

Safer Spaces

Crime Prevention Guidance for Licensed Premises



Introduction



This guide helps licensed premises in England and Wales comply with the Licensing Act 2003 and proactively manage vulnerabilities. Whether you are an experienced pub manager or starting your first job, these resources will help you raise standards and reduce risk.

By embracing this advice, you will create a safer, more secure, and welcoming environment for your staff, customers, and local community, ultimately enhancing your brand's reputation and attracting more business.

The guide covers a wide range of topics, including:

- **Preventing crime and disorder**
This includes measures to prevent theft, violence, and anti-social behaviour
- **Protecting children from harm**
This includes measures to prevent underage drinking and ensure the safety of children on the premises
- **Public safety**
This includes measures to prevent overcrowding and other safety risks
- **Prevention of public nuisance**
This includes measures to prevent noise pollution and other disturbances

Those using the guide will be better equipped, better trained and more knowledgeable at preventing crime and disorder and public nuisance. The guide can be found and downloaded from: [Licensing SAVI Home Page](#)

This guide has been developed by [Police Crime Prevention Initiatives \(Police CPI\)](#), a police-owned not-for-profit organisation that delivers a wide range of crime prevention and demand reduction initiatives. Police CPI sits on the National Police Chiefs' Council Prevention Coordination Committee and provides guidance and technical expertise to policing, government, and industry across a variety of sectors. It also delivers Continuing Professional Development (CPD) for Police Alcohol Licensing Officers through the [Police Crime Prevention Academy \(PCPA\)](#). The academy is a resource available to all audiences, not solely policing professionals.



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* All Top Tips found throughout the document are republished here for ease



- 1 Pre-employment checks must be undertaken**
- 2 Risk assessments are essential to managing work-related violence**
- 3 Staff should be easily identifiable**

Pre-employment checks

There is a legal obligation for all employers to check that the age of the prospective employee meets the requirements of the role and that they have the right to work in the UK. Employing staff in your premises that are under age or that do not have the right to work is illegal and can put your Premises Licence in jeopardy.

You can be fined up to £20,000 if you cannot provide evidence you checked an employee's right to work in the UK.

An employer may request a criminal records check as part of its recruitment process. These checks are processed by the Disclosure and Barring Service (DBS). For certain roles the check will also include information held on the DBS children and adults' barred lists, together with any information held by police forces that is reasonably considered to be relevant to the applied for post. In certain environments within licensed premises, for example, where staff work with children as part of their role, a DBS check would be considered necessary for their role.

These checks are to assist employers in making safer recruitment and licensing decisions. However, a DBS check is just one part of robust recruitment practice. When a check has been processed by the DBS and completed, the applicant will receive a DBS certificate (DBS check).

As can be seen, there are several checks that employers can make on current and prospective employees. Assistance on each check can be found via the following links:

<https://www.gov.uk/employers-checks-job-applicants>

<https://www.gov.uk/employ-someone>

<https://www.gov.uk/legal-right-work-uk>

<https://www.gov.uk/guidance/db-check-requests-guidance-for-employers#overview>

<https://www.npsa.gov.uk/specialised-guidance/insider-risk-guidance/employment-screening>

Risk assessment to manage work-related violence

You have a legal duty to protect the health, safety and welfare of your employees, under the Health and Safety at Work Act 1974. This duty includes all forms of work-related violence, which HSE defines as: 'Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'. This means:

- Physical violence – including kicking, spitting, hitting or pushing, as well as more extreme violence with weapons
- Verbal abuse – including shouting, swearing or insults, racial or sexual abuse
- Threats and intimidation

You are required by law to carry out a risk assessment. The following pages have advice on how to do this and there is more information at: www.hse.gov.uk/risk

You can find more information and a toolkit from the Health and Safety Executive on how to manage violence in licensed premises at: <https://www.hse.gov.uk/pubns/indg423.pdf>

Easily identifiable staff

The requirement for all staff to wear a uniform and an identity badge, generates a number of benefits both to the organisation and to the individual employees. An agreed uniform policy presents your business to an onlooker as a professional unit with its own identity and that employees are part of a 'club' or 'family'. For personal safety, the identity badge could contain only the first name of the staff member, or a name they prefer to be known.



Wearing a uniform and an identity badge, which can be integrated with an access control system where applicable, makes it harder for outsiders to infiltrate the organisation and suggests to them that they will be scrutinised before joining. It also allows for the rapid identification of persons on your premises who are not employees. Branded or themed workwear is harder to replicate as it usually has to be sourced by order, whereas a simple colour scheme using commonly available clothing, such as black trousers/skirt and white shirt, is much easier to copy. Consider extending this requirement to temporary, agency and contracted services personnel as this will reduce the opportunity for misuse.

In the event of any incident, particularly in large premises, customers are also able to quickly identify staff who can then come to their assistance.

It is important to keep a record of who has been issued uniform and to ensure that old or damaged uniform is handed back before it is replaced or when a member of staff leaves.

Process for when staff leave

It is recommended that a formal exit or leavers interview is completed when all staff leave your employment. The day, date and time of this interview should always be recorded. Whoever conducts the interview should recover all keys, security passes and corporate clothing as these could be used for criminal or malicious intent. Re-configuring passwords or access codes must also be considered.

In some circumstances, a formal resignation letter may be required. This will help to:

- confirm the end date of employment
- notify HR and the network administrator
- disable employee building or property access
- ensure company property is returned
- check that wage payments are made
- issue a benefit payments letter (or advice letter)
- review a confidentiality agreement or non-compete agreement

Further advice on the steps to follow when an employee leaves your employment visit: <https://www.gov.uk/employee-leaving>

Public Liability insurance

Whilst Public Liability insurance is not a legal requirement, it is strongly recommended for licensed premises because your business comes in contact with members of the public on a daily basis. This insurance covers the cost of legal action and compensation claims made against your business if a third party is injured or their property suffers damage whilst on your premises.

There are some incidents where a public liability insurance policy won't provide you with the cover you need. These include accidents that happen to you, damage to your own property or accidents that affect your employees and their belongings. Circumstances like these should be covered by your general business insurance.

Employer's Liability insurance

Employer's Liability insurance is a legal requirement if you employ more than one person, as it provides protection for your employees.

Employer's liability insurance comes with a certificate of insurance which is a legally significant document. If you are an employer, you must display this certificate somewhere on your premises for your employees to see as proof of your employers' liability cover.

Getting staff home safely

Shift work is widespread in many industries, especially hospitality, and can often entail late-night working. Many workers, especially women, are increasingly worried about their safety travelling to and from work at night and while employers may feel their duty of care to staff ends when an employee finishes a shift, they should take into consideration journeys home, especially during unsocial hours.

We ask employers to consider taking all reasonable steps to ensure workers are able to get home safely from work at night. Some of the steps you may consider are:

- A door to door drop off service
- Paying for a reputable, licensed taxi or private hire service
- Security or staff member to escort staff to public transport or to their parked vehicles

If staff drive their own vehicle to work and parking on site is unavailable, staff should look for a Safer Parking accredited car park. More details including a car park finder map can be found here: <https://saferparkinguk.com>

Your Premises Licence

The Premises Licence summary (or a certified copy) must be prominently displayed within the premises and failure to do this is an offence under the Section 57 Licensing Act 2003. It is also important to be able to locate and present a copy of the full licence when requested to do so by the responsible authorities.

The holder of the Premises Licence commits an offence, and can be fined up to £1000, if they fail to produce the licence on request or fails to display the summary licence.





- 1 Strongly recommend that all new staff undergo structured and documented induction period which should include first aid training**
- 2 All premises selling alcohol must have an age verification policy**
- 3 Don't sell alcohol to a person who is drunk. It is an offence under the Licensing Act 2003**

Staff induction training

To keep your staff and customers safe, and to enable you to demonstrate to the Responsible Authorities, e.g. Licensing Authorities, Police, Fire & Rescue Services, Environmental Health etc., that you are taking your obligations under the Licensing Act 2003 seriously, it is strongly recommended that all new staff undergo structured and documented induction training.

This should include, but not limited to:

- Emergency procedures
- Basic first aid
- Your age verification policies
- How to identify drunk or drugged customers
- The legal obligations and sanctions of serving alcohol to underage persons
- How to identify a vulnerable person and what steps should be taken to keep people safe
- How to respond to acid attacks

Your induction training must include an explanation of the Fire Safety Procedures, as this is a legal requirement for all employers. More information regarding fire safety in the workplace can be found here: <https://www.gov.uk/workplace-fire-safety-your-responsibilities>

First Aid training

To keep your staff and customers safe it is recommended that all new staff undergo structured and documented induction training which includes First Aid training, even at a very basic level.

The requirement to administer first aid can occur at any time, and basic and enhanced First Aid training will give your staff confidence to provide assistance as necessary.

There have been a number of examples recently in which lives have been saved due to the number of persons trained in First Aid who were able to assist.

More information regarding St Johns Ambulance First Aid training can be found here: <https://www.sja.org.uk/courses/workplace-first-aid>

Licensing Law and your Age Verification Policy

A Template Age Verification Policy which can be adapted dependent upon a venues individual requirements and operating practices can be obtained from our Resources Hub found here: <https://www.licensing.savi.com/licensed-premises/resources>

One of the 4 Licensing Act 2003 Objectives is to 'Protect Children from Harm'. There is a mandatory condition which requires all premises selling alcohol to have an age verification policy. This licence condition assists you and your staff to promote the licensing objective of the Protection of Children from Harm.

Failure to have an age verification policy constitutes an offence under the Licensing Act 2003 which could result in a prison sentence, unlimited fine and/or your licence being suspended/revoked.

The premises licence holder or club premises certificate holder must ensure all staff should be advised of the licensing law, in writing, before they are allowed to serve alcohol.

It is the responsibility of the Designated Premises Supervisor to ensure the supply of alcohol is carried out in accordance with the licensing law and the Age Verification Policy, therefore staff must receive full training on your premises Age Verification Policies, which must be applied throughout the premises in relation to the sale or supply of alcohol.

Clear signage supporting the policy should be displayed in the premises.

The policy must require individuals who appear to the seller to be under the age of 18 years of age to produce on request, before being served alcohol, identification bearing their photograph, date of birth, and either a holographic mark or ultraviolet feature.

Challenge 25 is a scheme that encourages anyone who is over 18 but looks under 25 to carry acceptable ID when they want to buy alcohol. Free age verification posters to support Challenge 25 / 21 can be found here: <https://www.licensing.savi.com/licensed-premises/resources/front-of-house-posters>

Information on what to do with ID which you or staff suspect is fake or borrowed, can be found in this Home Office Guidance on False ID: <https://www.gov.uk/government/publications/false-id-guidance>

You should also speak with your local Police Licensing Officer to find out what the local policy is in relation to seized IDs.

Please see the later section within this guide which covers staff training regarding Fire Safety procedures.

