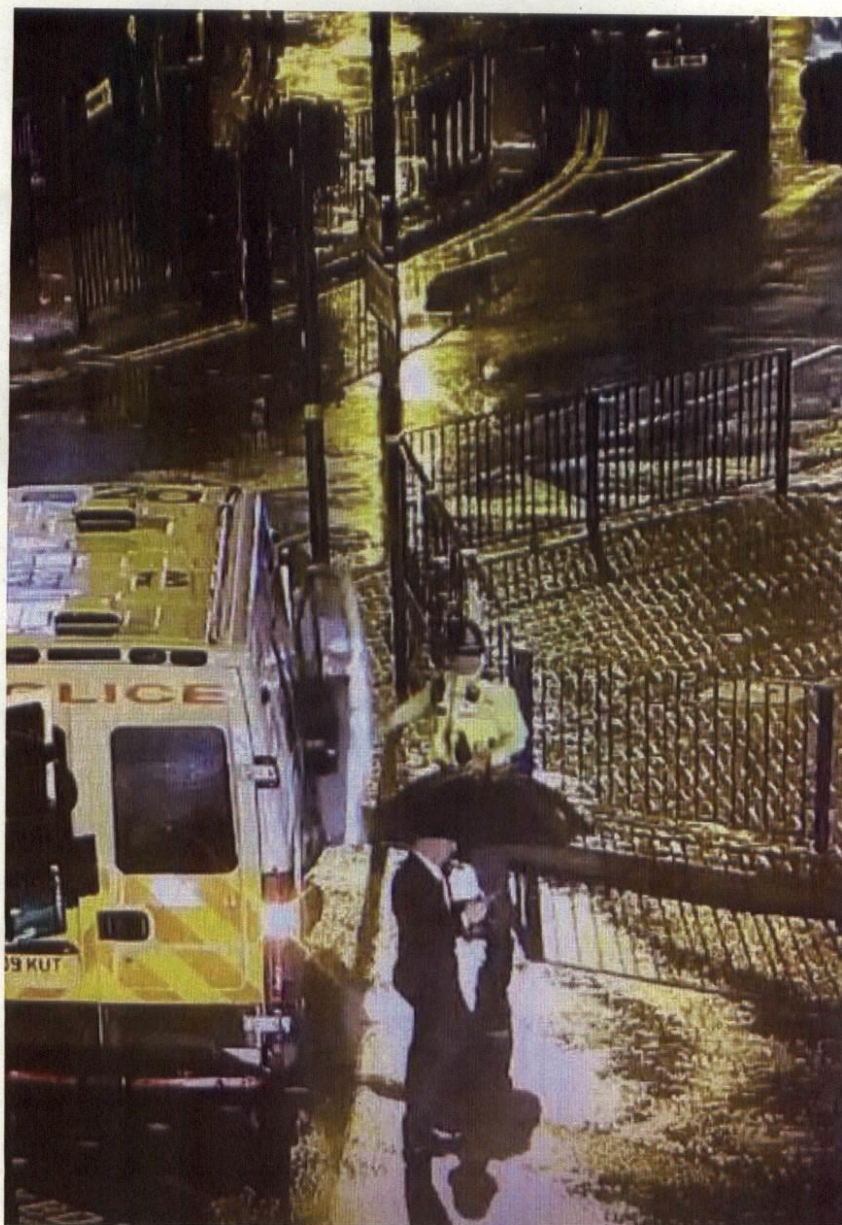
We will now be having 10 security guards + 1 dog unit present in the car park outside the venue.

