



## Managing and Designing out Crime and Disorder at Licensed Premises

*A guide for Licencees*

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## 1 Introduction

Avon and Somerset Constabulary and Local Authority Licensing Departments are committed to working in partnership with the licensing trade, the public/private sector and voluntary organisations to achieve the objectives as defined by the Licensing Act 2003.

**Prevent crime and disorder**  
**Public Safety**  
**The prevention of public nuisance**  
**The protection of children from harm**

**National Licensing Objectives**

*The Licensing Act 2003 places the responsibility of managing licensed premises firmly on personal license holders, designated premises and owners of licensed premises.*

*This guide has been prepared to assist the licensing trade achieve the National Licensing Objectives. The theme throughout will be prevention of crime and disorder under two main headings.*

**Good management practices**

**The design and layout of licensed premises**

### How and where you can get advice

If after reading this guide you feel you need further advice please do not hesitate to contact your Community Beat Manager or Crime Reduction Officer, via your local police station. These officers will offer you sound practical advice.

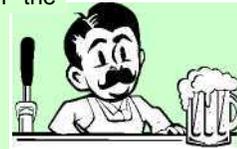
If you require structural alteration advice to prevent crime and disorder the Avon and Somerset Constabulary has specially trained staff to assist you

## 2 Good Management of Licensed Premises

The good management of licensed premises is paramount and goes along way towards reducing incidents of crime and disorder, and builds up a positive reputation among customers.

### 2.1 Licensees and Designated Premises Supervisors aims -

- A combination of a crowded, hot environment, alcohol, and frustration, **can lead to flash points.**
- Try to keep the temperature of the premises reasonable(not **to hot**)
- It is very much a tradition, particularly in "local" type pubs, that there are stools along the bar. Frustration can build up, especially when the bar is crowded, as customers other than those on the stools are trying to get served. **If you provide ample seating facilities, you will lessen the chance of disorder.** Advice comes later in this booklet about dividing the bar area into smaller units to avoid disorder. **It is a proven fact that if 'vertical drinking' is discouraged disorder will be reduced considerably.**
- **A clear area should be set aside at the bar** for service of drinks, but this area should not be so large that it encourages vertical drinking.
- **Movement through the premises should be easy** so that, for example, customers on their way to the toilets are not jostling or interfering with those playing pool or darts. On the subject of pool and darts, there should be a clearly understood system of booking or queuing to play, to avoid misunderstanding or confrontation.
- **The number of bar staff should be adequate** to ensure no customer is kept waiting for an undue period of time, and staff should be trained to acknowledge customers who are waiting, so that they do not feel that they are being ignored. This also creates a positive, friendly atmosphere that can go a long way to reduce the likelihood of problems occurring.
- It is good practice to **walk around the bar area.** As well as being a good public relations exercise, it allows you to assess for the prevailing atmosphere in the premises, and can act as an early warning for any trouble brewing. Potential problems can often be defused by taking an individual away from a situation, and sitting down and talking to them, especially if they are a regular customer. Quite often this will solve the problem totally, and can enable the other party to a disagreement losing face to leave the premises without losing face.
- If the premises are not too busy, **encourage staff to 'walk the bar'.** Cleaning ashtrays and collecting empties, also getting a feel for the atmosphere, and looking for any evidence of drug abuse, such as packets of cigarette papers with the flap torn off, or odd shaped hand rolled cigarettes in the ashtray at the same time. It is important that staff have an understanding of drug misuse so that any unusual behaviour of colleagues or customers can be identified, reported and dealt with in a manner appropriate to the circumstances, before it becomes a problem for you. In certain licensing areas the Local Authority provides basic training in such issues for all staff in licensed premises - enquiry's with your Local Authority will reveal if there is such a scheme in your area, or it may be that you can arrange for your local crime reduction officer to talk to your staff.
- You should have a plan to ensure a **swift, effective and safe response to drug misuse or anti social behaviour,** making use of professional agencies who can deal with the problem. The habit of using a particular premises for drugs use or anti-social activity builds quickly and must be stopped as soon as possible - once a pub or club has a bad name it can be very difficult to turn this around. Once again, make use of your local police for information on the relevant agencies.



- Over recent years, there has been an increase of incidents of **drinks being "spiked" with drugs**. The consequences can be very serious when drugs and alcohol are mixed, and administering a noxious substance. If you or any of your staff come across such an incident the following action must be taken.

