

INSPECTIONS – Best Practice

2020

Before Starting

Carry your:

- Warrant of Appointment
- Notebook and '*compliance check*' book or tablet
- Torch
- Phone
- Dress in council apparel if appropriate.

Be familiar with your powers under section 267 of the Act

On Arrival at the Premises

Check the external environment and observe the premises to gauge any risks:

- Scan immediate area (from outside / opposite the premises)
- Observe car parks for anti-social behaviour

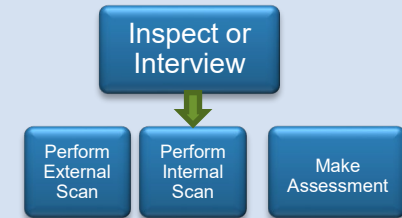
Update get home safe app ensuring dispatch is included as an escalation.

On entry, politely engage with the crowd controllers

- Are they wearing their COA?

Locate the Duty Manager and identify yourself, when appropriate

In the Premises



Check	Details
No Minors	Purchase age is 18
The licence	Hours, expiry date and conditions
Food is available	Relevant to the licence conditions
There is non and low alcohol drinks options available	Water is freely available
Duty manager is available	They should be on-site and be able to show proof of ID
No intoxicated patrons	Check outdoor dining licence if relevant

Completing the Check List

- Complete compliance details.
Write in comments section:
 - Points covered in discussion
 - Follow up points
 - Concerns.
- Ask Duty Manager to sign, make a note if duty manager refuses to sign. email a copy as soon as practicable.

Best practice for assessing intoxication!

- You and your partner agree.
- The duty manager confirms or denies the person is intoxicated.
- A full description of the person, including clothes they are wearing, is recorded on the inspection sheet.
- Duty manager is asked to sign.
- A copy is emailed to the manager/ licensee.
- Inform the manager of next steps.

What to do if you find a breach

Confirm

- Check the suspected breach is definitely a breach of their licence conditions or a breach of the Act

Gather Evidence

- Collect all evidence while on site
- Where possible obtain appropriate proof:
 - receipts showing date, time, purchase
 - Details of proof of ID
- Document breaches and detail in your notebook and ask manager/staff to sign if appropriate

Decide on level of Breach

- How serious is the breach?
- Consider the GRM policy
- What is an appropriate next step, e.g. Written Warning / Infringement Notice?
- Ensure you have sufficient and accurate evidence to support the level of action you intend to take

Discuss with Licensee

- Advise the Licensee of the breach and arrange interview or explanation