HORWICH COHEN COGHLAN SOLICITORS

Date:

31 August 2012

Our Ref:

LYW

Your Ref:

PRM

Please ask for:

L Y Windell

Direct dial: Email: 0203 581 7100 lorraine.windell@hccsolicitors.com

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For the attention of the Licensing Department

Cherwell District Council Bodicote House Bodicote Banbury Oxfordshire

By Fax and Post

Dear Sirs,

OX15 4AA

Mr George Smith T/a G's Wine Bar Licensing Review Hearing 10th September 2012

In connection with the above matter, we enclose herewith copy documents which please include in the licensing review bundle.

Yours faithfully,

Horwich Cohen Coghlan

Solicitors







STATEMENT OF WITNESS

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Rebecca Stark

Date of Birth:

Redacted

Occupation:

Bar Staff

I have worked at G's Wine Bar, Bicester, for approximately 4 years. I mainly serve behind the behind the bar at weekends.

I am employed by Mr George Smith and during my employment George has provided me with training, both verbally and in writing, on age restricted goods, particularly with regard to the sale of alcohol. I have received a copy of the bar's policies and procedures and I am aware that I could receive a fine for selling alcohol to anyone under the age limit. The bar has a Challenge 25 policy in place. I am also trained on how to deal with customers that have had enough to drink or appear drunk. I have been trained to refuse to sell to anyone in that condition and to call the door staff to ask the person to leave. With regard to underage sales, if I have any doubt or concern, I will ask to see photographic ID, such as a driving licence or passport. However, this rarely happens, as the door staff are very good at checking peoples ages before they are allowed to enter the bar.

I work at the bar at the busiest times, and in my experience, the bar is very well run and little trouble occurs within the bar. The main issue for any problems is when people are turned at away at the door by the door staff. This sometimes results in people kicking off at the door staff and police having to be called to deal with the situation. I am also aware that other incidents arise when people are waiting for taxis or buying food in the town centre, and some one tries to jump the queue.

	Redacted]		
Signed		*****	Ψ.	Date 31/8/12
Ms R	Stark	_		

During my employment at G's Wine Bar, I have not experienced many problems within the bar. Most people are well behaved and it is a good environment to work in.

Since the beginning of this year, I have been attending the Pubwatch meetings on Mr Smith's behalf. I attended a few of the other Pubwatch meetings in 2011, but cannot now be certain of the dates. At the Pubwatch meetings, I take notes of anyone new that has been barred by other pubs in the area and those people that have asked for their ban to be lifted. Mr Smith fills in the red forms with details of anyone that he has barred from G's and this is discussed at the meetings. Mr Smith recently banned a young girl from the bar that tried to enter with fake ID. I will continue representing the bar at the Pubwatch meetings for as long as I am needed.

Redacted	
Signed	 Date 31/8/12
Ms Rehecca Stark	

NOTICE TO ALL CLUBBERS

FROM 1ST DECEMBER AT G'S **FREE ENTRY B4 12**

NO ENTRY AFTER 2:00AM ON SATURDAYS NO ENTRY AFTER2:00AM ON FRIDAYS

DON'T TURN UP AFTER THESE TIMES YOU WILL BE TURNED AWAY

Induction Pack G'S Wine Bar & Nightclub

Introduction

Welcome to the staff induction pack. The aim of this document is to ease you through employment at G's and to outline what will be expected of you as an employee.

Aims and objectives of Induction

Induction is about the steps G'S can take to try to ensure that you as an employee settle into your role happily and effectively. It aims to help you to understand what is expected of you and what you can expect from G'S.

During the induction you will be informed of Standards set out under the licensing laws. After the induction has taken place all staff will be need to sign and date an Induction Form to confirm that the induction has taken place.

Staff induction objectives

- To ensure that you as a member of staff work in a structured way
- To ensure that you are able to recognise the aims of G'S
- To ensure that you are aware what will be expected of you from the management.
- ♦ To inform you about the conditions of employment, working practices and standards of performance and conduct expected of you
- ♦ To ensure that you are able to work confidently and safely in your role
- To ensure that relevant training is available to you

Management induction objectives

♦ Door staff

Door staff will be thorough when checking all IDs.

All door supervisors are required to use UV light to identify false ID. Anyone found to be under aged \underline{MUST} be refused entrance into the Bar.

Anyone found to be intoxicated **MUST** be refused entrance to the Bar.

♦ SIA Badges

Badges must be worn at all times without exception; failure to do so will result in a verbal or written warning and will be reported to the Security Industry Authority (SIA)

♦ Refusal Log

If anyone is refused entry, this must be logged with the date and time and a brief description of the person entered in the Refusal Log. All entries must have a signature against it.

♦ Incident Book

Bar/door staff must log all incidents, a brief reason should be entered and a signature is required against the entry.

♦ Under Age Drinking

It is the bar staff's responsibility to ensure that customers are 18 and over and if there is uncertainty of the person's age always ask for ID. Anyone who appears to be under 21 years of age must be asked for identification in accordance with our "Think 21" Campaign. Any resulting refusals must be documented in the Refusal Log. Door staff will log any IDs suspected of being fake in the Refusal Log and GS will inform the TVP/Cherwell District Council.

♦ Behaviour of staff on duty

The management at G'S expect all staff to be professional, courteous and helpful to customers at all times. The management reserve the right to discipline any member of staff not behaving in a professional way.

