

Leicester City Council

Drugs Misuse Policy

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Background

The aim of this policy is to promote best practice in the prevention of drugs misuse in premises licensed by Leicester City Council.

It provides advice and guidance for licensees to help them ensure that they are taking all reasonable steps to meet the requirements of their licence in terms of:

- taking steps to prevent drug dealing at venues;
- taking steps to minimise drug use at those events; and
- taking steps to safeguard customers attending who have used drugs

The benefits of doing so are multiple:

- to ensure that the venue operates within the law;
- to help employers comply with the Health and Safety at Work Act (1974) by safeguarding the health, safety and welfare of employees;
- to demonstrate that venues are committed to safeguarding the welfare of its drug using customers;
- to serve as a checklist to ensure all areas of concern are addressed; and
- to communicate the venue's views to all staff, and ensure that everyone understands procedures and works to them.

It is important to remember that these guidelines should be regarded as a working document, continuously reviewed in line with new developments to drug use and/or health and safety legislation and used to assist with staff and venue management.

Application

Leicester City Council licensing section has made the effective implementation of a drug policy a condition of awarding Public Entertainment Licences.

Drug Misuse (7a)

The Licensee shall take all reasonable steps to prevent drug misuse on their premises. In deciding what reasonable steps are necessary, the licensee shall have regard to the city council's policy on preventing drug misuse

This condition will be carried forward to any entertainment venues which convert their public entertainment licences to premises licences under the Licensing Act 2003. For new licences, the City Council will encourage the inclusion of a reference to this policy in operating schedules submitted by applicants. It will also support a request for conditions, relating to this policy, made by responsible authorities, such as the police, in appropriate cases. When licences are reviewed because of drugs misuse, best practice as detailed in this policy will be taken into consideration.

It should be recognised that the risk of drug use in a given venue will vary according to a number of issues such as its clientele and music policy. There will be differences in venue and events in terms of size, location and purpose, certain venues will need far greater management of its drug use. Where possible, we have used a two tier classification of venues based on the criteria which normally reflect a venue's culture.

These classifications are:

Those which apply to 'all' venues

There are certain aspects of the drug guidance, which will be applicable to all licensees irrespective of size, location of venue, purpose of the event and clientele attracted. It is the responsibility of the licensee to ensure that these are implemented.

Those which apply to 'high risk' venues only

On the other hand, there will be certain venues where additional provisions will need to be implemented; these fall into 'high risk' venues. For example venues:

- which attract a young audience i.e. late night bars and clubs
- which remain open after 3am
- where drug use has been an issue in the past
- where the music policy includes music which contains a particularly high number beats per minute

Where possible, this guidance takes into consideration the varied differences in venues and events and allows for a reasonable regulatory outlook.

Guidance

1. Reduction in the Supply of Drugs

To apply to all venues

- a) The licensees shall ensure that if persons are searched as a condition of entry that:
- there is a clear visible anti drugs policy placed at the entrance, advising customers that it is a condition of entry that customers agree to being searched;
 - the notice advises customers that staff do not have the power to search an individual without prior consent, but, customers will be refused entry if they are non compliant with the searching process;
 - the outer clothing, pockets and bags are searched by a trained venue member of the same sex. Ideally the search should be complemented with the use of a metal detector to deter individuals from carrying weapons and to reassure other customers; and
 - notices advise customers that if they are found in possession of controlled substances and/or weapons, the items will be confiscated and the police contacted. Seizures must be witnessed by management and recorded in an incident book.
- b) Any policy on non entry and ejection should be on display to reduce the likelihood of arguments with staff.
- c) Where appropriate liaise with the police to consider what steps should be taken to assist surveillance; these may include installing video surveillance to monitor activity.
- d) Seek and implement advice from the police on procedures/policies for keeping records of incidents and making records available for inspection (include information regarding the nature of the incident, the type of incident i.e. violence, disorder, drug dealing etc and the specific information required.
- e) Co-operate with the police on action concerning storage and disposal/transfer of confiscated drugs. Seek advice on procedures to be followed with reference to individuals who are suspected of committing criminal offences.
- f) Exclude persons reasonably suspected of dealing on licensed premises.

To apply to 'high risk' venues only

In addition to the conditions that apply to 'all' venues, there are conditions which apply to 'high risk' venues only. These include the following:

- a) Ensure security arrangements are sufficient to discourage the sale of drugs and their consumption (e.g. where no attendant is present in the toilet area, or

other high risk areas such as corridors which are not surveyed, ensure that they are regularly patrolled by security with guidelines formulated for when it is appropriate for staff to enter a cubicle/intervene and when assistance should be sought).

b) Exclude and ban customers known to have been previously convicted of committing drug offences.

c) Venues can pay for sniffer dogs and extra police for the venue if an event is out of the ordinary or a particularly large scale event.

