

**COMMITTEE:** REGULATION

**DATE:** 2<sup>ND</sup> JUNE, 2003

**SUBJECT:** DOOR SUPERVISOR REFRESHER TRAINING COURSE

**REPORT BY:** HEAD OF ENVIRONMENTAL AND CONSUMER SERVICES

**CONTACT OFFICER:** JOHN RAINBOW 01582 - 546193

**IMPLICATIONS:**

LEGAL		COMMUNITY SAFETY
EQUALITIES		ENVIRONMENT
FINANCIAL	✓	CONSULTATIONS
STAFFING	✓	OTHER

**WARDS AFFECTED: ALL**

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**PURPOSE**

1. To advise Regulation Committee of the demand for Refresher Training Courses for Door Supervisors and to make recommendations.

**RECOMMENDATION(S)**

2. Regulation Committee is recommended to note the contents of this report and agree that -
  - a) Refresher Training Courses for Door Supervisors be provided with effect from 1<sup>st</sup> July 2003, and
  - b) the fee for candidates attending such a course be £60 per person.
  - c) The Council's Special Conditions – Employment of Door Supervisors attached to the Conditions for Public Entertainment Licences, be amended to include the requirement for mandatory refresher training for Door Supervisors at intervals not exceeding 3 years with effect from 1<sup>st</sup> April 2004

**BACKGROUND**

3. Members will be aware that it has long been the custom for the management of

Night Clubs and similar establishments to employ staff (Door Supervisors) at the entrance to the premises principally to ensure that persons who are under the influence of alcohol or drugs or who do not meet the management's dress code are not admitted. Door Supervisors also intervene should any incidents occur among clients within the premises and escort those behaving inappropriately from the premises.

4. In the late 1980's a number of incidents occurred throughout the country where clients received serious injuries as a result of overzealous and violent actions by Door Supervisors. Investigations into these incidents revealed that many Door Supervisors had convictions for acts of violence and aggressive behaviour.
5. This resulted in some local authorities, Luton being one of the forerunners outside London, introducing a Registration Scheme for Door Supervisors which included a provision that only persons who had received training in key aspects of the job – then available from commercial companies and a few local authorities - could be registered. Amendments were also made to the Conditions attached to Public Entertainment Licences so that where Door Supervisors are utilised, only Registered persons can be employed.
6. By 1997 it became clear that there was a demand for Door Supervisor Training Courses to be provided In-House and a suitable course was developed in conjunction with Bedfordshire and Luton Fire Service, the Police and St John Ambulance. The course covers –
  - Basic Licensing Law
  - Conflict Management
  - First Aid
  - Fire Safety
  - Drugs Issues
  - Customer Care

and is delivered in three modules by staff of the Licensing Unit working in co-operation with the above-named organisations. At the conclusion of the course candidates sit an examination which must be successfully passed before their application for registration can be further processed. The candidate's fee for attendance is £75.

7. There are currently over 300 Door Supervisors registered with the Council a proportion of which do not work at premises within the Borough but have Registered here as the high standard of the Council's Training and Registration requirements are recognised by other Local Authorities. Although courses are only put on when there is a sufficient number of candidates demand is such as to require four courses a year.

## **REPORT**

8. It is generally accepted that in order for Door Supervisors to keep abreast of the rapid changes in their industry they should receive Refresher Training every three years; indeed the Government's newly-created Security Industry Authority which will, in due course take over Door Supervisor Registration on a national

basis, has already confirmed that it only recognise training that has been received within the last three years when considering applicants for Registration. At present Door Supervisors can only receive Refresher Training by attending the full course on a subsequent occasion. This is inconvenient for them and causes a backlog for first time candidates.

9. At present, the Council's Special Conditions – Employment of Door Supervisors, attached to Public Entertainment Licences issued require that any Door Supervisor employed must be appropriately trained and registered. They do not, however, currently contain a requirement for Door Supervisors to receive refresher training.

### **PROPOSAL/OPTION**

10. In order to meet this obvious demand and free up demand for the main course it is proposed that a one-day refresher module be delivered as and when demand required it. As with the main course, candidates will be required to sit an examination at the conclusion of the day. The suggested fee for candidates is £60.
11. It is proposed that the Council's Special Conditions – Employment of Door Supervisors, attached to Public Entertainment Licences be amended to require Door Supervisors to undertake refresher training at intervals not exceeding three years with effect from 1<sup>st</sup> April 2004. If this requirement is introduced, some 240 of those currently licensed by the Council will require refresher training by the effective date – a number of which can be accommodated in the time available.

### **STAFFING IMPLICATIONS**

12. The attendance of Licensing unit staff to deliver the proposed Refresher Courses will not have an impact on the daily work of the unit as the course will be delivered on a Saturday. It is intended that they will receive the same hourly rate of remuneration as they do for the main course.

### **FINANCIAL IMPLICATIONS**

13. Whilst the refresher course will take place on one day as opposed to three separate days, the costs involved in delivering it are similar as many of them relate to fixed charges, e.g. attendance fees for the Fire Service, St John Ambulance. The staff costs incurred are also recovered by way of the course fees.

Agreed by Finance Manager 14<sup>th</sup> May 2003.

### **BACKGROUND PAPERS**

There are no background papers relating to this report.