♦ Training

All staff will receive training:

- on identifying customers who are too drunk to be served.
- using UV lights to detect false IDs
- Health & Safety
- First Aid at work

Licensing Laws

Under no circumstances should anyone be allowed into the premises if they are intoxicated or under the legal age. It is the bar staff's responsibility to ensure that they do not serve any who is clearly intoxicated. Any resulting refusals must be documented in the Refusal Log.

Dress code

Staff must be of a smart appearance at all times. Customers should be of smart casual appearance.

No Smoking Ban

The Law strictly prohibits smoking by customers and anyone found smoking will be removed from the premises.

Staff drinking on duty

Alcohol is strictly prohibited and any member of staff found to be drinking on duty will receive a verbal/written warning, which could ultimately lead to dismissal.

Smoking by staff

There is a no smoking policy at G'S and staff working at G'S will respect this rule.

◆ Drugs

Any member of staff found to be in the possession or under the influence of drugs will be instantly dismissed.

Customers found to have drugs on their possession will be asked to leave immediately, the drugs will be confiscated and handed to the police and they will be banned for an indefinite period of time.

Code of Conduct for Door Staff

- 1. Security staff will arrive for work on time and work the full shift.
- 2 Security staff will be dressed smartly in an appropriate manner.
- 3. No staff member will consume alcohol or be under the influence of drugs whilst on duty.
- 4. Staff members who smoke may do so if this has been agreed with the management.
- 5. Security staff must behave appropriately at their place of work and ensure that interaction with customers remains at a professional and courteous level and that they do not fraternise with customers.
- 6. If a customer is behaving inappropriately the security staff must make every effort to minimise the disruption to others and if necessary ask the customer to leave quietly. If force has to be used, reasonable force will be used but only as a last resort ad then only the minimum necessary to eject the person. If necessary Door staff must use the radio provided to inform the Police.
- 7. The manager has the right to refuse admission to the premises but unless instructed to do otherwise you should not refuse admission unless a person:
 - is unable to pay any admission charges
 - is or appears to be under the minimum age for entering licensed premises or does not comply with any age policy for the event.
 - is under the influence of alcohol
 - is under the influence of drugs
 - does not comply with any dress requirements laid down by management
 - has been identified by the manager as a known troublemaker or an associate of a known troublemaker.
 - people named on the Bicester Pub Watch
 - use discretion to monitor people standing by the barriers if they are unhappy about them being there. They MUST be asked to move away from the barriers.
- You may need to search persons who you think may be carrying weapons or bottles, or ask people to open their bags if you suspect they may be bringing their own drinks into the premises.Door staff will be provided with a metal detector.
- 9. Would cause the maximum permitted attendance to be exceeded.

The police must always be informed by radio if the door staff have:

- ejected anyone from the building
- if there is a fight

- if anyone has been refused entry
- 10. You will log in the incident book details of:any incident at the premises
 police visit
 licensing visit
 telephone call to police

THIS IS VERY IMPORTANT FOR LICENSING AND INSURANCE PURPOSES.

Induction Form

Please sign to confirm	that you have l	been inducted	in the follo	wing:
Staff objectives				

Management objectives

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Training

Please sign to confirm that you have received training of the following: This training will be ongoing and is an essential part of your role at G'S.

- on identifying customers who are too drunk to be served.
- using UV lights to detect false IDs
- Health & Safety
- First Aid at work

Name	
Signature	 •
Date	

Door Supervisors

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INCIDENT REPORT

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BYAC 120

G's Bar

MANAGER 1 Z1 DOWNSTAIRS SUNDAY 2 SEPTEMBER 2012 03:14 040510 LOCATION : Location 1

DOWNSTAIRS UPSTAIRS

OK

71:00611 Time Zone Period 1 Reset Report

1 00:00 - 01:00

GROSS Sales

1.21

£263.20

2 01:00 - 02:00

GROSS Sales

2.44

£630.05

3 02:00 - 03:00

6 GROSS Sales

2.15

£537.35

4 03:00 - 04:00

2 Deinics BACH

GROSS Sales 0.07 £20.55

15 14:00 - 15:00

GROSS Sales

0.02

£4.50

16 15:00 - 16:00

GROSS Sales

0.04

£8.40

17 16:00 - 17:00

GROSS Sales

0.05

£10.40

19 18:00 - 19:00

GROSS Sales

-0.02

£4.30

20:00 - 21:00

GROSS Sales

0.01

£3.30

22 21:00 - 22:00

GROSS Sales

0.17

£41.30

13 22:00 - 23:00

GROSS Sales

0.69

£105.75

4 23:00 - 00:00

GROSS Sales

0.3

£72.40

: Time Zone Period 1 Totals Reset

TOTAL IN 88

G's Bar

MANAGER 1 DOWNSTAIRS Z1 SATURDAY 1 SEPTEMBER 2012 03:10 040364 LOCATION : Location

DOWNSTAIRS **UPSTAIRS**

OK OK

Z1:00609 Time Zone Period 1 Reset Report

1 00:00 - 01:00

GROSS Sales

8,0

£171.75

2 01:00 - 02:00

GROSS Sales 1.37 £292.75

3 02:00 - 03:00

GROSS Sales

1.93 £384.00

2 DRINKS EACH 22_21:00 - 22:00

GROSS Sales

0.01

£3.30

23 22:00 - 23:00

GROSS Sales

£3.30

24 23:00 - 00:00

GROSS Sales

0.05

8,01

** Time Zone Period 1 Totals Reset