

**REPORT TO: LICENSING BOARD - 5TH SEPTEMBER, 2000**

**REPORT ON: REGISTRATION OF DOOR STEWARDS**

**REPORT BY: CLERK TO THE LICENSING BOARD**

**REPORT NO 559-2000**

## **1 PURPOSE OF REPORT**

1.1 To advise members of the outcome of discussions with representatives of Police, door stewards and nite club operators regarding the introduction of a scheme to register door stewards.

## **2 RECOMMENDATIONS**

2.1 It is recommended that:-

- (i) The scheme as outlined be approved.
- (ii) The condition as outlined in Paragraph 6.9 be attached to regular extensions with effect from the January 2001 Licensing Board.
- (iii) Applications for registration be invited forthwith.
- (iv) The first meeting of the sub-committee be held prior to the January 2001 Board,

## **3 FINANCIAL IMPLICATIONS**

None.

## **4 EQUAL OPPORTUNITIES**

There are no specific equal opportunities implications.

## **5 LOCAL AGENDA 21 IMPLICATIONS**

The adoption of the scheme will help to promote a safe social environment.

## **6 BACKGROUND**

6.1 Reference is made to Article II of the Minute of Meeting of the Licensing Board of 21st January 1999 wherein it was remitted to the Director of Support Services to enter into discussions with Publicans, the DLTA, Nite Club Operators, Tayside Police and the Alcohol Development Officer with a view to introducing a code of conduct and basic training regime.

6.2 Numerous meetings were held with representatives of the above and the consensus view was that a mandatory registration scheme should be introduced.

6.3 Details of the scheme together with the Guidance Note referred to therein are attached.

6.4 Full registration is based on being deemed a fit and proper person to be registered and on completion of a training course.

6.5 A steward is defined as "any person engaged or employed at or near the entrance to licensed premises to ascertain or satisfy his or herself as to the security of customers to be allowed on those premises and to deal with or to maintain order on or at those premises".

6.6. The above definition means that anyone on the door will require registration. This will include those publicans who, occasionally, work their own door.

- 6.7 To enable the scheme to be given the force of law a condition should be attached to the regular extension. A disadvantage is that the condition will only apply to the hours of the extension i.e. after 11.00pm or from 2.30pm to 6.30pm on Sundays. However, as the trade are in favour of the scheme it is unlikely that unregistered stewards would operate before 11.00pm.
- 6.8 The attachment of the condition would also give the force of law to the administration and training aspects of the scheme and also allow the police to carry out enquiries and report to the Board.
- 6.9 The wording of the condition is as follows:-
- "It is a condition that where the licence holder employs or uses any person at or near the entrance or within these premises to ascertain or satisfy his or herself as to the suitability of customers to be allowed into the premises and/or to maintain order and/or safety at or in the premises, that the person so employed or used is registered as suitable for such employment or usage by the Licensing Board."
- 6.10 It is recommended that the condition be attached to regular extensions commencing January 2001. As regular extensions are granted annually all licences will have the condition attached by October 2001.
- 6.11 Applications for registration as a door steward should be dealt with by an ad hoc sub-committee of the Board comprising the Chairman and two other members.
- 6.12 Any training provider who can satisfy the Board that they can provide the necessary training will be added to the approved list and Dundee College have confirmed that they will be in a position to certificate the training.

Clerk to the Licensing Board  
10th August 2000

**DUNDEE CITY LICENSING BOARD****DOOR STEWARD REGISTRATION SCHEME****1. Application Form and Fee for Registration**

The first step is to complete and submit an application form for provisional registration which will be available from, and should be returned to, the General Services Office at 20 City Square, Dundee. The form should be accompanied by the registration fee of £10 and two passport-size photographs.

**2. Police**

All applications will be referred to Tayside Police to carry out a criminal record check and to recommend approval or refusal of the application. It is anticipated that any Police objections will be in a form similar to those submitted to the Licensing Board at the moment under the Licensing (Scotland) Act 1976. The only ground of objection will be that the applicant is not a suitable person to be registered as a door steward.