More information is available from: <https://www.gov.uk/government/publications/new-conditions-for-licensed-premises-in-england-and-wales-age-verification-and-smaller-measures>

Should you ever consider facilitating under 18 events you must carefully consider the potential risks involved and take steps to mitigate harm to young people. These steps may include, but are not limited to:

- Ensuring only those under 18 are permitted entry. Mixed age events are fraught with risks, which may put your Premises Licence in jeopardy, including (but not limited to):
 - The potential for 'proxy purchasing of alcohol', whereby an older friend or relative purchases alcohol with the intention of supplying it to under 18s
 - The difficulty for staff in identifying under 18s, to ensure they are not sold alcohol
 - The potential for predatory adults to mix with unsuspecting children

Further advice would be:

- Only staff who hold a current DBS check should have access to the event
- Increasing the ratio of door staff in attendance
- No alcohol is on display or available for purchase
- That there is a period of closure between the end of the under 18 event and the opening of the premises to the general public
- If a large group activity consideration should be given to liaising with the local transport companies to ensure sufficient transport is available
- If there are gaming machines in your premises, during the under 18 event they should be switched off, removed or turned to face the wall

Sale of alcohol to a person who is drunk

It is an offence under the Licensing Act 2003 to sell alcohol to a person who is drunk. Your staff should be fully trained on their responsibilities and the possible consequences, both for them personally and the impact on your business, if they serve alcohol to drunk persons. More information can be found here: <http://www.legislation.gov.uk/ukpga/2003/17/section/141>



- 1 Licensees have a duty of care towards all customers regardless of age, gender, disability, religious beliefs, ethnic background, alcohol or drug consumption, or their mental health and some may be classed as ‘vulnerable’ and additional care must be taken**
- 2 Your staff should be able to spot the signs of Child Sexual Exploitation or abuse and be provided with guidance on what steps to take if they suspect it is taking place in your premises**
- 3 An ‘acid attack’ (or similar) needs speedy intervention by someone trained. Outer clothing may need to be removed, continually rinse with running water any contaminated skin**

A person can be vulnerable due to a number of factors including, but not limited to; age, gender, a disability, religious beliefs, ethnic background, alcohol or drug consumption and their mental health. Licensees have a duty of care towards their customers, and it is recommended that formal training on how to identify vulnerable customers and the procedures to be followed to keep people safe are undertaken. These should include the right to refuse alcohol, informing other members of staff, such as management and Security Industry Authority (SIA) staff and ensuring they are taken to a place of safety.

A copy of the training should be available for inspection from any of the responsible authorities.

To maintain consistency in your area, it is strongly recommended that you contact your local Police Licensing or Licensing Authority Officer to enquire if a local and/or national vulnerability video/training package is available. It is important that a member of staff is trained to ensure the safety and welfare of customers. This member of staff should be easily identifiable as having a Welfare or Customer Care role and not a member of your security team, if one is used. Clothing/uniform should be distinguishable from security staff. Feedback indicates the role works effectively when taken on by a member of the management team. This will ensure the importance of this pivotal role and, at the same time, has allowed managers to better understand aspects of their business.

The Welfare role is the capable guardian responsible for the welfare of customers and sometimes staff. Their role is to engage with customers at an earlier stage to reassure, divert or pacify situations before escalated intervention is required. The welfare officer will either pass authority on to SIA security staff if an ejection is warranted or contact the emergency services.

These staff members should have enhanced training in identifying vulnerability, whether through intoxication, drug use or an underlying health problem, as well as an understanding of conflict management.

Child Exploitation

Child Exploitation is a form of abuse. It occurs when an individual or group takes advantage of an imbalance of power to encourage or compel a child or young person under 18 into an activity that benefits the perpetrator or facilitator. The perpetrator(s) might coerce, control, manipulate or deceive the young person. This activity includes, but is not limited to, sexual and criminal activity, wider forms of labour, forced begging and domestic servitude.

A template Child Sexual Exploitation policy which can be adapted dependent upon a venues individual requirements and operating practices can be obtained from our Resources Hub found here: <https://www.licensing.savi.com/licensed-premises/resources>

More information can be found from our partners at The Children's Society here: <https://www.childrensociety.org.uk>

Children or young people may be tricked into believing they're in a loving, consensual relationship and they may be invited to your licensed premises and given drugs and alcohol. Your staff should be able to spot the signs of Child Sexual Exploitation / abuse and be given guidance on what steps to take if they suspect it is taking place in your premises. The National Business Crime Centre, in conjunction with The Children's Society, Victim Support and the National Chiefs' Police Council, have produced a Child Sexual Exploitation (CSE) Night Time Toolkit, which can be found here: <https://nbcc.police.uk/crime-prevention/safeguarding/child-sexual-exploitation-toolkit-cse-nte>

Operation Makesafe is a national initiative designed to raise awareness of child exploitation within the business community, including licensed premises, and to ensure that staff are confident in recognising the signs and taking appropriate action. The initiative emphasises the important role that those working in pubs, bars, clubs and other licensed venues can play in safeguarding children and young people.

Staff should remain alert to indicators such as adults buying alcohol for under-18s, adults appearing to control or behave intimately with young people, young people appearing under the influence of alcohol or drugs, or individuals repeatedly attending the premises with different young people. If staff have concerns that a child or young person may be at risk of exploitation, they should follow their premises safeguarding procedures and report their concerns promptly. Where appropriate, concerns can be reported to the police by calling 101 and quoting 'Operation Makesafe', or by dialling 999 where there is an immediate risk of harm or a crime in progress. Operation Makesafe reinforces the principle that everyone working in the licensed trade has a role to play in identifying concerns, sharing information and helping to prevent child exploitation.

For more information and advice, please visit the Operation Makesafe website <https://www.hydrantprogramme.co.uk/cse-taskforce/operation-makesafe> or write to HydrantEnquiries@npcc.police.uk

Acid attack

An acid attack involves a corrosive substance being thrown or sprayed on a person or people as part of a violent attack or robbery. Although 'acid attack' is the phrase most people use to refer to such incidents, they can involve acidic, alkaline or caustic chemicals. Household cleaners, drain un-blockers and industrial chemicals might all be used by perpetrators.

An acid attack can happen anywhere at any time, and the Government have written very comprehensive guidance, which can be used by anyone.

A speedy intervention by someone trained on how to deal with these attacks, could make a significant difference to the victim of one of these crimes.

More information is available from:

<https://www.protectuk.police.uk/advice-and-guidance/response/remove-remove-remove-guidance-hazardous-substance-exposure>
https://www.protectuk.police.uk/sites/default/files/2021-8/REMOVE_training_presentation.pdf

It is imperative that all staff members feel valued and confident that if an issue is reported relating to security, it will be acted upon. It may be that staff witness colleagues acting in an unprofessional way or worse, unlawfully. Staff should therefore have confidence that their observations, opinions and ideas will be taken seriously and handled confidentially. Staff really are the eyes and ears of management and by gentle encouragement, the efficient running, security, safety, maintenance and housekeeping of the business can be significantly enhanced.

Staff will know their own work areas well and should be encouraged to be alert to unusual behaviour or items that are out of place. They must have the confidence to report any suspicions, knowing that reports, including false alarms will be acted upon.

For further advice see the Protect UK Personnel Security Training and Good Practice Guide here: <https://www.protectuk.police.uk/personnel-security-training-and-good-practice>

Controlled drugs

Your staff should be trained in how to identify drugs and associated paraphernalia and also how to identify a person who is suspected of being under the influence of drugs. Training should include what steps to be taken once a person suspected of being under the influence of drugs has been identified. Further advice about preventing drugs misuse is contained later in this guide.

For further information about drugs and the services available, visit: <http://www.talktofrank.com/>

Spiking



- 1 Display prominent signage reminding customers not to leave their drinks unattended and not to accept drinks from strangers**
- 2 Train all directly employed or contracted staff in how to identify and respond to vulnerable people**
- 3 Encouraging engagement with customers including active bystander training to negate predatory behaviour and offer reassurance that safety is of paramount importance**

Spiking is where alcohol or drugs are added to someone's drink without them knowing, or 'spiked' by needles/syringes potentially containing drugs.

Many incidents go unreported due to embarrassment or memory loss. Alcohol is the most common substance used to spike drinks. Some drugs are particularly dangerous when mixed with alcohol because they combine to have a very powerful anaesthetic effect. Such drugs may come in powder, tablet or liquid form and do not always have an unusual taste or smell.

Steps a venue can take to prevent drinks being spiked and in response to reports of spiking are:

- Signage can remind customers not to leave their drinks unattended and not to accept drinks from strangers
- Train all staff in how to identify and respond to vulnerable people, including not being judgemental as to cause, dealing effectively with the welfare issues and vulnerability is key
- Encourage staff to be alert for unusual requests for additional shots to a drink and to monitor unattended drinks, this is particularly important in areas where drinks are not permitted and therefore are required to be left unattended, for example at the entrance to a smoking area if applicable or adjacent to dance areas
- Engagement with customers, including active bystander awareness by staff, can negate predatory behaviour and offer reassurance that safety is of paramount importance
- Staff should provide immediate assistance to any customer feeling confused, dizzy, hallucinating, nauseous, having poor coordination / disorientated or showing signs of intoxication
- Anyone who self-identifies as vulnerable, or is considered to be so by your staff, should be given the option to be taken to a safe area in which they are given first aid or the facility to call family, friends, the emergency services or a taxi
- If anyone is acting suspiciously around unattended drinks, ask them to leave immediately or call the police
- It is important that any offences or suspicious behaviours are reported to police at the earliest opportunity. This allows for effective investigation, including timely recovery of evidence, which is essential since some drugs can only be detected for short periods of time (6 – 12 hours) from when a sample is taken. A good relationship with local policing and partners is valuable and to be encouraged
- It is recognised that for a variety of reasons, some people will not want the police informed of spiking incidents. They should be informed that reporting an incident should not get them in any trouble, even if recreational drug use has taken place. Their physical capacity to make such a request should be a consideration and venue policies should favour informing the police

Further steps:

- Venues should consider providing stopper devices, such as lids to put on drinking vessels, which can reduce the risk of a drink being spiked
- It is recognised that well established schemes exist where some venues use testing kits as a means of detecting certain drugs and providing reassurance to customers, however we urge that you use with caution as such kits don't necessarily test for all types of drugs, therefore don't always work, whilst they can't detect extra alcohol in your drink. Furthermore, a negative result doesn't confirm that a drink has not been subject of spiking
- Ensure every effort to retrieve and securely retain drinks which may have been affected, identify witnesses and retain CCTV to support police action
- Education, engagement, and proportionate measures are key. Staff at venues should not be afraid of explaining to customers that the efforts undertaken are to maximise their safety and in deterring offences
- Venues should consider their stance on searches upon entry and where applicable review their search policy
- Door Supervisors do not have legal or statutory power to search any person; however, a venue can have a 'condition of entry' whereby customers enter the premises on the condition that the security staff are permitted to search them. If they refuse consent, then they should be refused entry. Signage should clearly explain a venue search policy, which may include the use of metal detector wands or a detecting arch



- Use of metal detectors at point of entry is great in terms of deterrence and reassurance, however venues should be aware that some devices may not be sensitive enough to detect a lone needle. Note that some people e.g. diabetics will have a legitimate excuse for carrying epi-pens and there are wider Health & Safety considerations in asking security staff to search for needles which should be suitably risk assessed, detailed within search policies and supported by training of appropriate methods and use of Personal Protection Equipment
- Searches should be carried out courteously and as efficiently as possible, with good engagement between all parties
- Where random search policies are used, they should be undertaken at a frequency likely to act as a deterrent factor

Advice to customers:

- If your drink has been spiked, it's unlikely that you'll see, smell, or taste any difference, albeit some drugs may taste slightly salty or smell unusual
- If you start to feel strange or feel that your drink has had more of an effect on you than it should have, get help immediately
- Try to avoid drinking too much alcohol, particularly when in unfamiliar surroundings as you could make risky decisions and become less aware of potential danger
- Never leave your drink unattended and keep an eye on your friends' drinks
- Consider buying your own drink, watch it being poured and be careful about accepting a drink from someone you don't know
- Think about drinking bottled drinks and avoiding shared drinks such as punch bowls or cocktail jugs
- Do not provide personal details, especially your address, to someone you've just met
- You should plan your nights out and travel arrangements using only recognised travel routes and providers
- Regarding spiking by injection, be aware of any sharp, sudden pains, and if you do experience this, check the affected area for an injection site. If you need urgent help, call 999 immediately
- If you think your drink has been tampered with, don't drink it – tell a trusted friend, relative, medic, police or someone you completely trust immediately. If alone, call someone you trust and get to a safe place. If you need urgent help, call 999. Be wary of accepting help from a stranger and don't leave with someone you don't know. If you feel unwell, someone you trust should take you to your nearest A & E department and tell the medical staff that you think you have been spiked, being sure to arrange for a trusted friend or relative to take you home and if necessary, stay with you until any drugs have fully left your system
- Consider where you socialise - licensed premises are regulated and must address customer safety, which won't be the case with for example some raves / unlicensed music events or indeed house parties
- If you see suspicious activity report it to staff or police
- To report a spiking incident either for yourself or on behalf of another person, please go to the POLICE.UK website where there is now a specific Spiking Reporting Tool as well as some useful advice and guidance:
<https://www.police.uk/advice/advice-and-information/spiking/spiking/>

If you have any information regarding who may be committing such offences, report in confidence to the police or Crimestoppers on 0800 555111.

