



Crime and Disorder Policy

Expected Standards

There are 4 licensing objectives of equal importance:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

It is our legal obligation to ensure that we **prevent crime and disorder** on our premises. As a business we value our reputation, care for our clients and staff, want to work in partnership with the statutory authorities and are committed to trading within the law while maintaining the highest possible ethical standards in all our business activities.

We expect all of our officers and team to work with us to commit to running a venue that is free from crime and disorder. This policy is intended to be a guide through the process and should be implemented in conjunction with all other policies.

What to look out for

Crime and Disorder can come in many formats as a venue we have designed out crime by providing security for large events, CCTV, training, venue design and layout. However, despite our best-efforts criminals could target our buildings, staff and customers and we need to be aware and take actions to combat this. **Is it our responsibility to look out for situations that could facilitate crime such as:**

- Inadequate security provisions that could facilitate crime
- Poor design and layout resulting in hidden crime in the building
- Specific events that targeted by criminals
- Overcrowding
- Drunk, Intoxicated, or drugged customers
- Banned persons

Examples of criminal activity include:

- Theft
- Criminal damage
- Drugs use and Drug Dealing
- Selling stolen goods
- Conflict and Violence or aggression
- Weapons
- Anti-social behaviour
- Sale of fake goods or tickets
- Fake/counterfeit money
- Underage drinking
- Fraudulent use of cards or cash
- Sexual harassment

Staff procedure and responsibilities.

It is our responsibilities to take a proactive approach to preventing and managing crime and disorder, we have taken the following steps which you must familiarise yourself with;

1. Performed a risk assessment on possible crime and disorder types.
2. Created policies and procedures for all the major crime and disorder types.
3. Created an operating schedule.
4. Checked the layout of the premises against secure by design principles to minimise the potential for crime and disorder.
5. Installed, monitored and maintained CCTV.
6. Briefed Security and staff on their responsibilities and how to resolve issues relating to crime and disorder.
7. Recruit only SIA approved door and security staff.
8. Work in partnership with responsible authorities to deal with area and venue specific crime and disorder types, practise schemes such as Pub watch, and Best Bar None.
9. Perform annual safety training.
10. Maintain hot spot monitoring, at large events.
11. Train our staff on recognised courses.
12. Wearing Identification that is visible so that customers can easily find staff.
13. Keep an incident, refusals and accident book.
14. Adhere to venue specific and any locally managed banning systems and procedures.
15. Encourage and support staff when they turn away underage or intoxicated people.
16. Checking toilets for drugs to ensure that our toilets are not being used for use of recreational drugs