- Contact the appropriate emergency service
- Retain the glass or bottle from which the person was drinking - this is both of evidential value and can also assist the emergency services with giving the right treatment.
- Try to obtain as much information as you can about the incident from people drinking with the person. Obtain names and addresses and contact numbers.
- Make a careful note of the time, and if you have the facility, preserve the CCTV recording of that particular session.

## 2.2 Glasses can be dangerous

One of the major causes of injury, either deliberate or accidental, at licensed premises, is glass. To reduce the dangers consider the following: -

- **Use glasses made of toughened or safety glass or plastic glasses** for drinks going outside or when you are busy.
- As drinking from a bottle has recently become fashionable **some companies produce their product in plastic bottles**, and these appear to be well accepted by customers. **Discourage customers to drink from a bottle as it can be used as a weapon**
- Whatever you use, **empty glasses and bottles should not be left lying around**, as they could be used as weapons in the event of any disorder. Similarly, never leave skips of empty bottles outside the premises where they can be easily accessible to either customers or members of the public.



## 2.3 Serving drunken people can store up trouble

The Licensing Act 2003 states specifically that **it is an offence to serve someone who is drunk or allow such a person to remain on licensed premises**. It would be reasonable to suggest that anyone who is unsteady on his or her feet, has glazed eyes and slurred speech, may be considered to be drunk. Illness, disability, or drug taking can of course cause a similar appearance. Obviously, if someone has been seen drinking heavily in your premises the decision is easier to make. Tact and diplomacy must be exercised in all cases.



## 2.4 Briefing Staff

**Staff must be well briefed on how they should react to problems.** It is important to emphasize their own personal safety is paramount. Regular meetings and staff briefings should take place to ensure that all staff are clear on any policy decisions which you make - you may wish to issue instructions in writing, or, if you are part of a major chain, your owners may already provide a staff handbook. In an emergency your staff may find it useful to have a card or poster next to the telephone giving clear instructions as to what to do e.g. code words that will mean nothing to customers but will be clearly understood by staff. .

### 3 Licensed Premises Security

#### 3.1 Basic Guidelines

Security is essential to running of the business and also the welfare of staff. Below are some issues the a licensee must consider

- **Clear policies should be adopted** for key control and lock up procedures at the end of the session - *all appropriate staff should be aware of these.*
- **Cash should only counted behind a locked door** in the office area.
- **Tills should be "milked"** regularly to prevent too much cash being available at any one time. Large amounts of cash should be deposited in the safe immediately.
- **Banking procedures should be varied** to avoid a pattern developing. Ideally, two people should be involved. If large amounts of money are moved frequently, you may feel safer employing a secure service to collect the money on behalf of the premises, thus transferring the risk on to them.
- Most areas within the Avon and Somerset Constabulary area operate a **Pub Watch** scheme, and others, through the local LVA, operate ring around schemes, or have a joint policy excluding people. For example, any individual convicted of violence on licensed premises is automatically barred from all member pubs. These schemes have merit, and if not already a member, you can contact your local police station or LVA for details.

#### 3.2 General layout of Licensed Premises

Use this guide as an aide memoire, take a walk around your premises and see if there is anything immediate you can do yourself to improve security or whether there is, something that needs capital expenditure and needs looking at in more detail.

- Vertical drinking areas in front of the bar should be kept to a minimum. Ample tables and chairs should be provided for customers.
- High boundary fences can aid security, but there must be a balance to ensure security and surveillance.
- Entrances and exits of your premises should be clearly seen by passers.. These areas should, if possible, be observed from other locations or by other means.
- Public access through the site should be clearly marked and controlled so that the excuse of "just passing through" cannot be used.
- There should be no unobserved access routes either. They should be monitored in person or by electronic surveillance
- The parking area should be well lit and located within view of the premises, (*consider the police Secured Car Park scheme*)
- Ideally secure parking should be provided for cycles/motorcycles, as they are perhaps more vulnerable than cars.

There should be no design features that allow climbing and access to potentially more vulnerable parts of the premises.

- Gas, electric and telephone services should be secured, and, if underground, contained within lockable covers (for example fibre optic cabling for telephone lines/alarms) - consider a self monitoring system for alarm cables.
- Make the most of any natural surveillance to all accessible doors and windows at the rear and side of your premises.

### 3.3 Physical Security

#### 3.3.1 Perimeter

It isn't always necessary or appropriate to have obtrusive fencing all around your premises. This should be determined by the potential risk from that particular direction. Sometimes it can be more advantageous to have a clear view. It's important that the planting and maintenance of trees and shrubs does not compromise the security requirements for lighting, CCTV and natural surveillance of the perimeter and the building.