Awareness of and preventing violence against women and girls

A template Female Safety Policy which can be adapted dependent upon a venues individual requirements and operating practices can be obtained from our Resources Hub found here: <https://www.licensing.savi.com/licensed-premises/resources>

Active bystander



- 1 Before stepping in, try the ABC approach, Access for safety – Be in a group – Care for the victim**
- 2 When it comes to intervening safely, remember the four Ds – direct, distract, delegate, delay**
- 3 In an emergency call the police on 999**

We can all be bystanders. At some point, we will notice someone is uncomfortable with another person's behaviour or is in danger. Sometimes, a situation just does not feel right. It might be comments made or action taken by an individual that you feel are inappropriate or you spot someone being harassed at or near your venue.

When this happens, you will decide to do or say something (and become an active bystander), or to simply let it go (and remain a passive bystander).

Preparing staff by means of raising awareness is a key aspect of tackling Violence against Women and Girls. Research shows that bystander intervention can be an effective way of stopping a sexual assault before it happens, as bystanders play a key role in preventing, discouraging, and/or intervening when an act of violence has the potential to occur.

When we intervene, we signal to the potential perpetrator that their behaviour is unacceptable. If such messages are constantly reinforced, we move the boundaries of what is considered acceptable and problem behaviour can be stopped.

Safely intervening could mean anything from a disapproving look to interrupting or distracting someone. It could involve talking to someone about their behaviour in a non-confrontational way to caring for someone who's experienced problematic behaviour. It can be as simple as standing between a person and their harasser to block their line of sight, asking someone if they need any help or supporting anyone else who is intervening. Occasionally it could involve asking other staff or the police for help.

If you do not feel comfortable doing this directly, then get someone to help you such as other colleagues, a manager or security staff.

Before stepping in, try the ABC approach:

Assess for safety: If you see someone in trouble, ask yourself if you can help safely in any way. Remember, your personal safety is a priority – don't put yourself at risk.

Be in a group: Whilst not always possible - it's safer to challenge inappropriate behaviour or intervene in a group. If this is not an option, report it to others who can act.

Care for the victim. Talk to the person who you think may need help. Ask them if they are O.K. and consider supporting them, especially if vulnerable.

How You Can Intervene Safely:

When it comes to intervening safely, remember the four **Ds** – **direct, distract, delegate, delay**.

■ Direct action

Challenge negative behaviour, tell the person to stop or ask the victim if they are OK. Do this as a group if you can. Be polite. Don't aggravate the situation - remain calm and state why something has offended you. Stick to exactly what has happened, don't exaggerate.

■ Distract

Interrupt, start a conversation with the potential perpetrator to allow the person(s) you are concerned about to move away or have friends intervene. Consider coming up with an idea to get the victim out of the situation – tell them you need to speak to them privately or any suitable excuse to get them away to safety. Alternatively, try distracting, or redirecting the situation.

■ Delegate

If you are too embarrassed or shy to speak out, or you don't feel safe to do so, get someone else to step in and support you. Venues should have a zero-tolerance policy on harassment.

■ Delay

If the situation is too dangerous to intervene or challenge (such as there is the threat of violence or you are outnumbered) then monitor from a safe distance and seek help. In an emergency call the police on 999. Remember, don't put yourself in danger. Only intervene if safe to do so. When safe, ask the potential victim if they are OK and, if necessary, report it – it's never too late to act.

A template Safety Policy which can be adapted dependent upon a venues individual requirements and operating practices, and which will contribute towards a sensible approach in enhancing safety and mitigating risk towards females (indeed all staff, customers and others within the vicinity of your premises) can be obtained from our Resources Hub found here: <https://www.licensingssavi.com/licensed-premises/resources>

Emergency procedures



Emergency Management Plans (EMP)

An Emergency Management Plan (EMP) is a course of action developed to mitigate the damage of potential events that could endanger an organisation's ability to function. Such a plan should include measures that provide for the safety of staff and customers and, if possible, property and facilities. It is vital that all members of staff are aware of the existence of such a plan and know how to apply it should the need arise.

Further information can be found via the Health and Safety Executive (HSE) emergency procedures:

<https://www.hse.gov.uk/workplace-health/emergency-procedures.htm>

You are already aware how important practising your Emergency Management Plan is, and it is equally important that you regularly review your Emergency Management Plan to ensure it remains fit for purpose. There are many factors which can affect your plan, such as new building layouts and change of staff and it is important that changes are reviewed and your EMP amended accordingly.

Further information can be found via the Health and Safety Executive (HSE) emergency procedures:

<https://www.hse.gov.uk/event-safety/incidents-and-emergencies.htm>

Where there are floor level differences, these must be protected by railings or similar. Serious consideration should be given to removing the opportunity for a person or persons to jump onto areas below by the introduction of barriers, netting or screens. It is important that access routes through the facility should not incorporate a dance floor or staged area.

Balconies should be designed to prevent objects falling onto the floor below through the use of kickboards, screens and rails. Such barriers should themselves be designed so that glass receptacles or other objects cannot be placed on them.

Design features should be incorporated into stairwells to prevent drinks receptacles or any other items from dropping to levels below. Signage should be utilised to tell customers to keep routes clear and this should be enforced with regular checks by staff. These areas should be well-lit with suitable handrails and, where possible, covered by CCTV.

Queues

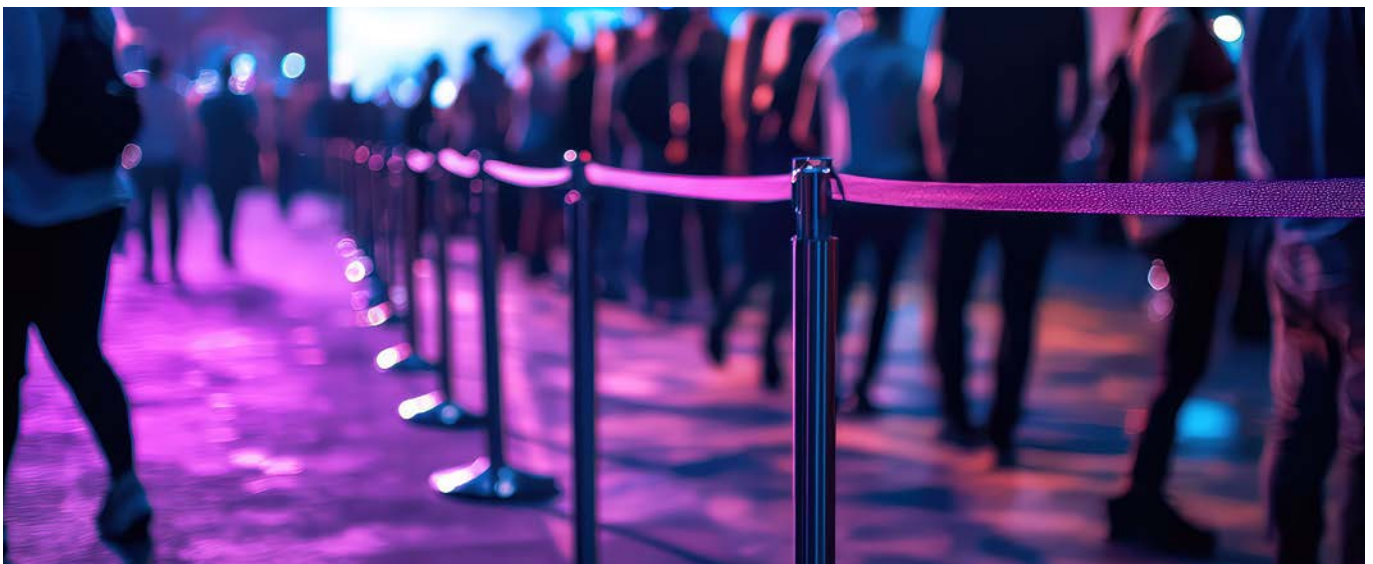


- 1 Care should be taken to ensure that queuing does not generate a negative experience for customers**
- 2 An appropriate number of door supervisors will be required to control and direct queuing customers which will also help to prevent customers being targeted by criminals such as pickpockets or drug dealers**
- 3 A contingency plan will mitigate the effect of unplanned large queues developing**

A queue can be evidence of a successful premises, therefore it is important that this aspect of the operation is carefully managed so it does not generate a negative experience for customers, staff or neighbours.

Operators should consider the safety and security of those queuing to enter their premises. This includes additional security staff to minimise conflict and additional physical barriers such as bollards, railings, planters, etc. to prevent vehicle borne attacks or other malicious/violent incidents. You should consult with your local planning department if physical barriers are required.

An appropriate number of door supervisors will be required to control and direct queuing customers. This will assist in preventing the blocking of footways and also allow security staff to conduct age verification checks, to identify intoxicated persons and conduct drug or weapon searches, as appropriate. This will also help to prevent customers being targeted by criminals such as pickpockets or drug dealers and reduce anti-social behaviour and pre-loading before entering the premises.



Where door supervisors are to be used, make sure that there is sufficient space in the doorway for them to operate safely, without causing congestion. Preferably, this area should be well-lit, covered by CCTV and have good surveillance. This is essential where the door supervisors have to operate equipment such as an ID scanner or have to count those going in and out to monitor occupancy levels.

It is good practice to appoint a member of door staff to act as a 'queue monitor' who will walk up and down the queue to identify people who would not be permitted entry when they arrive at the door due to, for example, their dress or levels of intoxication. This will avoid possible confrontation when they are refused entry having queued up to enter.

For venues who hold large events, you should consult with and where necessary have a qualified event safety manager / safety officer, who is familiar with crowd management good practice, all associated safety considerations and contingencies to design out the opportunities for potential vehicle attacks and prevent incidents such as crushing. Consideration should be given to accommodate a queuing system which minimises the need for customers to queue unsupervised in a public space. Where this is not possible, the queue should be appropriately managed utilising removable barriers and where possible should not be located adjacent to an external drinking or smoking area.

Terrorism and other violent attacks: any place where people gather may become a target for someone intent on carrying out a violent attack. Operators must think of this vulnerability and seek to mitigate the threats from either parked vehicles which may contain an explosive device, or a vehicle which is used as a weapon and driven at customers gathering outside.

If possible, take advantage of existing street furniture (existing bollards/barriers, lamp posts, post boxes, etc.) or high kerbs when looking for a suitable location.

It is strongly recommended that there is a contingency plan in place which will mitigate the effect of unplanned large queues developing. A contingency plan will demonstrate the steps you have taken to prevent nuisance to the public caused by your queue.