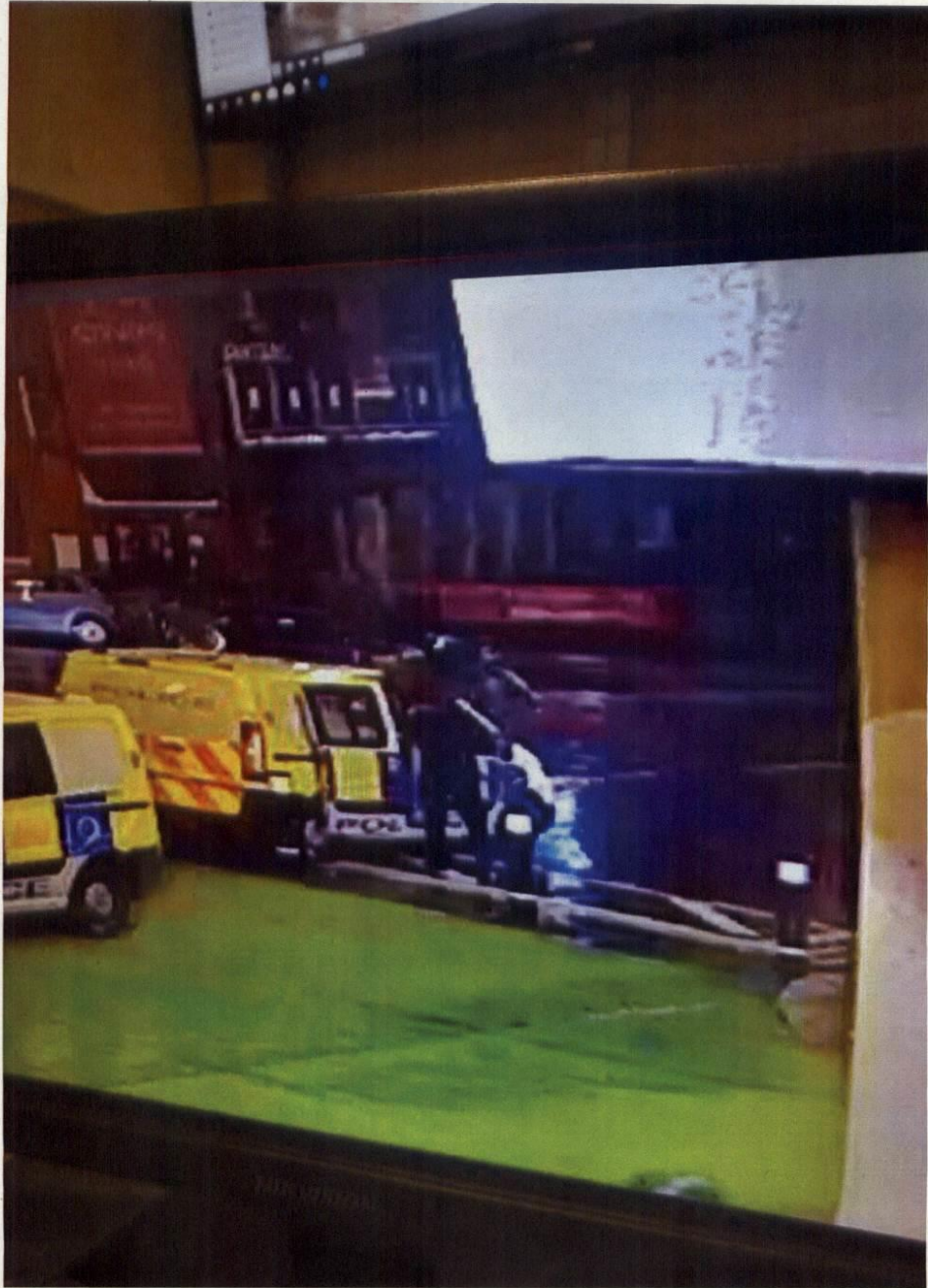
We came to this decision as we had been informed that one of the tables that was booked was a false table and actually for a group of guys who was present on the night of the 28th April which lead us to a revue. We do not want that crowd or anyone from that night in the venue, we have cancelled the table. We have also made the decision to close our guestlist tomorrow at 2pm, so we can collate it, and if its okay we would like to send it to you to have a look at and let us know if you know identify anyone from that list?

We are informing you as i know this night will be a busy night all round and we want to avoid any issues at our venue and to others in the surrounding area and general public.

Thankyou

Ryan Gough
Stories Nightclub

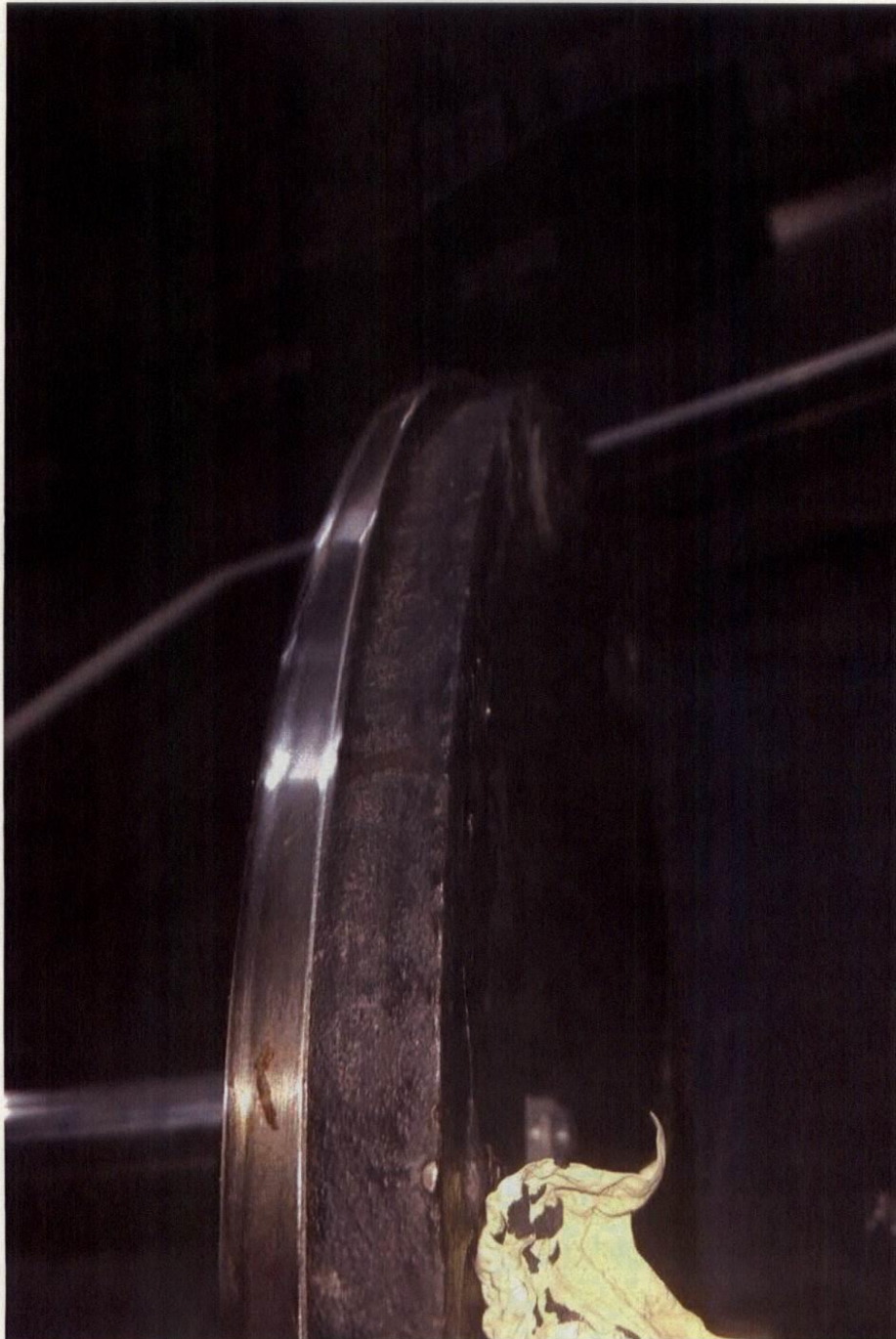














Signature Line

Signature Line

Week Ending (Sunday)

