



Drunkenness and Disorderly Behaviour Policy / Staff training Api Avi Convenience Store, 383 Church Lane, Kingsbury, NW9 8JB

Expected Standards

There are 4 licensing objectives which have equal importance:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

We are a general convenience store selling a wide range of goods including alcohol. We take our legal responsibilities very seriously and expect staff to take this seriously too. We sell alcohol in a responsible manner, within the law and in accordance with the conditions of our Premises Licence.

It is against the law to knowingly sell alcohol to someone who is drunk or appears to be drunk. It is an offence to knowingly buy or obtain alcohol for a drunken person on licensed premises.

It is an offence to sell alcohol to someone who is drunk - you could be prosecuted and fined. Do not under any circumstances sell alcohol to a person who you suspect is drunk. If you are a Personal Licence Holder, your licence is also at risk. Furthermore, the premises licence holder could also face prosecution and the premises licence could be reviewed, suspended or revoked as a result of your actions.

We want our customers to use the shop regularly. The vast majority of people/customers behave well but it is important that we are able to deal with any customers that misbehave or are thought to be drunk. Therefore, it is important that you know how to deal with drunkenness and disorderly behaviour if it should arise.

Some signs to look out for:

- Disruptive behaviour
- Raised voices and arguments outside the shop;
- Customers buying drinks in quick succession
- One or more people playing to a crowd
- People being helped/'held up' by their friends
- Glazed eyes
- Stumbling
- Slurred words

Keeping an eye on customers will help you to identify any potential problems early before they start to escalate and get out of control. However, please note that these are just some examples. Just because a person may have slurred speech or stumble, for example, doesn't automatically mean that the person is drunk. But if you believe that a person is drunk, then you must not sell them alcohol.

Our specific internal standards

- We try to create a positive friendly welcoming and inclusive environment in the premises
- We train staff to ensure that they can serve customers as quickly and professionally as possible, and are aware of their legal responsibilities regarding alcohol sales.

When to step in and what to do

Service MUST be refused to any customer who is or appears to be:

- drunk
- or any customer who is trying to buy a drink for someone who is or appears to be drunk
- or any customer(s) who are acting in a disorderly fashion that is related to drunkenness

It is better to intervene too early rather than too late. The steps should be as follows:

1. A quiet word with a problem customer(s) or group can often resolve the situation before an offence is committed. If you think someone is drunk;
 - a. Politely but firmly refuse them explaining that it is the law that you cannot serve alcohol to people who may have had too much to drink. Refer people to our notice on display.
 - b. If you think someone in a group of people is drunk, politely refuse them explaining that it is the law that you cannot serve them alcohol. The reason for this is because someone in the group may provide the drunk person with alcohol purchased from the shop.
2. If the person isn't listening or doesn't accept what you say, stay calm. Be polite but firm. Escalate the issue to a duty manager or DPS if need be. If it is a group, follow the same procedure and calmly advise them of your decision. If someone becomes aggressive, avoid being aggressive back or saying or doing anything to make the situation worse. Stay calm. Remind the person that the CCTV is recording.
3. If the situation escalates further and you have a concern about your safety or the safety of other persons, then you should call the Police immediately on 999.
4. Calling the Police should ideally be a last resort, but if it's necessary after you have tried everything to deal with and control the situation, you must call the Police. Make a note of the incident in the incident/refusals book so there's a record of it.

Refusal logbook

Remember to log the refusal in the refusals book. You must make a note of the date and time, why you refused the sale plus any other details that may be useful to others in future such as a description of the person(s).

Incident book/log

If you witness any incidents of anti social behaviour/crime at the premises, or immediately outside, you must make a note of it in the incident book – make a note of the date, time, what happened and any action that staff took, including whether the Police were called.

Please sign this document below to acknowledge that you have understood your responsibilities in regard to any drunk and disorderly behaviour.

Staff name: Signature: Date

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