Further advice can be found at Protect UK: <https://www.protectuk.police.uk/advice-and-guidance/risk/physical-security>

For more detailed information, we recommend that event organisers within the hospitality and outdoor events industry and those involved in the planning of such events, refer to the Purple Guide, which is designed to provide guidance for event organisers, suppliers, local authorities and others involved in the outdoor events: <https://www.thepurpleguide.co.uk/>

Similarly for those venues that organise and/or plan large events within sports stadiums, we recommend the Green Guide, which is recognised around the world as best practice for the design and planning, and the safety management and operation of sport grounds and can be found: <https://sgsa.org.uk/greenguide/>

Further advice regarding hostile vehicle mitigation can be found on the Protect UK Website: <https://www.protectuk.police.uk/hostile-vehicle-mitigation-hvm>

Likewise, further advice concerning physical security can be found: <https://www.protectuk.police.uk/advice-and-guidance/risk/physical-security>

Security on entries and exits

The location of entrances and exits can have a huge impact on how well the premises operates. Consideration should be given to the number of entry and exit points and where they are sited so that they are well observed, well-lit and clearly marked allowing management, door supervisors and other staff to control and monitor who is entering and leaving premises.

Security staff



- 1 The presence of security staff will act as a pro-active deterrent to anyone intent on causing issues within your premises, and provide an active response should an incident occur**
- 2 A Security Industry Authority (SIA) Licence is required by anyone undertaking licensable activity, this may be in either a front line or non-front-line capacity**
- 3 You should regularly check the validity of someone's licence by going to the SIA website**

Security Industry Authority (SIA) licensed security staff can help to provide a level of protection to your staff and customers. The presence of security staff will act as a pro-active deterrent to anyone intent on causing issues within your premises, and provide an active response should an incident occur. Further information regarding the SIA can be found: <https://www.gov.uk/>

[government/organisations/security-industry-authority](https://www.gov.uk/government/organisations/security-industry-authority)

It should be noted that it is an offence under the Private Security Act 2001 S5 (1), to deploy unlicensed staff to undertake security industry services. <https://www.legislation.gov.uk/ukpga/2001/12/section/5>

An SIA licence is required by anyone undertaking licensable activity, this may be in either a front line or non-front line capacity. More details in relation to using SIA licensed staff can be found at: <https://www.gov.uk/government/publications/sia-get-licensed>

It is recommended that your external security team is an SIA Approved Contractor. Follow this link to the SIA register of Approved Contractors for more advice: <https://www.services.sia.homeoffice.gov.uk/Pages/acs-roac.aspx>

A non-front line SIA licence is required for those who manage, supervise and / or employ individuals who engage in licensable activity, as long as front line activity is not carried out - this includes directors or partners. Directing SIA staff without a minimum of a non-front-line licence is an offence under the Private Security Act 2001. More information regarding this is available via: <https://www.gov.uk/guidance/find-out-if-you-need-an-sia-licence>

A non-front-line licence is issued in the form of a letter that also covers key holding activities.

It is strongly recommended that copies are kept, and regularly updated, of the licences of all SIA licensed security staff working at your premises. It is possible that the holder of the licence will fail to inform you if it expires or is revoked. It is therefore important to keep a record of when the SIA licences expire so that you can pro-actively manage their continued employment.

Regularly maintaining records will demonstrate due diligence, as it is an offence to employ SIA staff who are not licensed. It is the licensee's responsibility to ensure that the Data Protection Act and General Data Protection Regulations are adhered to if personal data is stored for the SIA staff.

You should regularly check the validity of someone's licence by going to the SIA website and checking the live register of licence holders: <https://services.sia.homeoffice.gov.uk/rolh>

Where practicable it is recommended that both male and female SIA registered staff are employed to facilitate the effective and dignified searching of customers.

It is recommended that security staff proactively monitor all aspects of your operation that have the possibility to generate conflict, this can be between staff and customers or customers with other customers, such as:

- All entry/exit doors
- The queue(s)
- All floor levels
- The bar(s) and dance floor(s)
- The smoking area(s)
- The toilet area(s)
- Outside beer garden
- Car parking area(s)
- If your premises has multiple floors or rooms, it is important that they all receive a dynamic security presence

SIA staff should be easily identifiable by their clothing and by wearing their SIA licence (legal requirement) in a position which is visible to all. In an unexpected situation which, for example, requires police attendance it is critical that police can easily identify door supervisors. It is also important that CCTV images can easily identify door supervisors, customers and police.

It is recommended that as many of your door supervisors as possible are trained, and receive regular refresher training, in: search techniques, conflict management, physical restraint techniques, the use of body worn video and the use of radios.

More information on training for your door staff/security personnel can be found here: <https://www.services.sia.homeoffice.gov.uk/Pages/training-ApprovedTrainingProviders.aspx>

Raised security points are advisable, particularly in premises where there are large crowds, poor levels of lighting or the layout is challenging. This raised area only needs to elevate the staff member to a level where they are chest height above any crowd or obstruction, this will:

- Improve the security staff member's vision making them more effective and in turn making themselves more visible to fellow staff members, improving their own safety
- Make security staff easier to identify for vulnerable customers seeking assistance
- Act as a deterrent to others contemplating engaging in violence or other unsuitable behaviour

Searching



- 1 If searches are to be carried out, a comprehensive search policy must be in place. It should detail the process which must be followed during every search, and a copy of the policy should be available to anyone undergoing a search**
- 2 Never forcibly search any person**
- 3 If staff are to undertake searches, then especially considering knives and needles or sharps, a suitable risk assessment should be undertaken and bespoke training and Personal Protective Equipment (PPE) provided**

Not all licensed premises will need to search every customer prior to entry, but where it is a condition on your premises licence or part of your operating procedures, there must be a comprehensive search policy in place. This policy should detail the process which must be followed during every search, and a copy of the policy should be available to anyone undergoing a search.

Key considerations:

- Door Supervisors do not have legal or statutory powers to search any person. However, a venue can have a 'condition of entry' requiring customers to be allowed to enter the premises on the condition that the door staff are permitted to search them. If they refuse consent, then they should be refused entry
- Never forcibly search anyone
- Display a sign explaining your search policy, which may include the use of metal detector wands or detecting arch to deter customers potentially carrying a knife or pointed instrument
- Explain what you will be searching for – e.g. drugs, knives/weapons or any other items unsuitable to be brought into the premises
- Searches should be carried out courteously and as efficiently as possible, with good engagement between all parties
- Random search policies should be undertaken at a frequency likely to act as a deterrent factor and the selection of customers to be searched must not be made on any grounds that could be seen as discriminatory and therefore unlawful
- Male door supervisors may ask female customers to empty the contents of their handbags or pockets but otherwise should not carry out a personal search. Female door supervisors should be used in such circumstances and vice versa
- Any seizures of drugs or knives / weapons should be recorded, suitably stored and the police notified
- Your search policy should be prepared in consultation with your security company and responsible authorities.
- If staff are to undertake searches, then especially considering knives and needles / sharps – a suitable risk assessment should be undertaken and bespoke training / Personal Protective Equipment (PPE) provided.

Where searching is required, it is advisable to create a clearly marked, dedicated, search area, which will allow the safe and secure processing of members of the public who wish to enter the premises.

Search areas should be as close to the entrance as possible and protected from the elements. Physical marks can be placed on the floor to create a 'search box' where the customer is asked to stand while the search takes place. Each dedicated search box should be covered by CCTV, which captures both audio and visual images to an evidential quality, with appropriate lighting to support the search process.

Search areas should be regularly cleaned to ensure that any contraband can be assigned to a particular individual or search process. Records should be kept as to when cleaning is done and who did it.

It is good practice to display signage explaining your search policy in a prominent position at the entrance and for door staff/ security personnel to make people aware of it. The signage should include this information:

- Members of the public who wish to enter the premises must agree to be searched as a 'condition of entry'
- Members of the public refusing to be searched will be refused entry, their details and description will be taken, and the electronic ID scanner will be updated to this effect
- Searches are carried out to prevent drugs, weapons and other prohibited items being brought into the premises
- The police will be informed immediately if such items are found

Simple diagrams at the point of search will assist those to whom English is not their first language to understand what is required of them.

It is recommended that there is a bespoke search policy for use at your premises. It should include the ratio of persons searched and the method of searching to be undertaken.

For more information, please refer to the British Security Industry Association Code of Practice for security searches which can be found by following this link: <https://www.bsia.co.uk/zappfiles/bsia-front/pdfs/231-security-searches-cop.pdf>

It is advised that you check with your local police licensing unit to verify when police should be called in circumstances where prohibited items are found.

Electronic ID scanners

Electronic ID scanners provide many benefits to a busy licensed premises. They can recognise fake IDs and help you identify people that have either been excluded (banned) from an individual premises or geographical area. ID scanners can also generate a double scan alert, where an ID is re-used by a different person on the same day/evening.

ID scanners can also assist you to manage your age verification scheme and provide demographic information to enable you to enhance your marketing.

Such systems can complement the CCTV system, which will capture an image of every customer as they enter the premises, by helping to identify individuals engaged in criminal activity or anti-social behaviour. This can be further enhanced using facial recognition software.

Government advice as to the use of Identification Document Validation Technology can be found here: <https://www.gov.uk/government/publications/identity-document-validation-technology/identification-document-validation-technology>

It is important that any device meets the requirements of the Information Commissioner's Office (ICO) and further information can be found here: <https://ico.org.uk/for-organisations/>

Customer ejections from your venue



- 1 It is a legal requirement that you are aware of the safe operating capacity of your premises**
- 2 When ejecting a customer, the route out used should be direct and avoid vulnerable areas such as staff rooms, offices or kitchens**
- 3 Where possible avoid stairs, elevated areas and balconies**

Patrons who are being ejected should be removed via a pre-planned agreed route whenever possible. The route should be direct and avoid vulnerable areas such as staff rooms, offices or kitchens. Such routes should be covered by CCTV which can be supplemented by body worn video. Where possible avoid stairs, elevated areas and balconies as these could be problematic.

The safety of customers, door staff, staff and the individual being ejected are paramount and on occasion it may be necessary to eject someone very quickly using a route other than the pre-planned route. These measures will help to support your staff. If someone has been banned from your premises, or any other premises, for their previous unacceptable behaviour, it is imperative that you have systems in place, so your staff are able to identify them and prevent them from entering your premises and/or being served alcohol. Some CCTV systems may be augmented with facial recognition software which can notify staff that an excluded (banned) individual or group is on the premises.

In larger/busier premises, an electronic ID scanner can recognise fake IDs and also help you identify people that have either been excluded from an individual premises or geographical area.

It is a legal requirement that you are aware of the safe operating capacity of your premises. Overcrowding raises the risk of crushing and suffocation, as well as providing greater risk of sexual assault. It also creates difficulties in reaching vulnerable individuals or those engaged in criminal activity/anti-social behaviour. Overcrowding slows the evacuation of premises in the case of emergency, leading to greater risk of injury or death.

You are required to set an occupant capacity of your building – with further advice provided in the fire safety section of this guide.

There are recognised methods for monitoring and recording the number of customers in the premises, such as making it a ticketed event, operating a mechanical clicker or by utilising a computerised/biometric/electronic system.

To facilitate the sharing of information and good practice, it is recommended that you give serious consideration to becoming a

member of a local partnership scheme, where one operates in your area, for example; a Business Crime Reduction Partnership, Pub Watch, Business Improvement District. Good communication and concerted action between members will reduce crime in the area and in your premises.

Click here for information on the National Association of Business Crime Partnerships: <https://nbcc.police.uk/partnerships/business-crime-reduction-partnerships-bcrp/national-association-of-business-crime-partnerships>

Click here for more information on Business Improvement Districts: <https://www.gov.uk/guidance/business-improvement-districts>

The peaceful departure of customers

A template Dispersal Policy which can be used to inform training and raise staff awareness practices can be obtained from our Resources Hub found here: <https://www.licensing.savi.com/licensed-premises/resources>

Two of the licensing objectives are public safety and the prevention of public nuisance. Regulating and monitoring the peaceful departure of your customers is critical to those objectives and very important to the success of any operation. Subtle changes to the nature of the operation can be introduced at set times prior to the terminal hour, to indicate that the premises is nearing closing time and prompt a gradual dispersal of customers to avoid the potential for large numbers leaving at the same time. This is commonly referred to as a 'soft closure'.