Explanation and Guidance Notes

As part of a licensee's policy on procedures for searching customers, guidelines for drugs and weapons searches including firearms need to be considered.

If a sound drug policy is to be successfully implemented and adhered to, it is vital that the drugs policy, including its searching procedures (form of search, regularity of search), policy on non entry and ejection; and policy on customers found to be in possession of controlled substances and/or offensive weapons is clearly communicated to all users of the venue and is displayed at the entrance to the venue and queuing areas. There is no power to search an individual without prior consent, however, persons suspected of dealing drugs on any particular premise may be refused entry and/or excluded from the venue.

The nature of an event will determine whether an anti drugs policy should be placed at the entrance. It may be that the venue is a restaurant during the daytime and a bar by night. Displaying an anti drugs policy during the day may be inappropriate causing customers undue concern regarding drug misuse issues. However, if the venue is a bar by night, and customers are searched as a condition of entry, this needs to be clearly displayed at the entrance to avoid confrontation with staff. The fact that customers are searched prior to entry could be advertised on leaflets and flyers handed out by promoters. It may also be useful to advertise on leaflets and flyers that customers will be refused entry if they do not consent to being searched.

Advice can be sought from the police and implemented with regard to steps taken to assist with surveillance. CCTV can be used to deter and detect drug use, drug dealing or other problems. There is need for a balance in using CCTV. It can be effective in deterring drug dealing, but should not be used to intrude on the legitimate privacy of customers. It is particularly useful to cover entrance areas and secluded areas of the venue which could be used for drug dealing.

There should be a clear policy which ensures that tapes are securely stored and access to them only granted to appropriate personnel. Perhaps the most effective use of CCTV is the ability to send out a clear deterrent message to drug dealers and those carrying weapons including firearms, that the identity of everyone entering a venue is recorded.

Footage may be used by management to map incidents and identify hotspots in the venue and adjust staffing and procedures accordingly. It is recommended that footage should be kept for 31 days. CCTV can also be used as a safeguard if allegations are made against a particular door supervisor or other staff member.

Procedures can be developed in conjunction with the police on action concerning storage and disposal/transfer of confiscated drugs; one method is the application to

the police for a 'safe' box. Advice can also be sought on procedures to be followed with reference to individuals who are suspected of committing criminal offences.

Additional Guidance for High Risk Venues

It is good practice to have attendants in toilet areas to discourage a large build up of people and the selling and use of drugs. This can be logged by having some form of log book which details time of check, who carried out the check and how long they were in there for. Naturally, it is particularly important to respect individuals' privacy in this area and staff should be given clear guidelines which cover when it is appropriate for staff to try to enter a cubicle and when assistance should be sought, and from whom. Training to recognise individuals who are in distress through drug and/or alcohol use is also invaluable for toilet/cloakroom attendants.

The importance of liaison between police and dance venues cannot be over-stated. Many of the difficulties involved in running a venue that is profitable, safe and legal can be overcome by good working relationships between local officers and licensees.

There should be an agreement about the way in which incidents relating to drug use or dealing should be handled. The police should clarify in which circumstances they wish to be called and what they expect of door supervisors. Police officers may not always be able to respond promptly, especially on weekend evenings and any agreement should cover what should happen when police cannot attend.

The procedures for seizing and keeping secure, suspected controlled drugs should also be formally agreed. In some areas, it is regarded as good practice for police officers to come to the club to collect seized substances on a regular basis. This visit also allows the opportunity to exchange information and concerns.

Many licensees worry about handing over drugs to the police, fearing that if they are regularly seizing drugs, they may be considered to have a serious drug problem and their licence could be at risk. Conversely, police officers often target venues that never seize drugs, feeling that they may be condoning drug use or dealing. These, normally unspoken, fears can evaporate within a good working relationship which involves frequent personal contact. Police services appreciate the difficulties in preventing drug dealing in a club setting and would rather work with licensees to tackle an identified problem than seek to close a venue down, which, in any case, may only displace any drug dealing taking place.

Liaison between clubs, especially those which provide similar events is particularly valuable. Banning a suspected drug dealer from one club may result in him or her trying to sell drugs in another. If a group of clubs in a city centre are successful in reducing the amount of dealing inside their premises, it may be that drugs are being sold more frequently in local 'feeder' pubs or bars where customers meet before going onto a late night venue.