#### 3.3.2 Internal layout

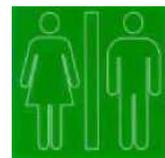
Being able to see what's going on throughout the premises is very important to help maintain control. Special fishbowl mirrors can be wall mounted to help you achieve this, and well-positioned CCTV is a valuable tool.

- Different types of barriers such as trellis, flower troughs, low screens or seating can be used to break up wide open areas. Ensure that minor incidents do not spread or influence the mood and behaviour of other customers. They help, but still need to be visible and controllable from the bar area.
- Depending on the clientele or the use to which a particular area is put, you may wish to provide clips (known as "Chelsea Clips") under tables and at the bar where seating is permitted, so that handbags and other items can be hung up, but not easily snatched.
- For obvious reasons the cash till, spirits and other items should be carefully sited to prevent access by customers. The back bar is ideal so that they are only accessible from behind the bar itself.
- Mirrors positioned behind the bar would help staff to be constantly aware of incidents happening behind them while they are serving.
- It's a good idea to have panic buttons behind the bar to allow staff to immediately warn of any incidents brewing. They can be linked to an internal system that only alert the on-site manager. It is also advisable to have an alarm linked panic button available for staff should an incident suddenly flare up out of control which will automatically alert the police too.
- Emergency exits should not be in the direct view of bar staff should be alarmed to notify staff immediately if the door is opened.

#### 3.3.3 Toilet Areas

You may wish to think about the following when looking at your toilets.

- Does the environment within the toilet area encourage or support vandalism, drug activity or anti-social behaviour?
- Are the entrances to the toilets in view of bar staff or are they in a foyer area where direct access can be obtained off the street?



## 3.4 Management

The quality of the toilet areas relies heavily on good management and acts as an indicator of the sort of style and standard of the business as a whole.

- . Dirty toilets and poor hygiene can reflect similar levels of cleanliness and hygiene throughout the premises, and also influence the standard of customer behaviour.
- . Any faults breakage's or defects should be rectified as soon as possible to promote a culture of respect and care. Frequent checks, of the toilet area, and notices stating your policy, will help deter vandalism, drugs use activity and other anti-social behaviour.

### 3.4.1 Cubicle Design

There should be no horizontal surfaces within a cubicle, and that includes the tops of partitions which should be bevelled to stop items being left on top, such as used needles or wraps of drugs already purchased.

### 3.4.2 Hiding places

Cisterns, plumbing and any other places that could be used for hiding drugs, purses/wallets, stolen property or weapons should not be accessible to the public.

### 3.4.3 Surfaces

For cutting or sniffing drugs the user needs an accessible, clean, flat, horizontal, hard gloss surface preferably in a dark colour in a quiet space. Vanity units should therefore be of a textured laminate finish in a light colour, and windowsills and other surfaces should be angled and preferably out of reach. Ceramic or stainless steel surfaces should be avoided.

### 3.4.4 Information

The toilet area is the ideal location to display guidance and instruction on issues such as safe sex, drugs abuse and statements relating to disorder. Contact numbers for confidential information or counselling services can also be displayed discreetly.

## 3.5 The Building

Any recesses should be blocked off so that building lines are as straight as possible - make sure there are no hiding places.

- . Any features should be carefully checked to ensure they don't act as a climbing aid to allow people onto flat roofs.
- . External pipe work can be used to gain access to more vulnerable areas such as roof lights and upper windows. If it isn't possible to box them in, there are various other ways of overcoming the problem e.g. security paint, guards etc.

### 3.5.1 Doors

Doors and windows are the most vulnerable parts of any building, and over the years several security standards have been implemented specifically to reduce this vulnerability. Once again advice from the local ALO will guide you through this.

### 3.5.2 Shutters

Where roller shutters are fitted on storage areas, they should be secured from the inside and outside to prevent easy access. All operating mechanisms should be internally fitted. Larger shutters have, in the past, been fitted with personnel doors. These should be avoided.

### 3.5.3 Roofs

Roofs can be vulnerable, however entry this way will be unlikely if: -

- . access is difficult
- it is strongly constructed
- . roof lights are made of polycarbonate and securely screwed in place with non return screws, and fitted with an internal mesh or grille.
- the intruder is likely to be detected.

### 3.5.4 Windows

As with doors, there is a basic security standard for windows, but unless you are contemplating installing new ones, other steps may be necessary, and once again your local ALO can assist you.

