

Staff training notes on Drunkenness

What is drunkenness?

Someone is described as drunk for these purposes, if they have had too much to drink and are basically no longer in control of all their faculties. In the examples below (which are not exhaustive) for “his, he or him” also read “hers, she or her”

Definitions include :

- An inability to care for himself
- Causing a danger to himself and/or others
- Causing a disturbance or nuisance, or refusing to move along or leave

Symptoms include :

- Loud and/or aggressive behaviour, including bad language and being argumentative
- Bloodshot eyes
- Difficulty walking or standing, including staggering and swaying
- Clumsiness and carelessness
- Sleepiness
- Making inappropriate sexual advances

It is a problem because :

- Customer’s behaviour deteriorates (often with the above symptoms or some of them) and the resulting anti-social behaviour can lead to disruption for those in and outside the club, and criminal activity at worst.
- It can lead to harm to others in the premises, including the person who has had too much to drink
- It can lead to long term harm for the person who is drinking too much
- It is a criminal offence under the Licensing Act 2003 to
 - Allow disorderly conduct on licensed premises (s140)
 - Sell alcohol to someone who is drunk (s141)

The consequences of selling alcohol to someone who is drunk

Because it is an offence, and contrary to the licensing objectives of both preventing crime and disorder and preventing public nuisance, it is serious to sell alcohol to or for someone who is drunk. Even though they may be insistent about having another drink, bar staff must refuse to sell and must call a member of the security or management team if the person becomes difficult. Offer a soft drink or water, but do not sell alcohol to the drunk customer. If you do, you could face disciplinary proceedings.

Remember to log all refusals in the **Refusals Log** held at the premises.