This can be achieved by:

- Gradually turning up ambient lighting 30 minutes prior to closing
- Turning down the level, and genre, of music 20 minutes prior to closing
- Closing remote bars/bar areas/ beer gardens 30 minutes prior to closing
- Amending traffic or foot flow through the premises to aid exit
- Developing preferred routes away from your premises that minimises disruption for neighbours and local residents
- Displaying signage relating to nearby transport hubs, trains, buses and taxis

The expedited dispersal of customers has many advantages, not just in combating crime and anti-social behaviour, but in denying terrorists opportunities to target large crowds.

Medical emergencies



- 1 Have a fully stocked first aid kit**
- 2 Have staff trained in first aid**
- 3 Don't delay in calling the emergency services if the patient's injury or illness cannot be treated in situ**

Premises of any size can have a medical emergency, and consideration should be given to what steps can be taken to keep the patient safe and provide the best possible care until the emergency service arrives.

First aid training at work is available from St Johns Ambulance: <https://www.sja.org.uk/courses>

It is important that you have a fully stocked first aid kit. Larger premises should consider having a defibrillator, a member of staff trained to use it and a qualified medic. It is good practice to have CCTV covering your medical area for the protection of your staff and customers.

Finding your nearest defibrillator is aided by: <https://www.defibfinder.uk>

Bleed Kits that help control and stop severe bleeding, help to ensure that those first on the scene of an accident or injury, can treat the blood loss and keep it under control until professional medical help arrives.

Many towns and cities now have public access bleed kits, similar to the Defib boxes and it is worthwhile locating your nearest public access bleed kit.

Alternatively, there are many suppliers of Bleed Kits, who can be found on a simple internet search and you may wish to consider purchasing one for your venue.

Customer congestion

Frequently congested areas can be either a security or an evacuation risk, or both.

In areas where crowds form, tempers can fray which can result in violence. Crowded areas can cause a serious bottleneck in the

event of an evacuation of your premises. Wherever possible these areas should be designed out. Assistance in this process can be provided by your local Police Designing Out Crime Officer (DOCO) who can be identified here: [Secured by Design - National Network of Designing Out Crime Officers](#)

If possible, a fire exit should be located close to a congested area to expedite a speedy departure from the premises in case of emergency.

Fire exit doors should not have external handles or other means by which they can be opened. They should be connected to the internal alarm system, alerting staff or door supervisors that they have been opened or are being tampered with.

An internal light close to the door could illuminate on activation to clearly and quickly identify which door needs to be physically checked. An insecure door will undermine all the search and security procedures.

Natural surveillance

The well-planned placement of furniture or other features will maximise space and keep potential routes open for customers to pass unhindered. It is essential that circulation points and routes into and around the licensed premises, where possible, avoid pinch-points due either to poor design of the building or poor positioning of furniture such as gaming machines or pool tables. This may lead to accidental injury or increased criminal activity.

Alcoves and recessed areas should be avoided where possible as they can be used for criminal activity and may also be used to hide intimidating behaviour. Avoid designing into a development or refurbishment, areas that are not clearly visible from the bar. Alcoves or a separate room, such as a games room, without direct supervision, should be avoided. If alcoves are unavoidable, consider having them at 90-degree angles to the bar to maximise visibility. If there are separate rooms or mezzanine floors, consider the need for direct supervision (bar/serving staff, door supervisors) of that area and/or the use of CCTV. This could be supported still further by the introduction of design features that allow or improve sight lines between two areas.

Where it is impossible to alter the design to improve sight lines, or greater surveillance is required, the addition of mirrors or similar (with safety glazing) should be incorporated into the design to improve the visibility of awkward locations within the premises.

Air conditioning

Extreme heat has a clear negative impact on an individual's physical wellbeing. The use of air conditioning can go some way to rectifying this risk. The risk to a customer is increased when an individual becomes intoxicated through drink or drugs and is further exacerbated by physical exertion, such as dancing in an unmanaged environment.

Night-time economy premises that have concerns regarding security and noise outbreak, may secure doors and windows at their premises, reducing natural ventilation further. Some premises are constructed in such a way that they do not have access to doors and windows that open on to outside/external space, for example underground/basement premises. It is critical that such premises assess the quality of air flow and internal ambient temperatures while the premises are operating and busy. Heat mapping will identify problematic areas allowing the operator to take informed remedial action. Simply drawing ambient air from outside via an open door, window, fan or air handling unit may not be sufficient, especially during the hotter summer months.

Internal lighting

A well-designed internal lighting scheme can create the right atmosphere to reduce alcohol related crime and disorder. Strike a balance - lighting which is too dim prevents the staff from clearly observing what is going on, allowing criminal behaviour to go unchecked, but bright, glaring light is cold and unwelcoming. Suitable lighting levels will achieve good natural surveillance whilst maintaining the desired ambience. Lighting should be controlled from a secure location, away from public access. If this is not possible, use tamper proof light switches.

Consider installing zoned dimmers, to increase your control of areas from a secure location. These can be used to raise the level of lighting at the end of the night to signal to customers that the premises are closing. Ensure lighting controls are clearly labelled.

An override is required, within easy reach of responsible staff, so that if an incident occurs, the lighting level can be raised. High-level house lighting is an important element of control because it can aid identification, improve navigation and assist with emergency evacuation. Adjusting lighting levels can also be effective in persuading customers to leave over a phased period rather than at a terminal hour where everyone leaves at the same time.

The lighting override can also be linked to music controls so that, in the event of an incident, music can be turned off immediately as well as lighting increased (essential where evacuation is necessary). This will assist in ensuring that any instructions which need to be given can be heard by customers and staff.

Another consideration for any licensed premises is the effect of internal lighting systems on corporate clothing worn by its staff for example, there are situations where CCTV images can be rendered useless by glare from reflective elements of staff uniform.

Kitchen entry

There are many reasons to prevent members of the public accessing the kitchen or food preparation areas, some of these are outlined below:

- Kitchen and food preparation areas have many items that could potentially be used as weapons
- Unsupervised kitchens and food preparation areas also provide an opportunity for theft of kitchen items and/or food, or sabotage of food and preparation areas by disgruntled ex-customers or competitors

Where kitchens have an internal door only, and this door is overlooked from the public and private areas, signage stating that the kitchen is private will remove the excuse for being in this area unlawfully. If the door is not overlooked, it should be locked when the kitchen is not in use.

If the kitchen or food preparation area has an external door and this is sometimes used for ventilation, it should have a lockable metal gate/grille allowing ventilation but preventing unlawful access.

Signage

It is highly recommended that clear, legible signage is used. Where lighting levels need to be reduced for operational reasons, illuminated signage will help to sign post the following areas:

- All entrances and exits, and the following, as applicable:
 - Medical room / safe space
 - Toilets
 - Cloakroom
 - Smoking area
- Clear signage will reduce the number of customers moving around your premises either looking to find friends or seeking somewhere to smoke or get a drink. Confused customers will add to this flow and may aggravate already congested areas that you are attempting to manage.

When attempting to manage vulnerable customers, clear legible signage is vital more so where vision is reduced due to lower levels of lighting. This will assist vulnerable people or their friends to get help or make their way to a place of safety.

Emergency communication

In large licensed premises, a public-address system is recommended to provide instant, effective communication to all staff members and customers, particularly in emergency situations where a prearranged and rehearsed response to the situation can quickly be initiated.

Smaller premises should give consideration to which method or system could be used to communicate with customers in case of emergency. We encourage venues to regularly test your emergency plans and communication methods. Do your staff know their role?

Customer transport

A Taxi freephone is very useful for those customers wishing to leave by taxi and can sometimes be installed free of charge by the taxi company. Customers choosing to travel home by taxi are safer being picked up from the premises than walking to a taxi rank or relying on being able to flag a Black Cab on the street.

Whether or not a taxi freephone is provided, it is good practice to ensure the details of all public transport is clearly displayed or can be provided to customers where applicable.

Supporting vulnerable people

Anyone who self-identifies as vulnerable or is considered to be so by your staff should be given the option to be taken to an area in which they are safe and given the facility to call family, friends, the emergency services or a taxi.

It is good practice to provide easy access to free drinking water.

There is a Mandatory Condition on Premises Licences which states that free tap water must be provided on request to customers 'where it is reasonably available'.

Ask for Angela



- 1 If staff are asked for Angela, they should act immediately
- 2 Take the person to a private location for example an office or 'back of house' area and hear their concern or worry
- 3 Notify a manager or other on duty lead

Ask for Angela is the national scheme that helps anyone who is feeling vulnerable to get the support they need. Using this programme, a person who believes themselves to be in danger can ask to speak with Angela, a fictitious member of the staff.

This campaign is supported by many organisations and police forces.

Staff guidance is to **ACT IMMEDIATELY** - If someone asks for Angela, they are asking for help. Take them discreetly to a safe location such as the staff room or office.

ASK – Once in a private space, calmly find out:

What has happened and when

Where in the venue it occurred

Who was involved (get a brief description if possible)

What they want to do e.g. call the police, leave discreetly, contact a friend, or get a taxi

Any details they're willing to share (name, DOB, contact)

If they have friends in the venue, offer to alert them quietly

Review CCTV and note any useful footage

Identify the suspected person(s) and activity if possible

If necessary, contact the police on 101 (or 999 in an emergency) or report online via your local police website

INFORM – Notify a manager or duty lead immediately

Consider next steps:

- Removing the perpetrator from the premises
- Alerting nearby venues
- Issuing a venue ban if appropriate

Remember – You are not expected to be a counsellor. Your role is to keep the customer safe, gather basic information, and report appropriately.

Further information and associated materials can be found at: [Ask for Angela - the charity. Free training and resources for pubs, bars, clubs, and other venues](#)

Hate Crime

Hate crimes are any crimes that are targeted at a person because of hostility or prejudice towards that person's:

- Disability
- Race or ethnicity
- Religion or belief
- Sexual orientation
- Transgender identity

This can be committed against a person or property. A victim does not have to be a member of the group at which the hostility is targeted. In fact, anyone could be a victim of a hate crime.

More information about Hate Crime can be found here: https://www.report-it.org.uk/what_is_hate_crime

The police take hate crime very seriously and will record and investigate the offence. To report a hate crime please use the following link: https://www.report-it.org.uk/your_police_force

You can register your venue with Ask for Clive to receive a briefing pack that can be used to train staff on how to respond if any form of discrimination or hate crime is witnessed or reported. More information is available via the link here: <https://askforclive.com>



- 1** Make yourself familiar with Fire Safety advice, which although a complex topic, has great sources of free information available
- 2** Your induction and ongoing training must include an explanation of the Fire Safety Procedures
- 3** Everyone at your venue has a responsibility for fire safety

Occupant capacity

As the owner/manager of licensed premises you may be the 'Responsible Person' and as such you have a duty to comply with legislation relating to Fire Safety within your premises. Part of this duty includes the necessity to calculate the occupant capacity as part of your fire risk assessment and in order to assess the means of escape.

More information on fire safety in the workplace and your responsibilities can be found by following this link: <https://www.gov.uk/workplace-fire-safety-your-responsibilities>

Fire extinguishers and fire detection system

All fire safety legislation in England and Wales for non-domestic premises is covered by the Regulatory Reform (Fire Safety) Order 2005. More information regarding this is available from: <http://www.legislation.gov.uk/ukxi/2005/1541/contents/made>

It states that appropriate fire-fighting equipment, including portable fire extinguishers, must be provided where there is any risk of fire.