06/10/19

Fill in data as required

NAME	MON	TUES	WED	THURS	FRI	SAT	SUN	SIGNATURE
1866					22:10-2:30	23:00-4:30		
9692					22:10-2:30	23:00-4:30		
8585					22:10-2:30	23:00-4:30		
8912					22:10-2:30	23:00-4:30		
6169					22:10-2:30	23:00-4:30		
4000					22:10-2:30	23:00-4:30		
4020					22:10-2:30	23:00-4:30		
4335					22:10-2:30	23:00-4:30		
4189					22:10-2:30	23:00-4:30		
1477					22:10-2:30	23:00-4:30		
5890					22:10-2:30	23:00-4:30		

PLEASE NOTE: All time sheets must be delivered or emailed to the office by the following Monday by midday. Any guards whose time sheets are not in by then may risk delayed payment. Managers, please be aware that we shall be using this information to calculate invoice amounts. By signing this sheet, you will be invoiced accordingly.

Manager's Name
Manager's Signature

Officer's Name
Officer's Signature

DOOR ENTRY POLICY

FOR

STORIES

Prepared by
C.N.A. Risk Management

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INTRODUCTION

Many pubs, bars and nightclubs employ security staff to control access to their premises, prevent patron misconduct and protect the safety of customers and staff.

In busy nightlife areas, door staff can sometimes vastly outnumber police:

In Leamington for example, on weekend nights there are an estimated 10 door staff working in the city per everyone police officer. Consequently, door staff have a key role in preventing violence in nightlife settings.

Typically, the functions of door staff can include:

- Managing entry to venues to prevent overcrowding;
- Conducting age verification to prevent access to underage individuals;
- Patrolling premises to deter and detect disorder;
- Managing acts of misconduct among customers;
- Conducting searches to prevent drugs or weapons entering the premises;
- Managing the movement of customers out of the premises back into the night time environment.

Such functions mean door staff can frequently be placed in aggressive situations.

For example, they can be required to:

- Intervene in acts of patron aggression and violence,
- To escort unruly individuals from the premises,
- To remove customers at closing time,
- To refuse access to known troublemakers or underage individuals.

How they perform these duties is crucial to whether door staff prevent or contribute to violence.

A range of research has examined the role of door staff in violence, and interventions have been implemented in several countries to strengthen their function in violence prevention, including through training, management and improved partnership working.

This Policy document outlines the role of door staff at STORIES in violence prevention and measures being utilised to enhance this role.

POINT OF ENTRY

The first contact that potential customers have with STORIES is at the point of entry. It is the first 'point of sale', and the door staff are the first members of the venue's staff that they will meet.

It is important, therefore, that all members of the door team display a professional appearance and attitude at all times. It is here that the door supervisors get the chance to improve the image of the profession in the eyes of the public, or to reinforce the bad reputation that some doormen have had for a long time.

The way that a customer is treated at this point can have a significant impact on his or her perceptions of the venue.

It is at the point of entry, the entrance, that door supervisors are required to use their judgement fairly and effectively whilst enforcing both the law and the venue's policies, and to use effective communication skills when dealing with members of the public.

The door supervisor's main tasks here are the correct selection of customers for the venue and keeping undesirables out. Only by this careful selection can the right crowd be attracted, and problems inside be kept to a minimum.

Proper control at the point of entry is important to: -

- Meet and greet customers in a courteous and professional manner
- Safely control the entry of customers
- Monitor the numbers of customers being allowed in
- Control and monitor the queue
- Search for weapons, drugs and other unwanted items
- Deny access to unwelcome or unsuitable people

If door supervisors can control the point of entry effectively it will help to ensure the safe and swift entry of decent customers, at the same time enhancing the safety of the public as well as the other members of staff inside the premises.

IMAGE

It is important, as mentioned earlier, that the door supervisors portray the right image here. For example, they should not:

- Drink alcohol whilst working or immediately prior to reporting for work.
- Should not smoke in front of members of the public.
- They should be clean and well presented,
- Should not wear any unnecessary jewellery like rings, bracelets or earrings whilst on duty.

Door supervisors are becoming a much more professional group of people than they were just a few years ago and the public now expects a different attitude from them.

The large, thuggish 'bouncer' is very much out of fashion today, and customers now demand a pleasant, professional, non-aggressive approach.

When a door supervisor is at the door of STORIES he/she should stand in a relaxed, professional stance.

He/she should smile when speaking to customers and talk in a calm but confident manner, displaying a welcoming, open attitude. Standing to the side of the doorway or holding the door open when a customer approaches makes for a much better reception than being met by a doorway totally blocked by a doorman.

Talking to customers on the way in also gives the door team the chance to appraise their general attitude.

Even a brief conversation can help you to judge whether customers are old enough to be allowed in, whether they are suitably dressed, whether they are under the influence of excessive drink or drugs, and just to assess their attitude and behaviour generally.

REFUSALS

Refusing entry to unsuitable people is a necessary part of a door supervisor's job.