Amnesty boxes can also be provided so that customers who have drugs on them and still wish to enter the club can dispose of their drugs before being searched. These boxes must be secure and a protocol should be established for opening them. The opening of the box and any findings should be recorded and witnessed by at least two people. Any drugs should be stored securely before being handed over to the police.

Sniffer dogs and extra police may be requested at venues where there is concern about drugs entering the event, particularly large scale events. A risk assessment

may be conducted by the police and security levels may be increased accordingly at the licensee's request.

2. Seized or found drugs or paraphernalia

To apply to all venues

- a) All staff (including maintenance and cleaning staff) should receive training on the handling of drugs and/or paraphernalia for health and safety purposes and to minimise any legal risk to staff.
- b) Recovered drugs should be placed and sealed in a clear plastic bag placed in a secure place (a metal container ideally in secure place). Access should be limited to as few staff as possible. Contact the police for advice and procedures.
- c) All finds and seizures must be recorded. Contact the police in relation to policies they have in relation to the recording and disposal of found/seized drugs. Any register must be made available to police and local authority if requested. Ideally two members of staff should be involved when dealing with drugs related incidents. If alone contact another member of staff to assist.
- d) The police must be informed of all drug finds or seizures as soon as possible.
- e) All drugs found/seized must be passed to the police for disposal. Contact local police to devise procedures in relation to the collection and disposal of drugs.

To apply to 'high risk' venues only

- a) Every effort should be made to ensure regular liaison between licensees, managers and police in respect of drug related matters. Contact can be made with the local police via 0116 222 2222 or by visiting local police stations. Regular links can also be made through the establishment of Pubwatch/Door Watch Schemes.
- b) The provision of amnesty boxes. Where individuals are searched by the entrance there should be a secure letterbox type facility where suspicious items are disposed of on a no-questions asked basis. Arrangements should be made with the police for the box to be emptied, its contents recorded and destroyed.

Additional Guidance Notes

Controlled drugs and paraphernalia may be found inside or outside a venue by various members of staff including door supervisors, cleaners etc. Drugs and associated paraphernalia may have been dropped or abandoned for a variety of reasons, including those recovered from persons and those handed over voluntarily.

All staff must be briefed in respect to health and safety in handling drugs and associated paraphernalia. Sharp disposal bins should be available for use to prevent harm to both staff and customers. Arrangements should be made for the appropriate collection and disposal by an approved contractor.

Any recovered bags containing drugs should be placed in a sealed clear plastic bag and placed in a secure place. Ideally these should be stored in a metal container in a secure place. It is advisable to contact the local police to arrange a policy in relation to the collection of drugs and what action to take when persons are found in possession of drugs. Under no circumstance must staff remove drugs from the venue.

For high risk venues, a separate log book to monitor drug incidents may be a useful tool for management in terms of reviewing incidents on a monthly basis. New procedures can be implemented in accordance with the findings of the review.

3. Drugs Information and Raising Awareness

To apply to all venues

Licensees are responsible for raising drug awareness amongst their staff and customers. This may include one or more of the following:

Display posters and/or distribute leaflets advertising the risks of using drugs.

Display posters and/or distribute leaflets about the law and the dangers posed by any drugs which are likely to be available in the area.

Dealing with customers who become ill and taking appropriate action, liaising between customers and staff over problems, conflicts or drug dealing on the premises.

To apply to 'high risk' venues only

- a) Licensees should consider liaison with police and local drug agencies i.e. Drug Action Team to ensure that the drug policy is up-to-date and in line with changing patterns and trends in drug use.
- b) Promote external support and counselling services who are available to help with drug and alcohol problems, possibly in the 'chill out' area.

Additional Guidance Notes

No matter how efficient measures are to prevent drugs being brought into and sold at a venue, many customers see drug taking as integral to a good night out and it must be accepted that significant numbers will take drugs before, during and/or after their night out. Drug users will venture to a variety of venues and therefore the provision of drug information is useful in many settings. Not only is it useful for those who use drugs, it is also useful for those who are not educated about drugs.

Certain environments will be difficult settings to provide meaningful drug services. There is a lack of research evidence demonstrating effective approaches. Nevertheless, it is clear that many customers are in need of support to encourage them either to reduce the amount of drugs they use or at least to use drugs in the safest way possible.

The aim of drug information in this setting is to enable customers to be more informed about what drugs they are using, to make them aware of the risks they are taking, and to communicate a range of strategies to reduce their drug use or make it safer.

