Drunkenness and disorderly behaviour policy

Date Created: Feb 24
Date of last review:
Expected Standards

There are 4 licensing objectives of equal importance:

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

It is against the law to knowingly sell alcohol to someone who is drunk or appears to be drunk. It is also an offence to knowingly buy, or obtain alcohol for a drunken person on licensed premises e.g. a bar, restaurant, pub or nightclub.

It is also against the law to allow people to behave in a disorderly way whilst inside our premises or on the grounds of our premises.

Section 143 Licensing Act 2003 makes it an offence for someone who is either drunk *or* disorderly, if they fail to leave the premises when requested to do so by staff or Police

The Company take our legal responsibilities to sell alcohol responsibly very seriously and we expect staff to take this very seriously too. If you do sell alcohol to someone who is drunk or disorderly or disorder breaks out on our premises due to drunkenness, you could be prosecuted and fined. There is a fixed fine of £1000 for the person who sold the alcohol to a drunk person. If you are a Personal Licence Holder you could face a criminal prosecution and your Personal Licence is also at risk. Furthermore, your Manager or Owner could also face prosecution and possibly lose their licence as a result of your actions.

We are in the business of selling alcohol, but we need to ensure that our customers enjoy using our facilities without behaving in a way that is offensive to others or that breaks the law.
Therefore, it is important that you know how to deal with drunkenness and disorderly behaviour if it should arise.

What to look out for:

- Disruptive behaviour
- Raised voices and arguments
- Customers buying drinks or shots in quick succession
- One or more people playing to a crowd
- People being held up by their friends
- Glazed eyes
- Stumbling
- Slurred words
- Vomit in the toilets

At the other extreme, intoxicated persons can often be quiet or simply asleep. Keeping an eye on each of your customers will help you to identify potential problems early before they get out of control.

Our specific internal standards

- We try to create a positive friendly welcoming and inclusive environment
- We train all our staff to ensure that they can serve customers as quickly and professionally as possible
- Do you try and avoid incentives to intoxication such as happy hours, 2 for 1 drinks, cocktails with more than 2 spirits, wine always sold in small glasses unless requested by the customer, shot glasses, top lines, buckets or limit the number of shots per person, or not serve spirits in anything more than doubles

Service should 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 generally better to intervene too early rather than too late. Steps should be as follows:

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 politely refuse them explaining that it is company policy not to serve to people who may have had too much to drink but you would happily provide them with a soft drink, tea, coffee or water.
Calling the police should be a last resort, but if necessary, appropriate and you have exhausted all other means to control the situation you must call the Police.

Refusal logbook

Remember to log the refusal in the refusals book.