Acting on the licensee's behalf a door supervisor has the right to refuse entry to anyone who is drunk, for example, or anyone whose presence on the premises would subject the licensee to a penalty under law.

Each venue will have its own set of rules and conditions of entry. In fairness to customers, and to help the door supervisors working at the entrance, a notice should be displayed outside the premises explaining what those rules and conditions are. This helps potential customers to assess whether they will be allowed in to the premises before joining the queue and shows the grounds on which people are likely to be refused entry, showing that it is not just a decision made by a particular door supervisor at the time.

When refusing entry to customers it is important that it be done in a polite and professional way, fully explaining the reasons for the refusal.

Admission may and should be refused for the following reasons: -

- The venue is already full (fire precautions)
- The customer is under the influence of drink or drugs
- He/She is under age
- He/She does not comply with the dress-code for that evening
- He/She either cannot or will not pay the entry fee
- He/She refuses to be searched
- He/She is a known trouble-maker, is banned from using the premises or is subject to a court exclusion order
- His/Her attitude is such that his admission would spoil other people's enjoyment
- His/Her admission would render the licensee to prosecution
- any other breach of reasonable conditions of entry

Some people will insist on arguing with the door staff if they are refused entry, particularly if they are drunk.

The reasons for the refusal should be patiently and politely re-explained, but door supervisors do have the right to refuse entry to potential customers for the reasons given and should certainly not back down just because someone argues with them.

Sometimes it may be suitable to call the manager to further explain the situation to them, and if they still refuse to go away or continue to insist on being allowed in, then the police can be called to move them away from the entrance.

Most people when informed that the police will be called will move away.

QUEUES

If a queue forms outside the venue as large numbers of people wait to get in, then the queue itself will be monitored. Walking along the length of the queue allows the door team to talk to customers prior to entry, again allowing them to assess the attitude of the crowd and individuals in it.

Customers sometimes get upset and frustrated waiting for a long time in a queue, especially if it is cold or raining and they are not under cover.

Talking to the queue and explaining the reasons for delays can alleviate the tension.

If at this stage, it is explained to someone that their style of dress is unsuitable for the evening, or that they have had too much to drink, they are more likely to accept the policy and their refusal when they first join the queue, than if they are turned away at the entrance having been stood patiently in the queue for half an hour.

Queue-jumping is another aspect which will be supervised.

People can get very upset if other customers are seen to push in while they wait their turn.

If a membership scheme is in operation at the club whereby members who have paid a fee are entitled to immediate entry, then this again should be shown on the conditions notice, so that non-members fully understand why some people are getting in ahead of them. This again helps the door team, showing that they are not exercising biased judgements, and may even help boost membership.

Where STORIES has a policy of reduced entrance fee before a specific time, then at that time one of the door supervisors should mark the queue, preventing disputes at the door regarding what time a particular person arrived there.

The correct supervision of a queue outside the premises will ensure the safe and efficient entry for the customers and help prevent disputes with door staff at the entrance.

Door supervisors must ensure that they are fully conversant with the conditions of entry and policies of the venue, and must enforce them fairly, consistently and firmly.

Only then will the premises get the crowd it wants to attract, while keeping incidents inside the premises to a minimum.

USE OF FORCE

The main reason for the bad reputation that some doormen have is the excessive force that they use in the execution of their duties.

By virtue of the demands of the job, door supervisors tend to be well-built and physically fit, and unless they use the necessary constraints when dealing with unruly customers, they may find themselves liable to an assault charge.

Professional door supervisors must learn to carry out their duties without hurting the very customers they are hired to protect. Indeed, the results from some of the aforementioned training schemes run by the police and local authorities have shown a direct link between proper training and sharp reductions in the numbers of allegations of assault by door staff on members of the public in those areas.

Door supervisors do occasionally need to use force to carry out their duties, and under certain circumstances are legally empowered to do so.

The law gives certain situations when members of the public are allowed to use force on others, and this section aims to explain those.

The authority for door supervisors to use force when necessary can be found in the following parts of the law.

COMMON LAW - THE RULES OF SELF-DEFENCE

If any person has an honest held belief that he or another is in imminent danger, then he may use such force as is **reasonable and necessary** to avert that danger.

Furthermore, a person about to be attacked does not have to wait for his assailant to strike the first blow. Circumstances may justify a pre-emptive strike.

This basically means that if a door supervisor, whilst carrying out his duties, feels that he or someone else is about to be hurt, then he is allowed to use force to protect himself or that other person. If, for example, you come across a man physically attacking another man on the dance-floor, then the law allows you to use force to stop the attack. If the assailant then turns on you and assaults or tries to assault you, then you may use force to protect yourself.

In a criminal case in 1988 it was said that the common law has always recognised the right of a person to protect himself from attack and to act in the defence of others, and if necessary to inflict violence on another in so doing.

Provided that no more force is used than is reasonable to repel the attack, such force is not unlawful, and no crime is committed.

In another case in 1995 it was said that the necessity of using force was a question for the subjectivity of the defendant, whereas the degree of force was more objectively considered by the courts.

This means that door supervisors have to decide themselves if and when to use force, whereas ultimately a court may have to decide whether the amount of force used was reasonable or not.

COMMON LAW - PREVENTING A BREACH OF PEACE & SAVING LIFE

Any person may use such force as is **reasonable in the circumstances** to prevent a breach of the peace or to save life. (See 'breach of the peace' in Arrest chapter)

In another case in 1981 it was said that in relation to stopping a breach of the peace every citizen in whose presence a breach of the peace is being, or reasonably appears to be about to be committed, has the right to take reasonable steps to make the person who is breaking or threatening to break the peace refrain from doing so.