There is potential to provide accurate information on safer drug use in certain settings. Any drug education and information service provided should focus on ensuring that customers understand the potential harm that they are doing to themselves by taking controlled drugs and that they are also aware of the legal consequences of their drug taking. The cooler area or 'chill out' area is an appropriate place for drug advice and information, yet presence of drug advisers must be low key and unobtrusive.

Whether drug outreach services attend clubs locally or not, there is clearly an important role for club promoters and staff to engage with local drug agencies to address the following key issues:

- information on trends in local drug use and associated harms;
- access to relevant, up-to-date and user-friendly drug education literature;
- training on how to recognise and respond to drug-related intoxication; and
- advertise services provided by drug agencies.

Venues that do not wish to have outreach services delivering a face to face service or do not consider it to be appropriate, may choose to buy in a range of literature from drug services for display at prominent places around the venue or to be given out in the form of flyers by promoters. Such literature should be available in a range of languages appropriate to the venues clientele:

- free literature covering safer drug using, both controlled and prescription;
- information on users' legal rights;
- advice on how to access drug services and support displayed in toilet area;
- warning and information about drug quality and purity; and
- advice on welfare and best practice at events.

The provision of advice about drugs by local drug agencies should in no way be interpreted as evidence of a "serious problem" for the purposes of the Public Entertainment Licences (Drugs Misuse) Act 1997.

4. First Aid

To apply to all venues

- a) Ensure sufficient fully trained first aiders (equivalent to that required for Health and Safety in the Workplace) are available at all times on the premises and that the scale of provision corresponds to the number of persons present on the premises. Suitable first aid equipment should be available on the premises in line with requirements of the Licensing agreement. At least one first aider should be trained in how to deal with drug induced customers.
- b) Display posters for staff where possible providing information about how to deal with customers who become ill.
- c) Availability of first aiders in the venue should be clearly advertised within the venue.

To apply to 'high risk' venues only

- a) A minimum of door supervisors and management should be first aid trained in recognising the signs of drug use and how to deal with drug induced customers. These should be on site at all times.

Additional Guidance Notes

Sufficient venue employees should be trained as First Aiders to ensure that a minimum of two such staff are present at all times during an event. The training provided to such staff should include information about common drug induced problems and how to deal with such problems including anxiety, paranoia, dehydration and heat-stroke. These will vary depending on the pattern of drug use locally. Staff, who for the first time encounter customers who have used ketamine for example, may not recognise the symptoms of use and fear that someone is having a serious seizure.

First Aiders should regularly brief door supervisors and other club staff about common symptoms of drug induced distress to look out for. Bar staff should also have comprehensive training to help them to deal appropriately with people who are intoxicated through alcohol, drugs or a combination of the two.

In some cases, particularly large or all-night events, it may be necessary to buy in additional emergency medical cover. There are a number of companies who provide specialised services to dance events. It is important that these companies have a track record of working with drug induced problems. It should not be assumed that such reputable organisations as the Red Cross, or St. John Ambulance Service, necessarily possess the requisite experience. Even highly experienced and skilled NHS trained nurses and paramedics should not be expected to work in this setting without the supervision of a colleague with experience of working with drug-induced problems.

Outreach services can also assist greatly in the monitoring of customers whilst at an event. This can be just keeping a watchful eye or looking after customers who may be experiencing difficulties due to their drug use. Outreach services train their staff or volunteers to very high standards in relation to recognising drug effects and can reduce the burden on security or other staff at an event.

Drug induced problems may be of a medical or psychological nature and the assistance provided should be swiftly and easily accessible. The scale and type of medical interventions available will vary according to the type and scale of event being run.

If a person discloses that he or she has used a drug and is in distress, the first priority should be the safety of the individual. Staff should be encouraged not to make judgements about the type of drug involved, all drugs can cause harm and police will respond to all drug related incidents wherever possible. If a person has collapsed or there is another medical emergency which is drug induced an ambulance must be called. It is imperative to try to identify the drug taken in order to assist ambulance and medical staff in treating the emergency. Any drugs found in possession should be handed to the ambulance staff and/or disposed of using appropriate methods listed above (seized or found drugs or paraphernalia).

The provision of a separate treatment room is the single most useful facility to those providing the medical service. A great deal of work with people suffering the negative effects of drug use involves providing reassurance and support in a calm, cool environment. It is virtually impossible to do this work on a crowded dance floor. It is better for the sufferer, First Aider and other customers for care to be administered privately and discreetly. The room must be of sufficient size for the patient to be laid down.

