

LICENCE TO SERVE

ISSUE 006

News from the Liquor Licensing team



MONITORING BARS FROM THE POLICE PERSPECTIVE

This article has been prepared after a very pleasing Christmas and new year's period which has taken us to most of the Timaru, Waimate, Mackenzie, Ashburton, and Methven licensed premises, and many of the special licences, including work functions and 'tradies day'.

I was also in charge of a team of 5 police staff working in Twizel for 3 nights over the new year. We were extremely happy with all the bars in the Mackenzie and I will use these as an example of what we like to see, especially on the big nights and special events.

From a Police perspective what we love to see is a busy bar and a happy relaxed crowd. We love seeing adequate, well trained, personable security staff who take action if any patron starts antagonising the visiting Police, and removes anyone showing signs of intoxication, before we find them.

We watch bar staff and serving staff closely to ensure they are checking IDs and assessing intoxication levels, especially in busy times, as this is when they are most at risk.

We encourage duty managers to make themselves known to us as soon as possible, but allow us some time to move through the bar before entering into an in-depth conversation. This allows us to actually get a feel for the crowd, and pick up any issues or intoxication. (I can't multi task.)

We like to see the duty manager moving through the crowd and interacting with patrons, and security, and not being tied to just serving.

In Twizel we found the normal pre-loading, house parties that continue to be a massive risk for licensed premises. Door staff, in particular, need to be vigilant and in a position that they are able to observe the patrons walking, and are able to converse with them before they try to enter.

This newsletter is jointly produced by the Timaru District Council Alcohol Licensing Team, the Police Alcohol Harm Reduction Officer and the Community and Public Health Alcohol Licensing Officer.

We encourage all licensees to circulate this newsletter to all staff, especially Duty Managers.

THIS ISSUE

Pleasing the Police

Patron Safety - 8 Top Tips

Late Night Eating

A Push for ServeWise

You are all aware that the Alcohol Tri-agency conducts Controlled Purchase Operations (CPOs) or 'stings' as they are commonly referred to. Since I've taken over this role we've had only a few failures but in every case it was an untrained server that has let the side down. We are actively encouraging all serving and security staff to complete this free online tool, to protect your business, and you duty managers. It's actually a no-brainer and puts more responsibility on all your staff. Once completed, they can print off their completed course certificate and you can add it to your file.

Follow this link for the ServeWise course: servewise.alcohol.org.nz/

Until next time.

Sgt Greg Sutherland

Alcohol Harm
Reduction
Officer



PATRON SAFETY – 8 TOP TIPS

As liquor licensees, you know you have a legal obligation to provide a safe environment for patrons, staff and the areas not only in your venue, but around it.

A safer environment means that patrons have a better time, which drives repeat business!

Here are some tips to increase safety at your venue:

1 Staff Training

Trained staff show your commitment to the responsible service of alcohol and can decrease the risk of assaults. Invest in staff training and run regular staff meetings to discuss issues.

2 Patron Behaviour

Engage a security firm, refuse entry to minors/ intoxicated people and discourage unsafe practices.

3 Drinking Water

Make drinking water available to patrons – it's your responsibility and essential to minimising harm and intoxication.

4 Glass Removal

Regularly clear tables and surroundings of empty glasses and bottles to reduce incidences of broken glass/potential weapons.

5 Refusal of Service

You have the right to refuse service or entry if:

- a patron is unduly intoxicated or disorderly
- the safety of the patron or others is in jeopardy
- you consider refusal is otherwise warranted on grounds that are not discriminatory

6 Advertising and Promotions

Will your trading promotion place customers or staff in jeopardy or in an unsafe situation (e.g. all you can drink, flaming drink promotions)?

7 Venue Amenities

Adequately light your venue, serve alcohol in measured glasses, use signage advising patrons of their rights and responsibilities, maintain and light fire exits and ensure your venue is clean and in good repair, to minimise safety risks.

8 Crowd Control

Regulate the number of patrons in your venue and avoid congestion. By doing this, you can ensure security and bar staff have enough time and visibility to assess safety and levels of intoxication.



ARLA VS DLC

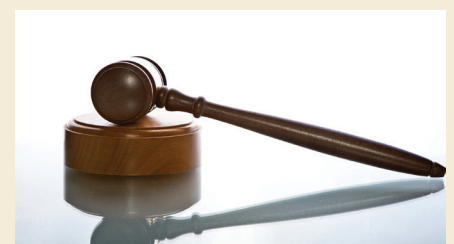
Recently a few licensee's have been unsure who does what with regards to the District Licensing Committee (DLC) vs Alcohol Regulatory & Licensing Authority (ARLA).

I guess the easiest way to explain it is that ARLA deal with any enforcement issues (i.e. failed Controlled Purchase Operations, issues of intoxication on licensed premises) and any appeals that may be lodged against DLC decisions.

DLC's deal with the day to day unopposed applications at weekly meetings and if there are any objections/oppositions received regarding new or renewal applications for Managers or Licensed premises then the DLC would hold a public hearing to hear the case.

If you had to appear in front of ARLA you would be dealing with an ex District Court Judge and a panel member. If you had to appear in front of the DLC you would be dealing with a Commissioner appointed by the relevant District Council Chief Executive and two committee members.

ARLA cases are usually held at a courthouse (if there is one available in the district you are in) whereas a DLC case would be held at the local Council office building (if available).



Sorry, the kitchen is closed

Recently I was in a licensed premises in South Canterbury and it was after 10 pm.