These steps may include the use of reasonable force. Once again, though, what force is reasonable will depend on the facts of the particular situation.

You are also allowed to use force to save someone's life. If, for example, an assailant is running at another man with a knife, then you would obviously be entitled to use force to stop the assailant from killing the other man.

SEC.3 CRIMINAL LAW ACT, 1967

This act gives everyone, including door supervisors, the authority to use "such force as is reasonable in the circumstances in the prevention of crime, or in effecting (or assisting in) the lawful arrest of offenders, suspected offenders or persons unlawfully at large."

The 'prevention of crime' element applies to any crime where the preventative use of force is reasonably required. This would obviously include protecting property from damage or theft and protecting people from physical injury.

This piece of legislation again allows you to use force to stop a crime from being committed, such as breaking up a fight (assault) or stopping someone from smashing a window (criminal damage), and also allows you to use force if needed to arrest someone and to stop them from running away before the police arrive.

It is important to remember that the wording of this Act refers to 'such force as is reasonable in the circumstances', and previous criminal cases have pointed out that where force is used in these situations the amount of force used must be judged according to the particular circumstances. It is made very clear, however, that the excessive use of force is not allowed.

These three parts of common and statute law use the words 'reasonable' and 'necessary' when describing how much force can be used in those circumstances, and door supervisors need to know what these words mean.

REASONABLE

What constitutes 'reasonable' is not always easy to define.

It will depend on the particular circumstances, and careful thought will need to be given when door supervisors assess the seriousness of the threat.

It would not, for example, be reasonable to punch someone who merely verbally abuses you.

The use of physical force should only be considered when there is a real possibility of physical harm to yourself or to someone else, and even then, the amount of force used should be appropriate and reasonable to the situation.

The test of whether the use of force in any given circumstances is reasonable or not is an objective one and is assessed on the facts as the person concerned believed them to be at the time.

A door supervisor claiming self-defence as an excuse for the use of force must be able to show that he did not want to fight, and providing that no more force was used than was reasonable to repel the attack, then the use of such force is not unlawful, and no criminal offence is committed.

If, on the other hand, a supervisor has already ejected a customer from the premises but continues to use force on him to 'teach him a lesson' or to 'stop him coming back again', then that extra and unnecessary use of force would not be seen as 'reasonable' and would make the supervisor liable to criminal proceedings for assault.

Door supervisors need to ensure that they use graduated and appropriate levels of force in response to the varying levels of aggression and violence used against them.

NECESSARY

The law is quite clear on the term 'necessary' with regards to the use of force, and there are many precedents in old cases that explain it.

Necessary force is not what is deemed necessary by someone considering the facts from a safe and comfortable place well after the events, but what the person carrying out the acts in question considered necessary at the time.

As mentioned earlier, only the person using the force can say whether and why he thought it necessary to use the force at the time, whereas a court may have to ultimately decide whether the amount of force used was reasonable or not.

PRE-EMPTIVE USE OF FORCE

The law supports the pre-emptive use of force only where it is reasonable and necessary.

The pre-emptive use of force as a means of physical defence is proper in the right circumstances, and it has already been used as a defence in court.

The courts have in the past also commented that for a person to wait to be hurt before doing something is no defence at all. Defence is all about not being hurt. Provided that no more force than is reasonable is used to repel an attack, then such force is not unlawful.

If someone was running at you with a broken bottle in an attempt to assault you, for example, then you would not need to wait for the person to strike you first before you hit him. In those circumstances, it would certainly be reasonable to strike that person before he had a chance to hurt you with the bottle.

If door supervisors consider that every time they use force against another person that they may well have to justify their actions, then they should be able to act reasonably in any given situation. If, however, they are reckless as to how much force they use, or deliberately use excessive force, then they will have to answer to the police and possibly even to a court.

The questions that are likely to be asked about any use of force are: -

- Was there was a need to use the force?
- Was the amount of force used was reasonable or not?
- What was the extent of the injuries compared to the amount of resistance given?
- What was the size and build of the injured party compared to the door supervisor?
- Were any weapons used or threatened by the other party?
- At what stage did the door supervisor stop using the force?
- Was the force applied in good faith or in a malicious way?

Door supervisors are allowed under the rules of trespass to physically eject customers from the premises when all other methods of persuasion have failed, and they are obviously allowed to protect themselves if they are attacked.

What the law does not allow is the excessive use of force or causing unnecessary or malicious injuries to any person.

You must always be able to justify your actions, and if you remember this during every potential confrontation with a customer, then you should prove to be effective within the security function without getting arrested into the bargain.

Under no circumstances may anyone employed on security duties carry any type of weapon. In the past doormen have been known to carry knuckle-dusters, coshes, iron bars and even baseball bats to assist them with violent confrontations. In fact, even the large 8-cell torches that some doormen carry may be classed as offensive weapons if used during an ejection or some other disturbance.

CONFLICT RESOLUTION MODEL

As a door supervisor, you will occasionally become involved in aggressive, frightening and potentially dangerous situations.

You will sometimes have to make split-second decisions with regards to those situations, decisions that could have serious implications for members of the public, fellow members of staff and for yourself. Particularly when deciding whether to use force or not, and then how much force to use, door supervisors will have to quickly assess situations, contemplate the risks, consider the consequences, and then act.

When deciding on suitable degrees of force to be used in different circumstances, the police use something called the 'conflict resolution model'.

This system was devised as a set of guidelines to indicate how much force can be used in certain circumstances and can also be used to help justify actions after the event.

The column on the left lists the varying degrees of offender/customer behaviour, ranging from compliance when everything is running nicely, up to serious or aggravated resistance where there is a serious risk of serious harm or even death.