The RRO states that business owners and managers as designated Responsible Persons are responsible for carrying out a fire safety risk assessment and implementing and maintaining a fire management plan.

A guide to your responsibilities for fire safety and on making your premises safe can be found here: https://assets.publishing.service.gov.uk/media/605df4bf8fa8f53cad6e5a62/9294_Small_Mediumt_v2.pdf

and here for larger establishments: <https://assets.publishing.service.gov.uk/media/5a7960eced915d0422067f1d/fsra-large-assembly.pdf>



Fire extinguisher regulations state that extinguishers must be serviced annually (i.e. once a year) by a competent person. This generally means by someone with the relevant BAFE qualifications or equivalent: <https://www.bafe.org.uk/>

Current UK fire alarm regulations state that all business premises must have 'an appropriate fire detection system'.

The UK Government recommends that all fire alarm and detection systems should be installed and maintained in accordance with the relevant British Standard, BS 5839 which recommends that a fire alarm system should be inspected by a competent person at least every 6 months.

In relation to fire safety signs, all business premises need at least 2 or 3 fire safety signs, fire exit signs are probably the ones we are all most familiar with. There are different types of safety signage required under two main pieces of legislation:

The Regulatory Reform (Fire Safety) Order 2005 – <http://www.legislation.gov.uk/uksi/2005/1541/contents/made>

and

The Health and Safety (Safety Signs and Signals) Regulations 1996 – <http://www.legislation.gov.uk/uksi/1996/341/contents/made>

Fire Safety Procedures – staff training

The Health and Safety at Work Act 1974 and Management of Health and Safety at Work Regulations 1999 require you to provide whatever information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of your employees.

Your induction and ongoing training must include an explanation of the Fire Safety Procedures, as this is a legal requirement for all employers. Failure to provide this training means you could be fined or incur a criminal conviction.

<https://www.gov.uk/workplace-fire-safety-your-responsibilities>

Fire safety procedures

You are responsible for fire safety in business or other non-domestic premises if you're:

- An employer
- The owner
- The landlord
- An occupier
- Anyone else with control of the premises, for example facilities manager, building manager, managing agent or risk assessor

If there's more than one Responsible Person, you must work together to meet your responsibilities.

As the Responsible Person within your premises you must:

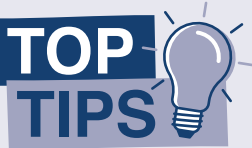
- Carry out a fire risk assessment of the premises and review it regularly
- Tell staff or their representatives about the risks you've identified
- Put in place, and maintain, appropriate fire safety measures
- Plan for an emergency
- Provide staff information, fire safety instruction and training

Fire safety and evacuation plans must show how you have:

- A clear passageway to all escape routes and all exits are free from obstruction and well-lit.
- Clearly marked escape routes that are as short and direct as possible
- Enough exits and routes for all people to escape
- Emergency doors that open easily
- Emergency lighting where needed
- Training for all employees to know and use the escape routes
- A safe meeting point for staff

Further information on fire safety procedures and your responsibilities can be found here: <https://www.gov.uk/workplace-fire-safety-your-responsibilities/fire-safety-and-evacuation-plans>

Together with the Health & Safety Executive brief guide to training, here: <http://www.hse.gov.uk/pubns/indg345.pdf>



- 1 A member of staff should be given the task of removing finished drinks and empty glasses, to minimise the risk of anyone sustaining an injury caused by glass**
- 2 Persons believed to be intoxicated from the use of drugs should be treated as vulnerable and offered medical assistance**
- 3 Countertop and bar serving areas should be as high and wide as possible, to dissuade customers from attempting to reach across to steal or assault staff**

Glass in your venue

The misuse of glass drinkware can have serious implications for both the victim and the premises reputation. The use of glass drinkware carries a risk and in order to minimise the possible risk, some premises elect to manage the way in which glass drinkware is given to customers, such as:

- Removing all glass drinkware and bottles from customers and issuing plastic/polycarbonate alternatives, removing the risk completely
- Limiting access to glass by only allowing its use in lower risk environments, i.e. restaurant or V.I.P. aspects of their operation
- Assigning dedicated staff to monitor lower risk environments to ensure that drinks are not taken elsewhere and bottles or glasses are removed when no longer required
- It will fall to the operator to demonstrate what risk mitigation they use if an incident occurs where glass drinkware is used to injure a victim

It is recommended that concise, legible records are created when an incident involving glass occurs. The misuse of glass drinkware can be catastrophic for both the victim and the premises' reputation. If you have had incidents involving glass within the last 3 to 6 months, consider using polycarbonate or shatterproof glasses. Unlike normal glass, polycarbonate glasses can be used almost anywhere. There have been growing concerns over the use of glass in bars, predominantly linked to the use of glass in violent incidents. Also, the accidental smashing of a glass can lead to injuries to staff and customers.

Robust records of these incidents will allow management to take proactive measures if a risk is identified and will demonstrate levels of due diligence to responsible authorities. If such records are kept electronically and if they contain details of the victims, they should be secured by passwords only known to management. The records should be reviewed regularly and held securely if they include personal data.

It is advisable that a member of staff is given the task of removing finished drinks and empty glasses, to minimise the risk of anyone sustaining an injury caused by glass. It is essential that empty glass and bottle collection points are located in private areas away from public access. This will remove the opportunity for such items being used in a criminal attack and reduce the risk of accidents occurring. It is also worth considering an alternative to glassware with a safer substitute such as polycarbonate at premises where occupancy levels are high and could be volatile. When serving glass bottles, consider the use of PET bottles or decanting into plastic glassware, if appropriate. If glass is used, ensure that empties are collected regularly and any broken glass is quickly cleared away.

Where staff access through the counter or into the bar area is required, this should be fitted with a lockable hatch and gate below, to prevent unauthorised access.

Glass stored in a non-secure area, accessible to the public, can be used to facilitate crime and anti-social behaviour, including serious assault, criminal damage and vandalism. All glass bottles must therefore be stored in a secure area. This may be achieved by utilising either spare storage space within the building (cellar) or externally via an outbuilding (appropriately secured) or purpose made glass storage area (such as locked bins).

Preventing drugs misuse

A template Drugs Policy which can be adapted dependent upon a venues individual requirements and operating practices can be obtained from our Resources Hub found here: <https://www.licensing.savi.com/licensed-premises/resources>

It is important that you have a clear and easily accessible policy outlining the way in which you expect your staff to deal with people in possession of, or taking, drugs in your premises or attempting to bring drugs into your premises. Your policy should also

include how drugs found will be disposed of, which may include the use of an 'amnesty bin'. To ensure your policy is effective, it must be communicated to staff and to customers of your premises.

Persons believed to be intoxicated from the use of drugs should be treated as vulnerable and offered medical assistance.

As part of a responsible management process, it is important to contact your local Police Licensing Officer to agree a protocol for the safe removal of illegal substances. It is imperative that such substances are removed safely from the premises as soon as possible after detection; failure to do so could result in staff becoming liable for unlawful possession.

If your staff have identified someone who has used drugs in your premises, or tried to bring drugs into your premises, it is important that consideration is given to excluding the person for a fixed period of time.

The details of the person should also be shared with your local Business Crime Reduction Partnership, Pubwatch or similar scheme, so that appropriate action can be taken.

The exclusion of a person in possession of drugs will send a clear message that drug possession or use in your premises will not be tolerated.

Should prohibited items be found on the premises, their secure storage is of vital importance to everyone's safety and for you to demonstrate due diligence to the police, until such time as the police are able to collect the item.

Ideally a drug safe will be used until such time as their safe disposal can be facilitated in line with the policing policy of your particular area.

Lost items

You will be responsible for the safekeeping of any lost/found items which are handed in by customers or found by staff. A written record will provide you with the facility to reconcile found items against those reported as lost or stolen.

The items could be valuable, therefore it is important that lost/found items are logged and appropriately stored - low value items may be kept in a locked cabinet, high value items should be kept in a safe.

The resistance standards for safes are:

- LPS 1183
- BS EN 1143

Further advice is available at: www.securedbydesign.com

Theft prevention

Bars should be designed to prohibit customers from reaching over to the private/staff area.

Countertop and bar serving areas should be as high and wide as possible, to dissuade customers from attempting to reach across. Such provision must, nonetheless, accommodate service for the disabled which may be met by the provision of a dedicated serving area or call bells at the approved height.

Position tills away from customers' reach. Tills positioned so that the user is facing the customer are preferable as they enable staff to maintain oversight of the serving area and beyond. Ideally fit tills below the bar or protect them with screening to prevent snatches. If tills are placed facing to the rear, mirrors should be installed to facilitate staff observation of customers behind them. Tills must also be securely fixed to a surface in which they sit to prevent removal.

The location of any cloakroom should be carefully considered in relation to other dynamics / environmental factors at the venue e.g. so as not to create congestion. The area should be protected by a counter or other suitable barrier and supported with lighting that will aid identification and support effective CCTV images. A well-used cloakroom reduces opportunities for theft, de-clutters public areas and presents an opportunity to capture good quality images of those visiting the establishment, which can be checked in the event that a crime is committed.

Hazardous / flammable materials storage

Hazardous chemicals should be stored securely inside the premises, given that many will be flammable, toxic and could be used for criminal purposes, e.g. arson, acid attacks, etc.

Safe storage of chemicals should include:

- Restricting access to the chemical store
- Using appropriate signage
- Providing a store with sufficient space, well organised, well-lit and well ventilated
- An impervious floor that is resistant to the chemicals used and is easy to clean

Further advice is available at the following Health and Safety Executive's website here: <http://www.hse.gov.uk/index.htm>



Flammable and/or combustible materials or substances should be stored in a secure storage unit located well away from the main building. Where there is insufficient space and the fuel has to be stored inside the main building, advice should be sought from the appropriate fire authority.

Waste containers, particularly those with wheels, can be misused in alcohol related crime and anti-social behaviour or used for climbing and the contents such as shredded paper and cardboard, used to start fires. Therefore, consideration should be given to using waste containers with lockable lids. They should be kept inside a secure, externally accessed store in the main building or in a secure, roofed compound located well away from the buildings.

In general, flammable and/or combustible materials or substances should not be stored within 10 metres of the outside of a building. Advice in respect to safe stand-off distances, fire and smoke detection devices and fire sprinkler systems should be sought from the appropriate fire authority.

A cash-handling office should be separate from staff accommodation and classed as an 'asset room' and positioned away from public or semi-public areas. The security of the building fabric is extremely important and therefore the following should be addressed:

A secure doorset that meets one of the following minimum standards:

- PAS 24:2022
- STS 201
- LPS 1175 SR 2
- STS 202 BR 2
- LPS 2081 SR B

Wall construction meeting one of the following minimum standards:

- Constructed using brick or blockwork
- STS 202 BR1
- LPS 1175 SR 1

It is preferable not to have windows in cash offices, however if this is unavoidable, secure windows that meet one of the following minimum standards:

- PAS 24:2022
- STS 202 BR1
- STS 204
- LPS 1175 SR1
- LPS 2081

At all times there should be an ability to view the area outside the office either via a secure vision panel, door viewer or formal CCTV coverage.

A safe providing adequate capacity and overnight cover should be installed with a deposit facility, certified to one of the following:

- LPS 1183
- BS EN 1143

The correct size and category of safe should be determined by an assessment of prospective takings and meet insurance requirements.

Where applicable, the high value alcohol store should be positioned away from public or semi-public areas and have a greater level of security, especially during delivery periods. It may be necessary to store high value alcohol in a separate area to high volume alcohol, such as a separate secure cabinet, cage or room.

There should be CCTV cameras installed to provide evidence of theft, criminal damage, stock shrinkage, etc. The alcohol store should not have windows.