## 3.6 CCTV

If you do decide to install a CCTV system it is strongly recommended that you consult with your local police. A decision needs to be made as to whether the type of system you're looking at will be recorded and monitored from a secure room within the building or from a separate location i.e. a monitoring company.



### 3.6.1 Cameras

Some Licensed Premises may be required to have an effective CCTV system. Cameras should be sited at the entrances and exits. They must be able to achieve identification standards.

You should be aware, however, of the necessity for compliance with the Data Protection act 1998, which puts controls on data gathering, siting of cameras, quality of image, processing, access and disclosure and retention of tapes. All systems have to be registered with the Information Commissioner.

### 3.6.2 How to register a commercial CCTV system

All commercial CCTV (every system other than private houses) which record data in areas to which the public have free and unrestricted access must notify the Information Commissioner.

The CCTV owner known as the Data Controller is responsible for registration and compliance. To register contact the Information Commissioner on 01625 545745 or the website at [www.dataprotection.gov.uk](http://www.dataprotection.gov.uk)

### 3.6.3 Personal data

This must be processed fairly and lawfully, e.g. with the subjects consent or for a lawful purpose most commonly they are prevention, investigation and detection of crime, public and employee safety. This is known as an operational requirement "OR" and forms the basis of all CCTV systems.

Having established why you need a CCTV system, all subsequent actions and requirements must be relevant to that purpose.

### 3.7 Lighting

The object of security lighting is to deny criminals the advantage of being able to operate unobserved. The main requirement is to illuminate the entire site, with higher lighting levels for vulnerable areas.

- . lighting to all external doors and common entrances should be operated by time switches or photo electric cells, and NOT by P.I.R. (passive infra red detectors ) which can be set off by passing animals, or if close to the road, by normal pedestrian traffic.
- . particular attention should be given to the lighting of external storage and compound areas, such as barrel stores, but remember that if the store cannot be overlooked or viewed during daylight, lighting will only help the offender, rather than deter, during the hours of darkness, and additional security may be needed
- . all lighting should be compatible with the requirement of any CCTV system installed. Specialist advice should be sought.
- . in toilet areas the level should be bright to reflect a feeling of sterility, cleanliness and care, whilst discouraging loitering. There are types of lighting available that will make the injecting of drugs more difficult, and if this is a problem in your area the ALO may recommend this type. Other measures may also need to be taken if this is an issue.
- . all light fittings should be flush fitting to prevent the hiding of drugs or other easily concealed items.



## 4 Dealing with Conflict and Personal Safety

### 4.1 Preventing disorder

More often than not people who cause trouble at or nearby licensed premises have consumed too much alcohol. When this occurs a number of things can happen

- Brings discredit on the licensed premises
- Future customers can be lost
- Staff become frightened/intimidated and may be reluctant to come to work
- Profits can be effected
- Property becomes damaged
- Public tranquillity becomes effected
- It may lead to your premises licence being reviewed by the Local Licensing Committee

This can be avoid by or minimised by taking the following preventative measures

- Encourage customers to sit down when drinking e.g. reduce 'vertical drinking' space, increase seating and table areas
- Refuse entry to people who have already consumed to much alcohol
- Refuse to serve alcohol to people who have consumed to much alcohol and those who attempt to purchase alcohol for people who are in the same condition
- Do not allow people who have consumed to much alcohol to remain on licensed premises
- Become aware of troublesome signs e.g. people becoming more vocal, aggressive, unsteady on their feet; uncoordinated movements, inflamed eyes, increasingly self-confidence and loss of self restraint.
- Do not tolerate anti social behaviour
- Place signage on premises relating to standards of unacceptable behaviour
- Ensure that all staff are aware of the standard of behaviour that is acceptable
- Do not show favouritism to particular customers this will only lead to a loss of credibility among other customers and discourage staff to act positively
- If a person is asked to leave your premises because of their behaviour ban them immediately
- Become a member of the Local Pubwatch Scheme and back the scheme decisions to ban people from licensed premises. This is a very effective deterrent.



## 4.2 Refusing entry to your premises or ejecting troublesome people

As a licensee and Designated Premises Supervisor you have a right to refuse anyone admission to your premises at any time. You can also ask anyone to leave your premises. You must however allow them a reasonable time to leave your premises. If they fail to leave within a reasonable time they become a trespasser. In certain circumstances they may committed an offence of 'Failing to leave Licensed Premises'. If a person fails to leave 'reasonable force' can be used to remove them. Always try to persuade a person to leave without using force.