I was looking at the main menu and the Duty Manager approached me. He politely informed me that because of the time of night I should look at their evening menu not their main menu. Their evening menu had reasonably priced, easily prepared food and a surprising amount of variety – which is excellent. Well done Mackenzie Bar and Grill.

Compare this to...

Over Christmas New Year, my wife and I spent a good bit of our holiday traveling around the South Island. During that time, we visited a lot of restaurants and taverns.

One night in the far south, our accommodation owner said, "If you are not back by 8.30 pm you won't get anything to eat from the local bars as their kitchens are closed".

This of course is a breach of section 53 of the Sale and Supply of Alcohol Act 2012. All ON and Club licence holders must have a reasonable range of food available during all the hours that they are open for the sale of alcohol. The food has to be reasonably priced and available in a reasonable time, and the menus advertised in an obvious area like a chalkboard or on a separate accessible menu.

I am glad that "sorry, the kitchen is closed" is not a phrase heard in our licensed premises in South Canterbury.

Please keep up the high standards that you always have. Having high standards like these keeps South Canterbury Licensees and their Duty Manager at the top in New Zealand.

Shayne Broughton



Future Topic Suggestions

Do you find the newsletter useful?

We are looking for suggestions from you as licensee's as to what sort of articles or items you would like to see in future newsletters. If you have any suggestions please feel free to email me on sharon.hoogenraad@timdc.govt.nz

CPO/MONITORING RESULTS

A Controlled Purchase Operation (CPO) was undertaken on Friday, 17 November 2017 which focussed on On-Licence premises within the Mackenzie District.

Five premises were visited and no sales were made.

A further CPO was conducted on Friday, 16 February 2018 which covered both the Timaru and Mackenzie District. Twenty premises were visited on this occasion and unfortunately one premise made a sale. That premise is currently being dealt with by the relevant agencies.

Please take this as a reminder to ensure your staff are vigilant and doing what they should be doing regarding checking ID if unsure of age. As the signage says "No ID, No Sale, No Exception".

A number of monitoring visits have been conducted since the last newsletter went out:

22nd December – Tradie Night (Timaru)

12th January – Timaru/Waimate District

18th January – Mackenzie (Lake Tekapo/Fairlie)

1st February – Mackenzie (Mount Cook/Twizel)

24th February – Mackenzie (Salmon & Wine Festival)

The monitoring trips have resulted in a number of enquiries being made to the agencies regarding a range of issues.

A reminder regarding Managers – the LCQ Certificate is NOT a Managers Certificate. For a staff member to be a certificated Manager they must have obtained the LCQ Certificate, completed at least six months recent experience in the industry and applied for and obtained a Managers Certificate from the Council.

TEMPORARY AUTHORITIES

There have been a few instances recently where people have come to see me who are looking at purchasing a licensed premise and have been incorrectly advised of what is required of them when taking over a licensed premise.

A licence is specific to the licensee and the property and cannot be transferred. A Temporary Authority would be required unless the new owners are purchasing the company itself.

A Temporary Authority can take between 2-3 weeks to process once lodged with the Council. The new owner must provide a copy of the Deed of Lease and other relevant documentation.

LICENCE CONTROLLER QUALIFICATION (LCQ)

In the Timaru / Waimate / Mackenzie district there are two providers that offer NZQA Unit Standard 4646 and 16705 training.

Everyone has a different way of learning, for some it is face to face training in a classroom environment whereas some people prefer on-line. We have both available in our districts and I have included the details for your information.

In previous newsletters we have discussed Servewise and this is excellent for those staff that you have working behind the bar who may not wish to go to the next level of obtaining their LCQ.

Online training provider



- Price includes the entire course plus assessment, Licence Controller Qualification Certificate and hook on with NZQA all for only \$150.
- Approved by Service IQ the standard setting body for the Licence Controller Qualification.

Local training provider



Did you know all licensed premises are required to have a written Host Responsibility Plan (HRP)?

Host Responsibility – The Duty Manager's role in ensuring the effective management of licensed premises with regard to the Sale and Supply of Alcohol Act 2012.

This seminar will provide you with the appropriate information to demonstrate knowledge of the Sale and Supply of Alcohol Act 2012 to maintain responsible drinking environments in licensed premises.

Course code	Level	Credits	Estimated hours	Cost
RLCQ401	4	5.0	12.0	\$228.00

2018 Course Dates

Timaru

19th March and exam on 26th March
 30th April and exam on 14th May
 11th June and exam on 19th June
 6th August and exam on 20th August
 10th September and exam on 17th September
 15th October and exam on 29th October

Ashburton

14th May and exam on 28th May
 6th August and exam on 20th August
 15th October and exam on 29th October

From the Secretary's desk

Kia ora koutou

It was pleasing to see the festive season navigated so professionally by the vast majority of our licensees and I'm sure that this will continue through 2018.

One area of concern that is an emerging issue for the reporting agencies and the DLC is the standard to which application forms are being completed, an opinion also expressed recently by the Commissioner. If selling alcohol is part of your business, or your chosen career in the case of managers, it should be a matter of great importance to you that the standard to which you complete the forms going before the DLC reflect your level of professionalism and knowledge.

When an application form is submitted, whether a new application or a renewal, it should require no further clarification from the Inspector. I think of it as your opportunity to impress the DLC with your professionalism and understanding of the Act, under which we all operate.

Tena koe

E noho ra.

Paul Cooper, Secretary to the DLC