Useful medical equipment for such a room includes the following:

- Airways – to keep patient's tongue away from their throat
- Oxygen
- Glucose monitoring equipment
- Blood pressure monitors
- Vitamin C
- Rehydration drinks

On no account, should anyone suffering from the ill effects of drug use be thrown out of the premises. This can cause very serious health consequences. For instance, some ecstasy-related deaths involve hypothermia; hence ejecting someone from a hot environment into the cold night air could result in a fatality.

It is natural for all parties to focus on safety at the actual event. However, people under the influence of drugs are particularly vulnerable on the way home where there is no-one designated to look out for them.

The main risks are:

- persons driving home intoxicated through drink or drugs;
- persons leaving the event in need of medical help because of their level of intoxication; and
- persons leaving the event in an intoxicated state and vulnerable to accident or assault.

Door supervisors, medical staff and all other staff should be vigilant about the welfare of customers leaving who seem seriously intoxicated, particularly if they are on their own. Such customers should be approached and offered the chance to see a First Aider or contact a family member or friend to pick them up and ensure they get home safely. Otherwise a taxi should be called to ensure that the all precautions are taken to look after the welfare of the customer.

5. Overcrowding

Section 12 of the Council's conditions of licence covers the control of numbers of persons present in the venue and states that:

“arrangements shall be made to ensure that the person on charge of the premises is aware of the number of persons present on the premises at any one time and shall ensure such information is available to any Authorised Officer or any constable on request. The maximum number of permitted persons shall not be exceeded”.

To apply to all venues

The licensees are responsible for monitoring the number of people on the premises to ensure the maximum capacity stated on the licence is not exceeded as set out by the local authority to avoid dangers of fire, overheating and risk to security (proven methods of recording the number of customers can be means of an electronic clock, a clicker, a till or by means of the sale of a finite number of tickets). It is recommended that staff operating any counting mechanism inform the person in charge when 75% capacity is reached.

To apply to 'high risk' venues only

- a) When a guest list is issued or when VIP passes are issued, the number of tickets sold should be adjusted accordingly in order to prevent exceeding capacity. It is also important to record the number of people leaving the venue during the evening.
- b) Care should be taken to monitor congregation on stairways, through fares and rest facilities to prevent overcrowding. Take steps if some areas get congested.
- c) Seek to establish, a well ventilated room/seating area and this must be cooler than dance areas.

Additional Guidance Notes

Licensing officers will have set an overall accommodation capacity limit for a venue based mainly on floor area and exit capacity which is stated on any licence granted. Exceeding this capacity is a serious breach and may result in criminal proceedings being instituted against the licensee and the licence being revoked.

Overcrowding has significant implications for the safety of all those in the venue including those potentially under the influence of drugs as a result, it is important that licensing officers ensure that venues use a reliable method of counting the number of customers entering a venue. It is recommended that a designated staff member informs the person in charge when 75% capacity is reached. It is also important to record the number of people leaving the event during the evening.

Where guest lists or VIP passes are in operation, the number of paying customers allowed in must be adjusted accordingly. It is important to clarify with licensing officers whether staff are included in the capacity limit; if half the customers are squeezed into small popular areas. Care should be taken to design the venue layout in ways which avoid this 'bottlenecking.'

In addition to complying with overall accommodation limit, particular attention should be paid to bar areas, toilets, cloakroom areas and through fares, stairways and landings where localised overcrowding may occur. Local authority and police licensing officers have the experience to provide helpful advice on this subject.

6. Staff issues

To apply to all venues

In order for a drug policy to be successfully implemented, it is crucial that the policy is clearly communicated, understood and adhered to by all staff working in the venue.

- a) Various organisations including the British Institute of Innkeeping Awarding Body (BIIAB) have introduced training programme for licenses like the Licensees National Drug Certificate. Ensure that licence holders are trained in all aspects of the safe and efficient running of the venue, i.e. first aid, fire regulations, health and safety, legal requirements and drugs awareness.
- b) Ensure all aspects of the drug policy are understood and adhered to by all staff through induction programmes and regular training sessions/briefings

Additional Guidance Notes

For new staff, communication of the drug policy should be part of the staff induction programme run by the management team. For existing staff this information can be relayed through staff training days and regular briefings.

Staff must also be trained in accordance with first aid guidance detailed above so that they have a basic understanding on how to deal with a drug user if they are required to do so. They must also understand how to safely dispose of drugs found and/or paraphernalia. Refresher courses should be conducted annually to ensure staff are competent and confident in dealing with drug users and their safety.

7. Co-operation

To apply to all venues

- a) The licensee shall co-operate and liaise with all relevant authorities and organisations i.e. police, local authority departments etc.
- b) The licensee shall provide free access during events to the police and inspectors from the fire service and environmental health.