**3. Receipt of Objections**

If there is no objection to the application, the Clerk will have delegated authority to grant provisional registration. If the Police decide to lodge an objection to an application, the application will be put before a three member Sub-Committee of the Licensing Board. This will meet as and when required. The applicant will be invited to attend the meeting, having been given at least seven days' notice of the date and time of the meeting and a copy of the objection.

**4. Sub-Committee**

The Sub-Committee will require to decide whether the applicant is a suitable person to be granted provisional registration as a door steward. The applicant and the Police representative will be given the opportunity to address the Sub-Committee. If the applicant fails to appear, the Sub-Committee may decide to defer consideration of the application for one occasion only to a future meeting. Should the applicant then fail to appear, the application will be dealt with in his/her absence.

**5. Effect of Provisional Registration**

Upon the grant of provisional registration, the applicant will be issued with a registration identification badge and a copy of the "Guidance Note for Registered Door Stewards" (a copy of which is attached hereto), the terms of which he/she will be expected to adhere to, failing which registration may be cancelled or revoked. The badge will be red in colour, numbered and contain the applicant's christian name (or other name by which he/she is normally known) and one of the photographs submitted with the application form. The applicant will then have a period of nine months from the date of provisional registration within which to undergo and complete a prescribed training course provided by an institution approved by the Licensing Board.

**6. Completion of Training Requirement**

The course will consist of sixteen hours in total, made up of four blocks each comprising two two hour units, together with an appropriate assessment. When an applicant has completed the prescribed training requirement, the approved provider should notify the Clerk accordingly. If such training has been completed within the prescribed period, the Clerk shall have delegated power to grant full registration. In the event that full registration is granted, the applicant shall be issued with a green badge containing similar information to the provisional registration badge and also carrying a photograph of the applicant. If no such notification has been received within the prescribed period, the applicant will be asked to appear before the Sub-Committee to explain why he/she has failed to comply with this requirement. The Sub-Committee shall have the power to extend the prescribed period on one occasion only or to revoke the applicant's provisional registration.

**7. Full Registration**

Full registration shall last for a period of three years from the date upon which it is granted. An application for renewal of full registration must be lodged not later than the third anniversary of the grant of full registration, accompanied by a fee of £10 and confirmation issued by a training provider approved by the Licensing Board that the applicant has undergone a short refresher course prior to the date of the application for renewal. Provided the preliminary requirements for a renewal application are complied with, the full registration previously granted shall continue in force until the renewal application is determined. The procedure for renewal of a full registration shall be identical to applications for provisional registration.

**8. Revocation**

The Licensing Board may, whether upon a complaint made to it or not, revoke a provisional or full registration where it is of the opinion that the holder is no longer a suitable person to be registered as a door steward. In considering whether to revoke a registration, the Licensing Board may have regard to any misconduct on the part of the holder, whether or not constituting a criminal offence or in breach of the Guidance Note referred to in paragraph 5 above, which has a bearing on his/her suitability for registration. The holder will be invited to attend a hearing into the matter before the Sub-Committee should it decide that revocation be considered. The holder shall receive at least fourteen days' notice of the hearing, together with details of any complaint or other information the Sub-Committee intends to take into account. The effect of revocation will, except as provided otherwise, be to terminate the registration.

**9. Restriction on Successive Applications**

An applicant for registration whose application is refused or whose registration has been revoked may not re-apply within one year of such refusal or revocation as appropriate. If an application for renewal of full registration is received late, the Sub-Committee may, on cause shown, allow it to proceed though not timeously lodged, but the full registration previously granted shall lapse at its natural expiry date until so renewed. In all other circumstances, applications shall be treated as for provisional registration only.