If a person refuses to leave do not hesitate to call the police. You will receive the fully backing of the police to prevent disorder and they will not hesitate to assist your remove a troublesome customer.

If you call the police in the first instance you will probably be requested by the officers to ask the person in their present to leave your premises. If the person still refuses the officer will assist you to remove the troublesome person. If present they will also assist you to prevent the person re-entering your premises.

In the event of person being arrested at your premises the police will expect your fully support in relation to providing them with supporting evidence and requesting that the Courts impose an Exclusion Order.

## 4.3 Dealing with conflict and personal safety

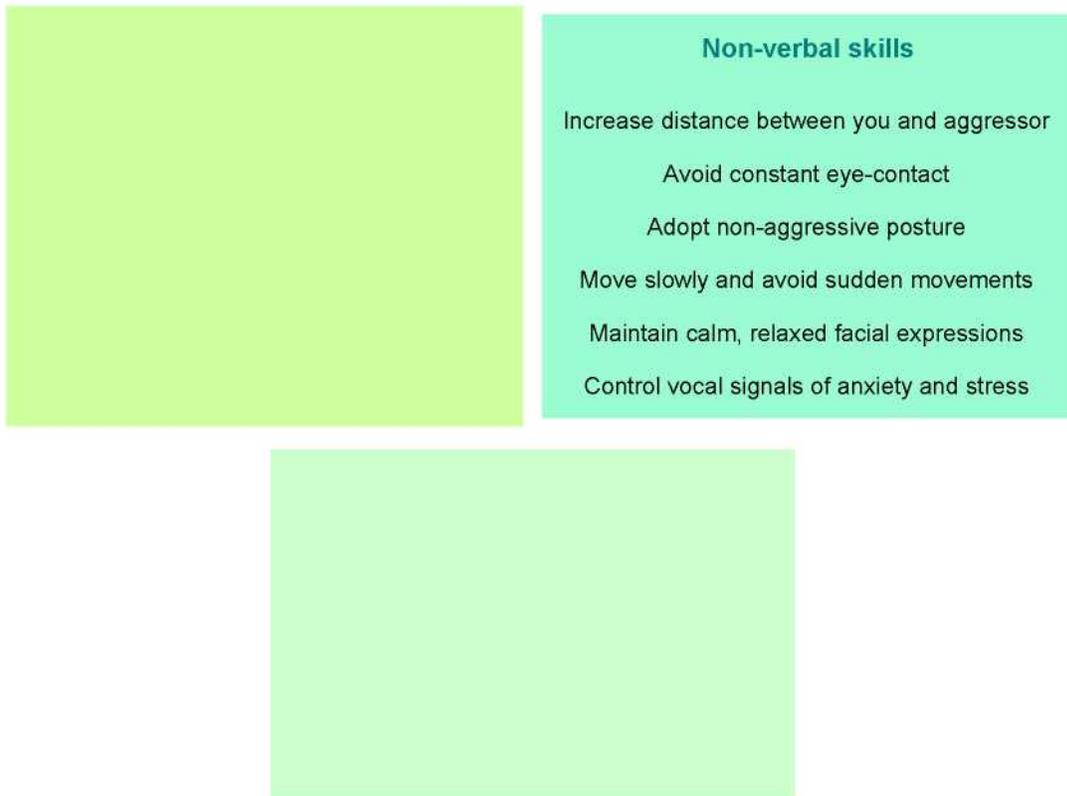
### 4.3.1 Questions for Licensees/ Designated Premises Supervisors

As a person who has a responsible for staff and their actions you must do everything possible to maximise their safety, this includes Door Supervisors. Below outlines some of the issues that may wish to consider

- Have you undertaken a comprehensive review of violence towards staff?
- Have you specifically assessed the risk of violence to staff in each area of their work?
- Is the review/risk assessment process repeated at specific intervals?
- Have you examined key flashpoints and the underlying causes of conflict and violence?
- Do you have an effective recording system for violent incidents?
- Are you aware as to the extent to which risk reduction measures are applied?
- Do you know which measures are effective and which are not?
- Have you undertaken a formal analysis of training and support needs for each role performed?
- Have employees been consulted in the above areas?

### 4.3.2 Employ calming behaviours

There are various things you can do when dealing with conflict at your licensed premises



*Having read this document what are the benefits.*

*It is very simple*



*You will help protect your business,  
your staff and the public*