

**Management of Intoxicated Customers**

**(Including Drug related / problems)**

Warwick Conferences and Warwick Retail are responsible for all licensed areas and licensable activity on the University campus (excluding the Students Union)

Encouraging the misuse or over consumption of alcohol is socially irresponsible & would imperil the licensing terms & conditions as set down in the licensing act 2004.

Personal licence holders need to be vigilant and to take a responsible approach to ensure that there is no over consumption or anti social behaviour as these undermine the crime and disorder, public nuisance and public safety licensing objectives.

The Personal Licence holder on duty is authorised to allow members of staff to sell alcohol in accordance with the terms of the premises licence relating to the place where the alcohol is being sold and serviced.

All personal licence holders should carry their licence at all times as they are responsible for the authorisation of the sale and service of alcohol, as well as the management of all customers in the area. It is law to carry this at all times as this can be called for examination at any time by any police constable or an authorised officer of the licensing authority.

**Offences under the Licensing Act 2003**

There are a number of offences under the Act:

* Allowing unauthorised sales or consumption of alcohol
* Allowing disorderly conduct on or off the licensed premises
* Sale of alcohol to person who is drunk
* Allowing third parties to obtain alcohol for consumption by a person who is drunk
* Failure to leave licensed premises when asked to do so by an authorised person

**General procedure**

* Where a guest has been identified as being intoxicated / acting inappropriately and contravening one of the objectives, where possible this should be managed locally by the Personal Licence holder on duty or delegated member of the team
  + Where possible ensure there is a member of staff as a witness, support and back up
* At no point should any member of staff / manager put themselves or others in immediate danger
* Should further support such as Security be required, the Food and Drink / Duty Manager will contact them giving the following details:
  + State that support is required and the priority (including Police / Ambulance services)
  + What has happened or currently happening
  + Identity of the offender/s (to include approx. age/sex).
  + What they are doing now and the location
  + The size of the group and is there a need for multiple ejections
  + Likelihood of further incidents or confrontation with others
  + Are other guests likely to become involved or be affected
  + Confirm evidence of offence.
* After the incident, Food and Drink Manager would note the details of the incident on the Duty Log system, including the following information:
  + Date and Time of incident.
  + Names of those involved (including specific event they are attending and bedroom numbers if applicable)
  + Offense caused and effect on other customers noted.
  + Action taken by F&D Manager and times, where possible.
  + Times of when Maingate Security (and Police) were called (if appropriate) and any further action taken.
  + Names and contact details of any witnesses to the incident

**Incidents requiring first aid:**

* The food and drink manager on duty in the specific location will have the final decision as to what action is taken. If the food and drink manager is not first aid/ SIA trained the nominated first aider for the local area should be called to assist, Security should also be called for assistance as a matter of due diligence. In the event of a local first aider not being available Security should be called in the first instance.
* At the first instance & should it be deemed necessary by the food and drink manger/first aider a decision should be made as to whether to call an ambulance, this should be done via Security on 22083
* Security as a matter of due diligence will attend the incident and guide the ambulance crew to site.

Remember

All incidents should be recorded as a minimum on the duty log, where an incident involves further support, or the emergency services then a full brief should be sent to the General Manager of the department

**Arts Centre Incidents and first aid:**

The Arts Centre Duty Manager should be contacted for support and back up on all occasions..

The Food and Drink Manager should be called to work with the AC management on any venue specific alcohol / licence related incidents

If the incident is in non-relation to Alcohol and related behaviour then the incident should be passed to the Arts Centre Duty Manager and support offered if required

A joined up approach to decision making should be applied at all times. Both management groups need to ensure consistency of communication and adherence with policies/ recording documentation / duty logs etc at all times irrespective of behaviour being alcohol related or not.