Clerk to the Licensing Board

3 May 2000

## **DUNDEE CITY LICENSING BOARD**

### **DOOR STEWARD REGISTRATION SCHEME**

#### **GUIDANCE NOTE FOR REGISTERED DOOR STEWARDS**

##### **PERSONAL APPEARANCE AND CONDUCT**

- (1) You should at all times whilst on duty:
  - (a) be readily identifiable to the public;
  - (b) wear your registration identification badge in a position where it will be clearly visible (eg: on lapel or jacket pocket);
  - (c) wear any uniform provided to you. Where no uniform is provided, you should be dressed smartly and be of tidy appearance;
  - (d) maintain agreed standards of personal appearance and deportment appropriate to the venue and never act in a manner likely to bring discredit on employers;
  - (e) greet visitors to the venue in a friendly and courteous manner;
  - (f) use moderate language at all times when dealing with members of the public and other members of staff;
  - (g) act fairly and not unlawfully discriminate against any person on the grounds of colour, race, religion, sex or disability and always be prepared to justify your actions;
  - (h) never solicit or accept any bribe or other consideration from any person nor fail to account for any money or property received;
  - (i) not fraternise with customers, friends or relations to the detriment of your responsibilities;
  - (j) not drink alcohol or be under its influence when reporting for duty; and
  - (k) never abuse your position of authority and immediately report any incident or involvement with the Police that may affect your continued employment as a door supervisor.
- (2) You should not wear reinforced or steel toe capped boots or shoes whilst on duty, or have on your person anything that may be construed as an offensive weapon.
- (3) You must not wear any uniform or registration identification badge in licensed premises whilst NOT on duty.

##### **FIRE SAFETY AND FIRST AID**

- (1) You should ensure that:
  - (a) all toilets, fire exits and escape routes are clear of obstructions;
  - (b) all fire exit lights are functioning; and
  - (c) all fire extinguishers are in position and operational.

Checks to ensure the above should be made at the start of each shift and regularly throughout the evening.

- (2) You should at all times be aware of your responsibilities, and the procedures to be followed, should evacuation of the premises be required. You should act as directed by the head steward and duty manager.
- (3) You should at all times know which area you have been designated to work in.
- (4) Prior to the premises closing, you should ensure that all members of the public have left safely. All toilets should be checked.
- (5) You should check, at the beginning of each shift, the identity of the designated first aider and that first-aid posts and kits are suitably stocked.

### **CUSTOMER CARE**

- (1) You, in the first instance, are responsible for ensuring that patrons queuing for entry into the premises do so in an orderly fashion, that they do not impede passers-by and that the queue does not spill out onto the roadway. Where patrons refuse to comply with your request that they queue in an orderly manner, or where safety is compromised or where you believe that a breach of the peace is being committed, the Police should be contacted.
- (2) At all times you should seek to adopt a courteous attitude towards patrons and the public and in the face of aggression should seek to be tactful and diplomatic. You should greet customers in a friendly, calm and courteous manner.
- (3) You should attempt to defuse any potentially violent situation developing within the premises, and should not encourage or condone brawling or fighting within or outwith the premises. If this is not possible, the Police should be contacted.
- (4) You should ensure that any notice displaying house policy or rules is prominently displayed at or near the premises and refer to it when necessary.
- (5) You should, on refusing entry to premises, do so firmly using legitimate reasons, preferably referring to any house policy notice or legal requirement.
- (6) You should use only minimal force reasonable in the circumstances (see legal requirements (3) below) when dealing physically with members of the public, and the Police should be contacted where appropriate.
- (7) At the end of each shift, you should support the management in ensuring that the legal requirements for drinking up times are observed. If problems arise, you should consult your supervisor or duty manager, who will make a final decision on how to proceed.