A cash office or high value alcohol store should be covered by an intruder alarm system, operated from a shunt lock (a micro switch that continually links the door lock to the alarm system - if the door is forced, the alarm is activated). If a police response is required, please note that the alarm system must comply with the National Police Chiefs' Council (NPCC) Security Systems Policy. More information regarding this can be found here: <https://www.policesecuritysystems.com/national-police-chiefs-council-security-systems-policy>

Toilets



- 1 When utilised correctly, a visitation signature sheet located in toilets will clearly highlight the fact that these areas are monitored and assist in the promotion of acceptable behaviour within them**
- 2 Avoid creating areas inside the toilets and stalls where items such as drug paraphernalia can be hidden**
- 3 Doors and side panels that do not extend to floor level enable checks to be made that no one has collapsed inside a cubicle, while preserving some privacy. This measure also discourages drug taking and sexual activity**

Consider setting out a rota and putting notices in toilet facilities that make customers aware that regular checks will be carried out. A built in visited/checked chart should be provided. If utilised correctly, and robustly, it will clearly highlight the fact that these areas are monitored and assist in the prevention of unacceptable behaviour.

The role of the toilet attendant is important in maintaining the safety and security of customers using the toilet facilities. It is important that toilet attendants are all screened and thoroughly checked.

Avoid creating areas inside the toilets and stalls where items such as drug paraphernalia can be hidden. For example, suspended ceilings which are not securely fixed should be avoided. Fittings should be flush, to avoid tampering. Concealed cisterns and pipework should be used where possible. Where it is not possible to follow this principle, then sanitary ware and all other furniture or objects within the toilet facility should be secured with robust security screws and fixings. Ideally flat surfaces should be avoided to eliminate surfaces suitable for drug use or preparation.

Graffiti and vandal resistant materials, such as stainless steel, laminates and plastics should be considered. Consider hanging cubicle doors as outward opening which helps gain access if someone falls ill. Panels that do not extend to floor level enable checks that no one has collapsed inside a cubicle, while preserving some privacy (a nominal gap of 200mm is suggested). This measure also discourages drug taking and sexual activity.

Consider purchasing drug testing wipes, which appear like ordinary wet wipes but change colour when they come into contact with a surface that has had controlled drugs on it.

The British Beer and Pub Association has produced this useful guidance on keeping your premises free of drugs:

<https://admin.beerandpub.com/media/i2xb3hoo/bbpa-drugs-and-pubs-leaflet-compressed.pdf>

Guidance on access to toilet facilities for transgender people sits within a developing area of law and policy. As a result, organisations should recognise that both sex-based rights and protections relating to gender reassignment must be considered when determining access to facilities. There is no single rule that applies in all circumstances; instead, decisions should be made on a proportionate, case-by-case basis, taking into account the specific context, the needs of all users, and the aim of avoiding unlawful discrimination.

Given the evolving nature of this area, organisations are encouraged to rely on authoritative sources when developing or reviewing their policies. These include guidance issued by the Equality and Human Rights Commission, relevant case law, sector-specific advice, and any applicable workplace or regulatory standards.

Crime scene preservation & incident recording



- 1 A record should be kept, either manually or electronically, of all persons who are refused the sale of alcohol, either due to their age or level of intoxication, and of all drugs, weapons, ejections for violence or intoxication, or any incidents of use of force or vulnerability**
- 2 Once a crime scene has been discovered, call the police immediately**
- 3 Seek police advice on how to maintain the integrity of the crime scene when you request them to attend**

Incident record keeping

It is recommended that a record is kept, either manually or electronically, of all persons who are refused the sale of alcohol, either due to their age or level of intoxication, and of all drugs, weapons, ejections for violence or intoxication, or any incidents of use of force or vulnerability. This log provides a real-time record of an incident and demonstrates due diligence to the Police, Trading Standards and/or the Licensing Authority. Some electronic tills now have a built-in age verification function pre-sale.

Where applicable, a brief description of the person(s) will suffice and should include the date, time, reason for refusal and location (if there is more than one bar).

Any personal details held are subject to the Data Protection Act and the General Data Protection Register and therefore should be kept in a secure location, which is either lockable or password protected. It's the responsibility of the licensee to ensure that this information is held securely.

Crime scene preservation

A guide to crime scene management can be obtained from our Resources Hub found here: <https://www.licensing.savi.com/licensed-premises/resources>

It is important to seek police advice on how to maintain the integrity of a crime scene, as they are the experts in this area and may offer advice which you may not have considered.

A crime scene can be the place where a crime took place or can be any area that contains evidence from the crime itself. Scenes are not limited to a location, but can be any person, place, or object associated with the criminal behaviours that occurred.

After a crime scene has been discovered, call the police immediately and, until they arrive, it is important that measures are taken to secure and protect the scene from contamination. It is important that your staff are trained on these measures.

Provision of adult entertainment / Sexual Entertainment Venue

Venues that provide adult entertainment should be mindful of the potential risk to performers, from staff and customers.

The very nature of the performance may leave artists in a vulnerable position. The definition of sexual entertainment acknowledges that performances are designed to provide some form of sexual stimulation. There is a risk that staff and/or customers may respond in an inappropriate way, either verbally or physically. It is therefore prudent to provide as secure an environment as possible for performers to change and store valuable items.

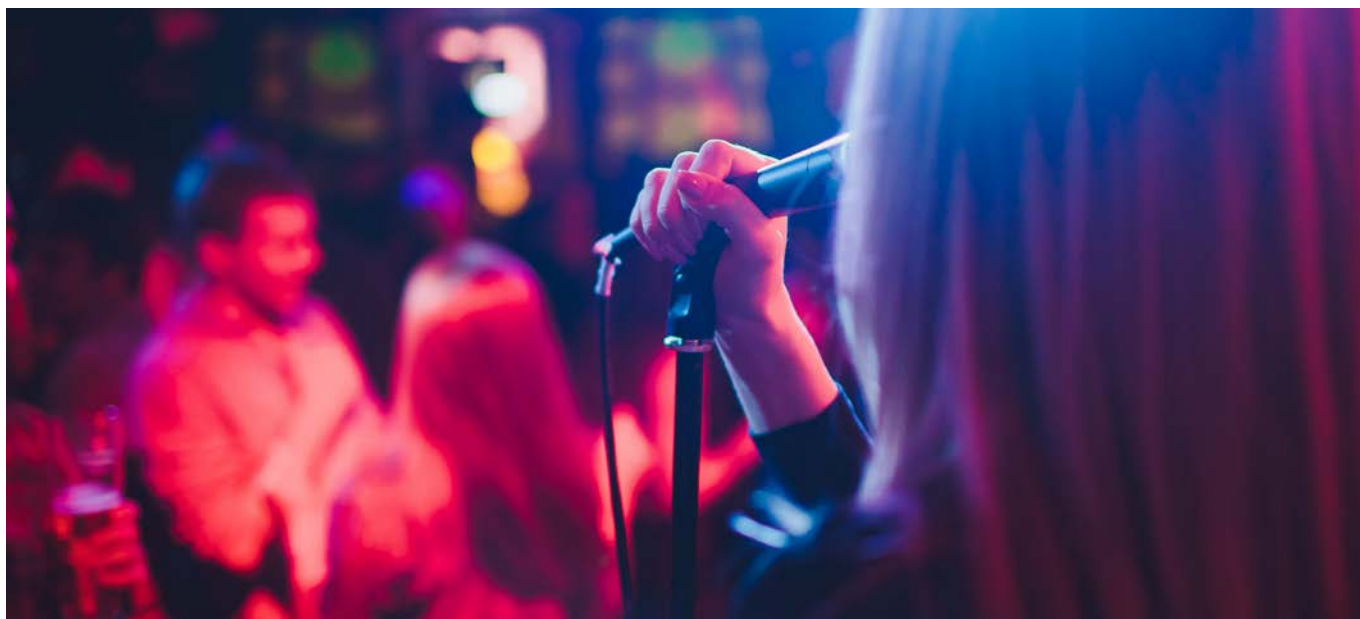
The risk of theft from performers invariably comes from their inability to maintain control over their possessions whilst performing. The ideal scenario would be to provide fully secured and protected facilities for performers to change. As far as possible any area used for changing should be free from access by other staff and/or customers. This risk can be reduced by use of CCTV and Security Industry Authority (SIA) security at entrances to facilities. CCTV should not under any circumstances impinge on a person's privacy.

Performers should not be permitted to allow customers or staff to enter the changing area. If such entertainment is to be provided then permission will be needed on the Premises Licence for the 'Performance of Dance'.

Venues that provide and offer sexual entertainment carry additional risks relating to the safety and conduct of performers and customers. It is important that customers as well as performers understand the boundaries that are in place and what is acceptable behaviour with regards to interaction.

It is advisable to have a 'no touching' policy for both customers and performers, an exception may be the passing of money or tokens into the possession of a performer. This will assist in preventing inappropriate behaviour (sexual touching) and assault.

Signage explaining house rules is pivotal in setting and maintaining good order. This signage should be placed at all entrances of the venue and stage, performance area or tables. Failure to adhere to the house rules should also be clearly explained in the signage.



A code of conduct should be made available to all performers before being allowed to perform and may include such things as:

- Scope of what is acceptable with regards to physical contact between performers and customers
- Rules relating to what is considered acceptable within the scope of the performance
- Procedures to follow should a breach of house rules occur. Performers should be aware of the safeguards in place to protect them

It is important to provide performers with an environment in which they can feel comfortable and be safe. It is recommended that private performance spaces are not used unless they are fully supervised by SIA staff and possibly CCTV.

CCTV cameras should be located so that they only capture images of customers and not the performance, this is to prevent the inappropriate use of any recordings made. The CCTV feed from such areas will need to be stored appropriately.

Nearby large events

Serving fans attending nearby large events will offer business benefits, while at the same time presenting operational challenges to an operator or manager. These challenges may require the operation to change or flex a little to safely cope with the demands from these events. This may require the hiring of extra serving/bar staff or security to safely manage the increased capacity.

It is strongly recommended that you liaise with your local Police and Licensing Authority if your venue caters for those attending large sports events. They will be able to offer guidance on how best to manage the associated crowds. They will also be able to provide the latest intelligence available, including, for example, circulating details of known troublemakers likely to be attending.

Third party venue use

The Premises Licence Holder is legally accountable and ultimately responsible for any breaches of their licence conditions or of licensing law, such as the offence of selling to a drunk, that take place on their premises. Hence, handing over control to a third party can be fraught with risk, especially when the third party is given control of all aspects of an event, for example employing and organising bar staff, serving staff and security.

Sensible drinking schemes

Designated Driver Schemes demonstrate responsible retailing by offering non-alcoholic drinks and can increase the amount of money taken for the licensee as all members of the party can stay in the premises longer knowing they will safely get home.

The Club Soda scheme ethos is to 'create a world where nobody has to feel out of place if they are not drinking alcohol'. They also offer a free course to venue managers and staff, titled 'Creating a Mindful Venue'. You can find out more about the Soda Club scheme here: <https://change.joinclubsoda.com/>

Offering a wide choice of drinks for the designated driver, including a good selection of 'mocktails' (non-alcoholic cocktails), alcohol free beers and soft drinks is likely to attract parties to your premises who will stay longer knowing their designated driver is being welcomed and has a good selection of drinks to choose from.