Additional Guidance Notes

The licensee shall co-operate and liaise with all relevant agencies and organisations to seek advice on how to effectively implement the conditions of the drug policy.

8. Air Conditioning and Ventilation

Section 21 of the Council's conditions of licence covers the ventilation in the venue and states that:

“The licensee shall ensure that effective provision is maintained for the supply of fresh air in the premises and any equipment, ducts etc, kept clean and in proper working order”.

To apply to all venues

The licensees shall ensure that air conditioning is turned on before entry to venue and adequate ventilation is maintained to comply with appropriate Building regulations.

Additional Guidance Notes

Controlling temperatures and humidity in venues is of paramount importance for the comfort and safety of clubbers to avoid overheating which can prove fatal in events where people may be under the influence of drugs.

Technical guidance as to appropriate temperatures and humidity and how to ensure that they are adhered to, is available (see District Surveyors Association and Association of British Theatre Technicians (2001) Technical standards for places of entertainment Entertainment Technology Press (ISBN 1-904031-05-6)).

Air conditioning is sometimes switched on when the temperature is already very hot and is then of very limited use in controlling temperature. In order to ensure that the temperature remains at a proper level, air conditioning should be switched on before the event so that it can cope with a gradual increase of temperature as the number of customer's increases. This also enables the air conditioning to be operated at less than full power and is more cost efficient.

Licensees should ensure that venues which do not have air conditioning make provision for temperature cooling by hiring or purchasing industrial fans to be placed around dance floors. If necessary, fire exits could be opened to allow cool air in, providing the venue has prior assent and agreement for such actions from local fire authorities. The venue must take responsibility for keeping customers as cool as possible. This could be the active distribution of free ice or frozen ice pops. Venues should also have a policy where readmission is possible if a customer wishes to go outside to cool off. Although in extreme cases, going from a very hot temperature to a very cold temperature can cause shock, in the majority of cases being allowed to go outside and cool down can be of great benefit.

9. Availability of Drinking Water

To apply to all venues

- a) The licensee shall provide access to cold drinking water tap or fountain at all times on the premises, and the availability of this facility shall be advertised widely to customers within the premises.
- a) Drinking supplies should never be shut off. There must be access to chilled soft drinks and bottled water at the bar.
- b) At all dance venues it is highly recommended that drinking water and ice is available at all times free of charge.
- c) Drinking water supplies should be monitored both during opening hours and out of opening hours to ensure is working. Any problems with drinking water

supplies must be remedied before a venue is opened and any problems arising during opening hours should be remedied as soon as possible

Additional Guidance Notes

It is important that everyone attending dance events keeps themselves hydrated with water or other non-alcoholic drinks. This is particularly important for those who have consumed alcohol and drugs, especially ecstasy.

There have been many health education campaigns on this issue and surveys show that many clubbers are aware of the need to keep themselves hydrated. However, it should also be noted that in some cases the over consumption of water can cause serious problems. It is recommended that users aim to sip a pint of water per hour.

It is therefore imperative that there is free and unrestricted, but monitored, access to cold drinking water at all times.

Recommended best practice is:

- provision of cold water in easy to access areas; jugs of water and ice or drinking fountains are good examples;
- large signs to advertise and locate where water can be accessed;
- availability of a large range of appropriately priced bottled water and soft drinks for purchase at the bar; and
- designated staff to walk round the dance floors with chilled water, offering it to those who look in need.

It may be necessary to have staff supervising the distribution of cold water to ensure that it is not adulterated in any way.

10. Prevention of Overheating/dehydration

To apply to all venues

- a) Although not mandatory, it is considered good practice to provide a separate area which is cooler, quieter and aside from the main dance area. Adequate seating should also be provided in this area. In smaller venues where this is not possible additional seating and air conditioning should be provided to prevent overheating.
- b) After 3am five minutes of reduced BPM music should be played every hour.
- c) It is also good practice although not mandatory to provide secure, efficient cloakrooms so customers can keep outdoor clothes safe and wear little clothing to dance in.

Additional Guidance Notes

One of the main causes of overheating is people becoming 'locked in' to the music and dancing for hours on end to a fast beat. Fuelled by ecstasy or other stimulant drugs, the risks to health are clear. A number of measures can be taken by the venue and sound system staff to encourage dancers to take breaks. These are set out below.

Typically, as the event goes on, the harder and faster the music gets. This is what the majority of customers want and expect. Although customers should take responsibility for controlling their own heat levels, DJs can help by being attentive to what is happening on the dance floor and should be aware if the temperature is rising to dangerous levels. Within mixes of records it is possible to introduce a few moments of calm time.