The right-hand column shows the corresponding levels of response. The list in the centre shows what are called impact factors, facts within the circumstances which affect how the door supervisor decides to act.

The police model has been adapted to show suitable actions to be taken by door supervisors when dealing with members of the public.

The decision as to how much force can be justifiably used in any situation must be made taking into account the other person's behaviour, and any relevant impact factors.

BEHAVIOUR	IMPACT FACTORS	RESPONSE
Compliance (no resistance)	Sex/age/size/strength	Door supervisor presence (observing, passive control)
Verbal resistance (refusing to co-operate, swearing, threatening)	Skills/knowledge	Tactical communications (verbal and non-verbal)
Passive resistance (refusing to move/leave)	Alcohol/drugs/mental impairment	Primary control skills (carrying out, low level of force)
Active resistance (pulling or pushing away, struggling)	Injury/exhaustion/disadvantage	Secondary control skills (increase in force, armlocks and holds etc)
Assaultive/aggressive resistance (fighting, punching, kicking)	Numbers/weapons/danger	Defensive tactics (blocks, strikes and takedowns)
Serious/life threatening resistance (armed or serious attack, risk of serious harm or death)	Serious imminent danger	Serious or deadly use of force (action likely to or could cause serious harm or even death)

RECORDS

It is important that for their own protection door supervisors make some form of written record every time they have to resort to the use of force.

In the chapter 'Records' there is a list of the most relevant points to note when recording incidents where force has been used by a door supervisor during the course of his duties.

REMEMBER

1. Only use force when absolutely necessary
2. Only use such force as is reasonable and necessary
3. Never use weapons
4. Ensure you can justify your actions
5. Record your actions and inform the management

It is important that door supervisors exercise maximum self-control when dealing with potentially violent situations, and they need to ensure that they only apply levels of force appropriate to the circumstances.

Any use of force used by a door supervisor will be judged against the levels of resistance or violence offered towards him.

Varying levels of aggression and violence require varying responses, which must be proportionate to the circumstances, ensuring that the door supervisor's actions are always seen as reasonable.

NOTES: -

While there are no national guidelines on restraints or holds that door supervisors should use, there are two important considerations to be taken into account when door supervisors decide to exercise their right to use force on a member of the public.

NECK RESTRAINTS

The use of neck restraints or holds is strongly discouraged, because of the significant inherent dangers in using them.

There is a very real danger of causing someone serious or even fatal injuries when neck holds are applied, and door supervisors must be aware of the serious risks of using them on customers when either lawfully ejecting them from premises or arresting them for an offence.

Although stabilising a violent person's head via the neck may seem an effective way of controlling them, we must remember that the neck contains the throat, the windpipe and the voice box, all of which are easy to damage.

If steady or heavy pressure is applied to these areas, the person's ability to breath will be restricted. A strong neck hold could also crush the windpipe or rupture the voice box. A blockage in the windpipe can quickly lead to death. Furthermore, the carotid arteries run down either side of the neck from the back of the ears, and any sudden or steady pressure here could slow down the flow of blood to the brain, seriously reducing the amount of oxygen that can get through.

Applying pressure to the front of someone's neck by using a hold can also be extremely painful as well as restricting breathing, which can cause the person to struggle even more violently, which is not what we are trying to achieve.

If someone starts to struggle even more, then the tendency is to tighten the hold on him, which could cause serious harm or may even have fatal consequences.

A door supervisor engaged in a violent struggle may find it difficult to avoid applying some form of pressure on a person's neck, but there are serious risks involved, and such pressure on or around the neck should be avoided if at all possible. Although serious steps can be taken in serious situations, neck holds of any sort should only be used as a very last resort.

POSITIONAL ASPHYXIA

Door supervisors also need to know about a fairly new phenomenon known as positional asphyxia. This is basically when someone stops breathing because of the position he has been physically forced into, usually when being restrained during a non-compliant arrest situation. It is when his ability to inhale and exhale are impaired, and he cannot move out of that position to stop the situation.

This can be caused when a person is lying face down with pressure on top of him, or when his head is forced down putting pressure on his windpipe and restricting his breathing. When a person is physically held in this position, and cannot breathe properly, death may occur in just a few minutes.

The main factors that can contribute to this condition include complete or partial airway restriction, the inability to escape the position, alcohol or drugs intoxication, obesity, restraints (handcuffs), stress and severe fatigue.

The most common signs and symptoms of the condition include being physically held down and unable to move, pressure being applied to their back when lying face-down, when their face turns blue due to lack of oxygen, gurgling or gasping sounds, a sudden change in behaviour from violent to subdued, panic or when the person tells you cannot breathe. If any of these signs occur you should immediately change the position of the person to relieve the situation (by sitting them up or getting them up to the kneeling position) and perform first aid if it is required.

Positional asphyxia can result in death within a fairly short period of time, and so door supervisors must make themselves aware of the reasons, signs and symptoms of the condition, and ensure that they act carefully and responsibly in violent situations. Such awareness, coupled with thoughtful actions, should reduce the chances of the condition affecting people they deal with.