### **LEGAL REQUIREMENTS**

- (1) You should comply with any lawful instruction given by the Police and give every assistance to officers in carrying out their investigations.
- (2) You should notify the emergency services immediately of any incident requiring their attendance.
- (3) You are reminded that the law allows any person to use reasonable force to defend themselves, their property or the property of another person. In addition, a person may use "such force as is reasonable in the circumstances in the prevention of crime. The use of force, however slight, always requires justification that it was reasonable in all the circumstances". The use of force which is not reasonable in all the circumstances may constitute a criminal offence.
- (4) In all the circumstances where the Police are called to attend, the names and addresses of all available witnesses to the incident should be taken.

- (5) In the event of any exceptional disturbances, either inside the premises or at the door, you should complete an Incident Report form containing the following information:
- (i) a description of the perpetrator (height, sex, colour of hair, clothes, distinguishing features, etc);
  - (ii) the date and time of incident;
  - (iii) the reasons for refusing entry, or description of the incident and the events leading up to the incident;
  - (iv) wherever possible the names and addresses of witnesses should be included.

### **DRUGS AND ALCOHOL AWARENESS**

- (1) You should monitor behaviour levels of customers at all times and be aware of any changes in behaviour patterns ie customers becoming noisier or aggressive.
- (2) You should recognise the signs and stages of drunkenness and react accordingly.
- (3) If you suspect someone has taken a controlled substance and is likely to be a danger to themselves.
  - (a) Give the person a chance to explain - don't jump to conclusions.
  - (b) Approach with caution - is there any danger to you (eg needle stick injury)?
  - (c) Ask/decide if medical assistance is required.
  - (d) Decide whether to involve the Police.
  - (e) Assess the risk associated with ejecting the person (any danger of unconsciousness? Is the person hallucinating? Would it be advisable to seek medical guidance?)
  - (f) If decision is taken to eject, is there a friend available to accompany him/her?
  - (g) In the absence of a friend, try if possible to arrange transportation home.
  - (h) If the person is unconscious -
 

Phone 999 immediately	Call for help	Stay with the person.
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- (4) If you suspect someone is in possession of a controlled substance you should decide if a search of the suspect is appropriate and, if so,
  - (i) advise them that you wish to carry out a search and why;
  - (ii) ask their permission - if they refuse take them to a private room and contact the Police;
  - (iii) ascertain if they have any sharp objects before you commence the search;
  - (iv) if the search is conducted in a public area be respectful of the person's privacy;
  - (v) always conduct a search male/male and female/female;
  - (vi) if a controlled substance is found during the search contact the Police immediately;
  - (vii) only minimum force reasonable in the circumstances should be used.

- (5) If a customer is displaying signs of excessive drunkenness.
  - (a) Does the person represent a nuisance or a danger to themselves, other members of the public and/or the staff?
  - (b) Ask the person to accompany you to a quiet location (if possible, get a witness).
  - (c) If the person is violent or unmanageable summon help.
  - (d) Assess the risk associated with ejecting the person (any danger of unconsciousness? Would it be advisable to seek medical assistance?)
  - (e) If the decision is taken to eject the customer, is there a friend to accompany him/her.
  - (f) In the absence of a friend, is it possible to arrange for transportation home?

**CLUB WATCH**

- (1) If you deny a person or group of persons entry to the premises and you have reason to believe that they may attempt to gain entry to other establishments in the area or may be a threat to members of the public generally, you should advise the Police of the numbers in the group, a brief description and the general direction in which they are heading.
- (2) You should thereafter advise other clubs in the area using the Club Watch System.

**AT ALL TIMES, YOU SHOULD CONDUCT YOURSELF IN ACCORDANCE WITH THE TRAINING YOU HAVE RECEIVED.**

**ANY DEVIATION FROM THIS GUIDANCE NOTE OR A CONSISTENT FAILURE TO ACT IN ACCORDANCE WITH THE GENERAL TERMS OF THIS GUIDANCE NOTE MAY RESULT IN YOU BEING REMOVED FROM THE REGISTER HELD BY THE LICENSING BOARD.**

It should be noted that this Guidance Note should be read in addition to any other instruction or information required by your employer, or head door steward. The note is not designed to supersede any existing house policy, but rather to work in tandem with it.