The vital measure in pinpointing potential candidates for overheating is for all staff to be extra vigilant and watch the dance floors. By keeping a watchful eye on the customers, it will become apparent who is too immersed in dancing to think about taking a break or a drink. These people should be kept under close observation, offered water and gently encouraged to take a break. It is not advisable to be persistent, however, as this may upset or agitate the customer who may become confused as to why they are receiving such attention.

Spaces should be set aside for rest and cool down, the equivalent of 'chill out areas'. These areas should be cooler and quieter than the main dance floors. Seating should be provided and door supervisors or other club staff should have a low-key presence to prevent overcrowding.

If chill out rooms are provided, it is important to ensure that the music played there is quieter and slower. Although DJs may be briefed to fulfil this requirement, they may disregard this and end up 'competing' with DJs playing music in the main areas. If this happens, the promoter or licensee needs to step in and remind them of their brief.

Customers may get so hot that they wish to undress in a way that contravenes the venue's dress code. This is an indication that the temperature is too hot and action needs to be taken. In the meantime, dancers should be allowed to take off clothes to aid them in controlling their body temperature.

Customers will need to put on extra layers of clothing to safeguard their health on the way home, especially in winter time. It is important therefore for clubs to provide an adequate cloakroom which is efficiently and securely operated. The cost should either be free, (incorporated into the price of entry) or reasonable to encourage use of it.

Appendix One: Interview Schedule for Licensees

Interviewee Name/ Date:

Venue Name:

Style of venue/capacity/location/ opening hours:

Regular events/nights

Do you have a drug/weapons policy?

Searching for drugs and weapons - the policy needs to set out very clear procedures to minimise the amount of drugs and weapons that come into venues. Therefore:

1. How do you currently ensure that you reduce the chances of drugs/weapons entering your venue?
2. What types of searches take place? (body, electronic scanning) How often are these conducted?
3. How can searches be improved to benefit venue managers?
4. What is the current procedure when drugs and/or weapons are found? Is this effective? How are these procedures standardised across all staff with responsibility for searching?
5. What provision does your venue have for the safe storage of drug/weapon finds? Are these practices effective? How could they be improved?

Drug dealing prevention and drug finds – procedures are needed to ensure all staff are vigilant to prevent drug dealing at the venue. Therefore:

1. What do you expect your door supervisors to do to prevent drugs entering the venue?
2. In what ways is your venue surveilled/monitored (particularly key locations where drug dealing may occur)? CCTV/staff monitoring toilets? Are these surveillance procedures effective? How could they be improved?

3. How do you log information from staff, customers or outside agencies about suspected drug dealing at your venue?
4. How do you log information from staff and customers about drug finds at your venue?
5. Could you outline the processes involved when reporting/handing over drugs/weapons to the police? Is it effective?
6. What is the procedure for emptying 'amnesty boxes' at your venue?
7. In what circumstances do you contact the police surrounding drug dealing/drug finds? How responsive are they?
8. What actions are taken against a customer when found carrying/supplying drugs?

Customer safety and emergency situations – procedures are needed to ensure all staff are vigilant in identifying customers who are suffering from the effects of drug use. Therefore:

1. What should the role be of bar staff, other venue staff, door supervisors, drug agencies? What provision is available to help prevent situations occurring (i.e. water/coolers)
2. If you have a drug policy, how do you publicise it to customers (i.e. flyers on walls in toilets, etc)? What preventative advice is publicised to customers (i.e. where to seek help if in distress)?
3. Who has responsibility for helping drug users in distress?
4. If the person is alone, what procedures are in place to ensure their safety in getting home/treatment?
5. How many staff are trained and qualified in first aid/drug aid?
6. Who should be trained in first aid/drug aid?
7. Who provides/should provide this training?
8. What procedures does your venue have for seeking medical treatment, dealing with heat stroke/hallucination?

9. What systems do you have for keeping up to date with new trends of drug use (i.e. 'in fashion' drugs) and any common medical consequences of taking specific drugs?

Record keeping – there is a need to keep accurate records as a legal safeguard to staff and the venue. Therefore:

1. Do you have an incident log book for drug/weapon related incidents?
2. What information is recorded?
3. Who has responsibility for recording incident information?
4. What is done with this incident data?

Staff Training issues– policies will only be effective if staff have adequate and regular training. Therefore:

1. How should staff be informed about the drugs policy?
2. How can staff be provided with drug awareness training and supervised in the practical implementation of the policy?
3. How often should training be undertaken by staff? How do you intend to induct 'new' or 'casual' staff?