SEARCH POLICY

SEARCH POLICY	
<i>Please also refer to Events Risk Assessment</i>	
QUEUING	Customers will approach the front entrance and take their place in the queue. They will then wait in line till a door supervisor tells them to proceed through the gated section.
I.D Check	Upon entering customers will politely be asked to produce a valid form of I.D, this will be looked at and scanned into our system. If the I.D scanner signifies an issue with this then the customer will not be permitted entrance and be asked to leave, if there is no indication from the scanner they will be allowed to proceed to the next stage of entry.
PROPERTY BOXES	Before entering the knife arch area, customers will politely be asked to empty their pockets and place their belongings into a plastic container which will then be searched by a Door Supervisor for any non-permitted items. With regards to females all handbags will be searched.
KNIFE ARCH	If nothing is found in their belongings they will then be asked to walk through the knife arch/metal detector.
	Having walked through the knife arch, the customer will still be subject of a search whether the knife arch sounds or not. If no unpermitted items are found the customer is then allowed to retrieve their belongings from the tray and enter the venue.
BANNED PROPERTY	In the event any unpermitted items found, they will be confiscated as per the Drugs/Weapons policy.
SEARCHES	If the knife arch goes off to signify metal, they are asked to step out – this may be caused by jewellery, i.e. chains, watches or even belts, these are removed and they then proceed again through the archway.
DETAINED PERSONS	In the event an offensive weapon is found on any person, the weapon is confiscated, and the person detained. This person will be held in the smoking area at the front of the premises until Police arrive. The smoking area will act as a holding area, it will be made sterile for this action to take place.

BOOTH/TABLE BOOKING POLICY

	BOOTH/TABLE BOOKING POLICY
1	The venue has 15 booths with table facilities which are rented out to customers
2	Customers wishing to book a booth can enquire at STORIES via email, phone, social media messages, or contact through STORIES promotional team.
3	<p>Upon receipt of the booking enquiry management will question who the table is for, i.e. Group of males, Group of females or mixed group, and how many people they would like to book for.</p> <p>Generally we do not accept table bookings for groups of males larger than 8-10 for males and 12-15 For females.</p>
4	Once this has been determined, we will then send over a minimum spend price for the table.
5	<p>Once the price has been agreed the customer will then be sent our payment details in order that a deposit can be transferred to our account, also terms and conditions for the booking and use of the booth is agreed with the customer e.g.</p> <ul style="list-style-type: none">a) What time customers should arrive at the venue.b) Reminder of dress code.c) The Management withhold the right to refuse anyone not adhering to terms & conditions of the booking.d) The deposit is non-refundable.
6	<p>Management will request from all persons making the actual booking of a booth the first & last name of that person together with I.D.</p> <p>This I.D. will be requested on arrival at the premises.</p>
7	<p>Upon arrival, customers who have booked booths will have their identity checked before being searched and be put through the knife arch.</p> <p>Customers are then escorted to their respective booths/tables by members of staff.</p>

DISPERSAL POLICY

FOR

STORIES

Prepared by
C.N.A. Risk Management Ltd

The Dispersal Procedure is specifically for the premises of STORIES.

INTRODUCTION

It is acknowledged by the management at STORIES that there may be a potential conflict between a licensee's legitimate right to provide entertainment and other services and the equally legitimate right of neighbours to enjoy their homes and businesses without disturbance.

STORIES also acknowledge that popular venues are potential sources of nuisance, antisocial behaviour and crime which may create concern for the immediate neighbourhood, its residents and the relevant authorities. It is therefore a policy for STORIES to prepare and adhere to management protocols including this Dispersal Policy to set out practices and procedures to achieve this.

SCOPE

The Dispersal Procedure is not an Emergency Evacuation Procedure. Its purpose is to set out operational standards to be adopted by the management of the premises around the terminal hour dedicated to ensuring all practicable efforts are made to ensure that the premises or its patrons do not undermine the Public Nuisance Licensing Objective.

The Policy lays down guidelines to the senior staff to assist patrons to depart the premises and its immediate area in such a way as to cause minimum disturbance or nuisance to neighbours, both residential and business, and to make the minimum impact upon the neighbourhood in relation to potential nuisance, antisocial behaviour and crime.

The Dispersal Procedure is subject to review by the Designated Premises Supervisor on a regular basis and will address problems and concerns as they are identified in order to establish a permanent reduction or elimination. Consultation with local authorities and resident's groups will be undertaken during the review of the policy.

DISPERSAL POLICY

	RISK	ACTION/POLICY
1	Final Hour	<ul style="list-style-type: none"> During the last half hour of trading the service point will be reduced and certain staff re allocated to collecting glasses or offering customer service to assist customer departure.
2	Lobby Doors	<ul style="list-style-type: none"> Lobby doors at all entrances/exits will be shut to prevent any noise traveling outside.
3	Smoking Procedure	<ul style="list-style-type: none"> All customers exiting and re-entering the smoking areas within the premises in order to smoke will be controlled. Security/Staff stationed both at the entrance and within the smoking terraces to guide & control customer behavior. At the end of the evening the smoking area will be locked.
4	End of Evening	<ul style="list-style-type: none"> During the last half hour of trading the volume levels, type of music played, and usage of lighting levels will be changed to become slower and gentler to encourage the gradual dispersal of patrons during the last part of trading and during the drinking-up period. Security/Staff will be used to both encourage a gradual dispersal and to remind customers of consideration for neighbours. The front entrance will be manned by a minimum of 2 Door Supervisors. All remaining Door Supervisors will be inside the venue and will be ushering customers towards the front entrance in an orderly fashion. The management and stewarding procedures will support this aim.
5	Notices at Exit	<ul style="list-style-type: none"> In line with company policies, highly visible notices are placed in the foyer requesting exiting customers to leave quietly and to respect Guests, neighbours and their property.

	RISK	ACTION/POLICY
6	Room Closure	<ul style="list-style-type: none"> During the final half hour, customers disperse gradually, we will encourage this by closing certain areas (capacity pending), this helps with keeping atmosphere to a maximum and encourages a natural dispersal.
7	Door Supervisors	<ul style="list-style-type: none"> The following Practices will be developed. Encourage customers to drink-up and progress to the exit throughout the drinking-up time Draw the attention of exiting customers to the notices in the foyer and ask them to be considerate; Direct customers away from the area, directing people towards waiting taxis or the car park.
8	Incidents	<ul style="list-style-type: none"> In the event of an incident in which security are called, the front entrance will be on lock down and manned by a minimum of 2 Door Supervisors. Security who are first on the scene will call for the Designated Premises Supervisor or Duty Manager, who will assess the situation. It will be the decision of the DPS to notify the Police. Any individuals who are to be removed from the venue immediately, will be via the front entrance unless it is not practical or unsafe to customers, then the individual will be removed via the fire exits near to the incident.
9	Car Park	<ul style="list-style-type: none"> When the venue is empty, Door Supervisors will remain in the car park and monitor any crowd until they have dispersed peacefully – if a dog unit is present, the dog will be used as a crowd control.

	RISK	ACTION/POLICY
10	Taxis	<ul style="list-style-type: none"> • Door staff will direct departing customers towards waiting taxi's unless customers are parked elsewhere.
11	Female Customers	<ul style="list-style-type: none"> • To avoid lone females or vulnerable customers leaving into areas unknown to them, a safe area within the foyer will be provided for female customers to wait for their form of transport home. • A Female member of staff will attend to any lone or vulnerable female. This will be recorded
12	Staff	<ul style="list-style-type: none"> • Consideration will be given to procedures for staff departures
13	Training	<ul style="list-style-type: none"> • STORIES is committed to providing full training to its staff. • Training at all levels will be conducted to ensure understanding and implementation of the unit specific Dispersal Procedure. • All staff will receive induction training in all areas relevant to their legal responsibilities and assistance with dispersal this will be followed up with monthly refresher training including fire procedures and dispersal procedures.



WITNESS STATEMENT FROM RYAN GOUGH

Looking at the CCTV footage, the incident starts between a male (**Male 1**) and female believed to be his girlfriend, they are seen arguing on one of the booths just left of the DJ booth on the mezzanine floor.

Male 1 then moves into the DJ booth and is seen to hassle the DJ. Shortly after this Male 1 moves back to the booth and continues arguing with the females. Male 1 is then seen to knock a pole over which hits male 2 who is sitting with his friends in booth to the right of the DJ Booth.

Male 2 upset about Male 1's actions attempts to get his attention and tell him about what has happened. Male 1 seems not to be interested. Male 1 turns towards male 2 and spits at Male 2. Male 2's friends see what has developed and proceed to pull Male 2 away from Male 1 and back into their group.

Male 1's friends begin to gather and see what has happened, this is where the two groups are seen to shake hands and gesture to forget it and calm down.

A short while later a female on male 1's table goes towards a female near her booth and begins to kick and punch this female. Male 1 in seeing this decides to get involved in the situation. Security are in attendance and break it up. The female with male 1, then is seen to move over near to the group with male 2,

Male 1 is then seen to go over to go over to the female in an aggressive manner. He is then seen with the female and male 3 who gestures for the female and Male 1 to move away from his party. Male 1 is then seen to punch Male 3, and as a door supervisor attempts to stop him, male 1 punches the door supervisor. Other Door Supervisors are in attendance, they get involved and break the two groups up.

With the two groups now split, Male 2 with two males from his group push security staff back in an attempt to get to male 1. It is at this point a bottle is thrown and hits a member of the security. A glass table top is then thrown towards male 1's group, which they attempt to throw back but is stopped.

Security staff gain control of both groups and push them back towards their booths. I (DPS) am then seen by one of the groups and take a rope from a male, I then walk towards the bar to put the rope behind the bar for safety. Whilst doing this a male with another rope is seen to attempt to hit Male 1. It is at this point male 1 instigates the fight in the middle booth in the centre of the room.

Whilst this is happening a male picks a rope stand which is used for attaching the ropes and is seen to attempt to use it to hit the group in the middle booth section, but as it is heavy is unable to do so affectively, but whilst bringing the stand back up it appears to hit the IP at the back of the head. The rope stand is then thrown into the middle of the room. The IP is believed to be the person who presented himself to City Hospital. The DPS on seeing this jumps over the booths in an attempt to grab the rope stand to put it in to a place of safety.

With the groups now rushing out through the top fire exit, the DPS sees this and makes a decision that the incident could escalate and therefore goes to the front of the premises to call 999 and get aid from police who were in situ in the Arcadian Centre for an immediate response.

From this point on, the venue is emptied and there is no more disturbance in the venue or outside. The whole incident lasts within a period of 4-6 minutes.



Trident Group Security
17a Lichfield St
Tamworth
Staffs
B79 7QD

To Whom It May Concern,

Trident Group Security have been selected by Stories nightclub to take over the provisions of the venue.

Trident Group are aware of previous situations that have arisen at Stories nightclub and will ensure that these incidents do not happen again. To do this, we aim to implement new policies and procedures that will ensure the smooth running of all operations. All new staff will be trained on Trident Groups search policies and further provided with body cameras where necessary. In addition, we will ensure the implementation of a strict dress code and entry policy to all.

All Trident Group Security staff are paid through PAYE on a weekly basis and work directly for the company - Trident Group does not use sub-contractors.

Should you have any further questions please do not hesitate to contact me.

Kind Regards

Kerrylee Cox



17a Lichfield St PHONE:

Tamworth

Staffs

B79 7QD

EMAIL:

WEBSITE www.tridentgroupsecurity.co.uk

E: uk

Company No. 10824224

VAT Reg GB: 279594534