Appendix Two: Findings of the consultation with venue users and club goers

Of a total of 26 individuals consulted 14 were male and 12 female. Their ages ranged from 18 to 28 although half were under 21.

When asked if they thought that clubs/bars in Leicester generally had any problems with drugs and drug dealing, half (n=13) responded 'yes'. Ten respondents felt that drugs and dealing were not the visible and the remaining three thought it was not a problem.

For those who noted problems the following responses were given:

- The culture of both dance music and the 'trendy' in-scene places are associated with drug use, particularly cocaine gets used as it's a 'trendy' drug
- Drum and Bass night at the student union had searches on the door – which suggests that this music attracts problems with drugs
- In some venues I have seen people openly snorting coke off the sink area in the toilet
- Have been offered pills (Ecstasy) regularly in clubs
- Would imagine dance nights would be the worst
- There are generally lots of pills and coke in clubs, and if you want it you can get it

Participants were asked if they were concerned about drug use in clubs and whether they felt unsafe as a result of it. None of the participants were overly concerned and none felt unsafe as a result.

Participants were asked how they thought clubs/bars should try and stop drugs from entering their venue. Their responses are presented in the following table.

Prevention Measure	Responses
Sniffer dogs	25
Patrol hot-spot areas like fire exits and toilets	20
Searches in the club	15
CCTV	11
Random searches on the door	11
Door supervisors	10
Sweeps of the club	6
Police presence on the door	5
Signage	3

Participants were then asked if any of these methods would put them off going to a club and why. Their responses are as follows:

Measure that would put people off	Number of respondents put off
Uniformed police officers	17
Sniffer dogs	9

Sweeps and Searches	3
No measures would put people off	3

Interestingly although sniffer dogs are seen as an effective measure by club goers, they are likely to deter customers as are uniformed police officers.

“If you were having a good night, and someone came up to you and searched you when you had nothing, that could put a real downer on it”.

“Uniformed police officers would make me suspect that somewhere was unsafe”

Participants were asked how overt they thought the approach to drugs policies should be in a venue and whether this put them off using a bar/club. There responses are as follows:

Level of Publicity	No. of respondents making that statement
Fairly discreet	11
Moderately overt	6
Overt inside but only at the doors	3
Doesn't matter how overt, if you want to take drugs you will	3
Overt and open	2
Heavily publicised – very overt	1

A significant number of respondents indicated that over publicity of the policy would be off putting. However, similar numbers were happy with an overt approach to publicity of the policies.

When asked “do you think clubs have a responsibility to make their venue as safe as possible for club goers who take drugs (and those who don't)?” the overwhelming majority agreed yes (n=22). Comments made included:

“Yes there should be provisions for the safety of those who take drugs as it can never be stopped completely”.

“Yes, you can't completely stop drugs from entering clubs so you may as well minimise the damage to those who take them once they are in”.

IN terms of measures to protect the safety of individuals, the following responses were given:

Measure	Responses
First aid/quiet room	24
Water coolers	24
Staff trained in first aid etc	21
Tap water switched on in toilets	15
Other: free bottled water	3
Advice on drugs	2

Respondents were asked who they would go to if they needed help - if a friend was in distress, or if they spotted someone dealing in a club. Common responses were as follows:

Where they would go for help	Responses
Deal with it personally by myself	7
Door staff	6
If a friend was ill-take them home	5
Bar staff	5
Be reluctant to go to door men	2
Seek a friend first	1

Interestingly although six respondents said they would go to the door staff there was some reluctance from others to approach them:

“I’d fear going to security in case they dealt with it in a heavy handed way, and would go to a friend first”.

“Would be hesitant to go to bouncers and so would go to bar staff instead”.

Respondents were asked to cite any examples where a venue they had been to had demonstrated particularly good ways of handling a drug situation. The following comments were made:

- Those who deal with people on drugs very professionally, who actually have an understanding of what the drug does to people
- Clubs that bag check (properly), frisk, tongue check and make you take your shoes off
- Clubs where they have signs saying ‘if you feel dizzy/sick/unwell from drink or drugs then contact a member of staff’
- Clubs where on the door they say ‘we may search you but you can choose to give up any substances and no action will be taken’

Participants were asked whether they thought that clubs should offer advice on drug use and if so, how could they do this. Their responses are as follows:

Measure	Responses
Helpline numbers in the toilets	16
Posters in the venue	15
Flyers in cloakroom/ toilet areas	15
Drug support services in the venue on certain nights	15