More information can be found at the Drink Driving website: https://www.drinkdriving.org/drink_driving_information_designated_driver.php

Extremist views and community tension

If your business supports any causes or activity that may attract unwarranted attention from those whose views may galvanise community tension, it is strongly recommended that you engage with your Police Licensing Officer to seek protective advice. It is also recommended that you acquaint yourself with the relevant guidance within the Protect UK Personnel Security Training and Good Practice Guide found here: <https://www.protectuk.police.uk/personnel-security-training-and-good-practice>

The Terrorism (Protection of Premises) Act 2025

The Terrorism (Protection of Premises) Act 2025, often called “Martyn’s Law,” is a UK law aimed at improving public safety against terrorist attacks. It requires certain public venues such as licensed premises and also events such as arenas, shopping centres, theatres, schools, and transport hubs, to have plans in place to protect people.

The law uses two tiers:

Standard tier (200–799 people): venues must have basic emergency procedures, such as evacuation, lockdown, and communication plans.

Enhanced tier (800+ people): larger venues must also assess terrorist risks and introduce proportionate security measures.

The Act was introduced following recommendations from the Manchester Arena Inquiry after the 2017 bombing and is named after victim Martyn Hett. It applies across the UK.

To find out more:

Official government guidance: [GOV.UK statutory guidance on the Act](#)

Overview and factsheets: [GOV.UK Martyn’s Law collection page](#)

CCTV



- 1 Whilst not a panacea to all security problems, even the smallest licensed premises will benefit from the installation of a good quality CCTV system**
- 2 Images of people and details such as vehicle registration numbers are covered by the Data Protection Act 1998, care is needed to ensure compliance of use**
- 3 Any CCTV system should provide both day and night-time images of HD quality**

CCTV is not a universal solution to security problems - it forms part of an overall security plan. It can help promote the personal safety of your staff and customers, deter crime and criminal behaviour and internal theft, assisting with the identification of offenders once a crime has been committed. Even the smallest licensed premises will benefit from the installation of a good quality CCTV system, which does not need to be expensive.

Images of people are covered by the Data Protection Act 1998, and so is information about people which is derived from images – for example, vehicle registration numbers. Most uses of CCTV by organisations or businesses will be covered by the Act, regardless of the number of cameras or how sophisticated the equipment is.

Under the Data Protection Act 1998, the licensee is the data controller for any CCTV images caught on cameras in their premises which can be used to identify an individual. Licensees must ensure that all CCTV images that can be used to identify an individual are used, stored and disclosed in line with the data protection principles. It is important that signs are displayed explaining that CCTV is in operation.

Advice & Guidance in relation to Commercial CCTV use can be found here:

<https://www.securedbydesign.com/guidance/crime-prevention-advice/vehicle-crime/cctv-security-advice>

Most CCTV systems are designed for recording images and for the post-event investigation only, in which case nobody is required to monitor the activities live. Police recommend that images are stored for a minimum of 31 days.

For system requirement advice and guidance, follow this link to the Surveillance Camera Commissioner Buyers toolkit:

<https://www.gov.uk/government/publications/surveillance-camera-commissioners-buyers-toolkit>

Ideally a CCTV system will record 24/7, to ensure that all incidents are recorded, even those that occur outside trading hours, e.g. burglary, criminal damage or motor vehicle crime.

Some larger premises may have a licence condition which requires monitoring of live events. This could require one of the following:

- Dedicated personnel whose sole responsibility is to operate the system and respond to events
- Casual operation by personnel, as a secondary function to their main role; such as a bar manager
- It is worth considering whether personnel should receive CCTV training and if so to what level. Public space CCTV operators should be licensed by the Security Industry Authority (SIA) and to obtain a licence must show they have been appropriately trained. To find out if you need an SIA licence, visit: <https://www.gov.uk/guidance/find-out-if-you-need-an-sia-licence#licensable-activities>

SIA Training Providers can be found here: <https://www.services.sia.homeoffice.gov.uk/Pages/training-ApprovedTrainingProviders.aspx>

CCTV can be used to mitigate risk from threats to both the physical aspect of the operation (the building itself) and also how a premises operates (the procedures you use).

Intelligent use of good quality CCTV will help protect an operator from malicious allegations, acquisitive crime (theft, fraud) and crime that injures or harms a victim (crimes of violence, sexual assault) reducing vulnerability.

At least one of the images captured by your CCTV system should show a person occupying at least 50% of the picture screen height on the monitor. This is the minimum size needed to help identify an individual to a Responsible Authority, e.g. the police are likely to use in any legal proceedings.

A CCTV system should provide both day and night-time images of HD quality. It is important that cameras operating during the hours of darkness can retain their effectiveness and not be affected by concentrated white light sources directed at the camera, such as car head-lights.

CCTV cameras that are located too close to loudspeakers may suffer from excessive vibration which can cause the feed to become unreliable, affecting the focus at peak times. Locating the camera at least 1m from a loudspeaker will minimise any negative effect.

For physical security (building itself) it is advisable for CCTV to cover the following:

- Vehicular or pedestrian access to your operation (roads, paths, alleyways, etc)
- All access doors into the building/operation these could include main entrances, service doors, stage doors, or fire exits
- All accessible windows within the building/operation. This applies to any window that can be reached by two individuals working together, e.g. standing on the shoulders of another person
- Outbuildings or cycle stores
- Low accessible flat roofs
- Bar area/cash register/till
- Cellar or storeroom
- Office or cash room/safe

The risk to the operation could also be mitigated by further CCTV cameras in the following areas:

- Any dedicated search area(s) should be covered
- The bar area(s) giving a wider shot of the bar capturing interaction between staff and customers should be covered
- Any cloakroom accessible to the public or manned by staff, again should be covered
- Consideration should be given to the use of CCTV in public toilet areas; however, careful attention must be paid to camera positioning and fields of view to protect privacy. Monitoring entrances and exits, as well as less sensitive areas such as wash hand basins, may be appropriate
- Any dance floor(s) or places where customers dance should be covered
- All outside areas such as beer gardens, smoking areas and terrace areas should be covered
- Any safe space or medical room should have CCTV

Early discussions with an independent CCTV expert and potential installers can resolve a number of matters, including:

- monitoring and recording requirements
- activation in association with the intruder alarm
- requirements for observation and facial recognition/identification
- areas to be monitored, field of view and activities
- the use of recorded images
- maintenance of equipment and the management of recording
- subsequent on-going training of operatives

Licensees are also required to notify as a data controller to the Information Commissioner's Office (ICO) and pay an annual fee. Further advice, including the ICO's CCTV Code of Practice can be found here: <https://www.gov.uk/government/publications/update-to-surveillance-camera-code>

Toilet entrances should be located in positions which are clearly visible and allow observation or surveillance from a staffed bar area or a door supervisor's position. They should be inside the building, away from the main entrance and exit points to the premises or 'at risk areas', such as staff accommodation or kitchen entrances. CCTV can be used to assist with surveillance of these areas.

The location of toilets on floors other than those on which drinks are served is actively discouraged, if active surveillance by staff is not possible. Where this is not feasible, CCTV will need to be incorporated.

The correct lighting must be installed to avoid improper use of the facilities. Lighting plans should take account of the needs of any CCTV system, as inadequate or inappropriate lighting could reduce the effectiveness of any CCTV used, therefore both must be considered jointly. The technical aspects of lighting can be extremely complex. It is advised that the assistance of an independent designer, with at least level 3 or 4 competency under the Institute of Lighting Professionals (ILP) be sought to provide a suitable specification.

If your premises is required to have CCTV as a condition on your premises licence, then you will almost certainly not be complying with the condition if no one can operate the CCTV. The failure to have appropriately trained staff will hamper police with an investigation, which may be time critical. It is imperative you ensure there is at least one CCTV trained member of staff available to assist police during your hours of operation.

Unless your operation runs 24 hours a day, there will be periods when your premises will be closed to the public. However, there may be occasions when access to your premises is required urgently, e.g. to assist the emergency services with an incident.

It is therefore prudent to plan for such an eventuality now, e.g. who is the out-of-hours member of staff trained to use the CCTV, how can they be contacted and are they able to manage night-time enquiries and initiate the correct response to an emergency? Every interaction with your local authority or the emergency services is an opportunity for your business to display a level of due diligence which helps demonstrate your premises as a responsible retailer, supporting the four licensing objectives.

Security staff monitoring CCTV require a Security Industry Authority Public Space Surveillance (CCTV) licence. Staff monitoring CCTV without the appropriate licence are committing an offence under the Private Security Act 2001. More information is available here: <https://www.gov.uk/guidance/find-out-if-you-need-an-sia-licence#licensable-activities>

This link to the SIA provides an explanation as to which staff need an SIA licence: <https://www.gov.uk/government/publications/sia-get-licensed>

If your CCTV personnel can communicate over the radio with the management and security staff, incidents can be prevented or resolved more quickly, maximising the effectiveness of your security team.

Smoking and vapes

A smoking ban in England and Wales which came into force on 1 July 2007 made it illegal to smoke in all enclosed workplaces and public places. A large number of licensed premises are affected by this legislation. All customers and staff seeking to smoke either have to stand in the street or gather outside in specially adapted smoking shelters/areas. This change presented many challenges to premises managers and so procedures were developed to mitigate the risks.

Depending on construction, some entrance doorways are 'substantially' enclosed places and therefore smoking is not permitted. An area will be considered to be substantially enclosed if it has a ceiling or roof, but there are openings in the walls which have an area that is less than half of the premises perimeter area. This is often referred to as the 50% Rule. Other structures that serve the purpose of walls and constitute the perimeter of the premises should be counted as part of the enclosed area. Doors, windows or other fittings that can be opened or shut must always be counted as part of the enclosed area, as stated in the legislation. Make sure that employees and customers are aware and do not use it as a smoking shelter.

The use of vapes in public spaces should be carefully managed to ensure the comfort, safety, and wellbeing of all visitors and staff. Although vaping is often viewed as less harmful than smoking, it can still cause discomfort to others and may not be appropriate in enclosed or crowded environments. Venues should consider implementing clear policies on where vaping is permitted, supported by visible signage and consistent staff enforcement. Designated outdoor vaping areas can help minimise disruption, reduce exposure to vapour in shared spaces, and support a respectful environment for all users.

Location of smoking area

Smoking areas should, where possible, be on private land under the control of the premises. Where possible this space should have its own perimeter (wall, railing or fence) which should restrict access to customers only. Ideally the perimeter should be constructed so that it prevents the passing of prohibited items through it (drugs, weapons or alcohol) and is difficult to climb.

Where there is no private land available to site a smoking area, use of public space may be the only viable option and must then be managed well. Where possible, try to barrier off a section of pavement (get permission if this space is not yours) and keep

it as close to your premises as practicable. Make the space identifiable with signage and reinforce the house rules regarding acceptable behaviour, while in this space.

The location of a smoking shelter may have an effect on adjoining properties and uses (this includes commercial premises as well as dwellings); the character and appearance of an area and the architectural merits of a building.

Smoking areas should be sited to ensure, as far as possible, that second hand smoke will not be likely to infiltrate into smoke free areas of buildings and give rise to complaints. Shelters should not be located:

- Under or near any openable windows of the same or adjoining property
- Under or near any air intake systems of the same or adjoining property
- Directly at or in front of the entry and/or exits doors to any premises

Both private and public areas will need supervision, with smoking areas in public demanding greater vigilance. It is recommended that all outside areas, whether for smoking or not, should be covered with good quality CCTV and supported by suitable levels of lighting. Where the risk is greater due to the numbers of persons using the area, or its location, the use of SIA Door Supervisors should be seriously considered to keep people safe.

A poorly managed smoking area can generate complaints from local residents and businesses. Some operations may benefit from setting a maximum capacity for outside areas. Consideration should also be given to the 'rising' smoke which may cause a public nuisance to residents, for example if there are flats above the premises, the smoke may have a negative impact on the quality of life of the residents.

Careful consideration should be given to locating outside smoking areas where they will not be vulnerable to potential terrorist attack from either a parked vehicle which may contain an improvised explosive device, or a vehicle which is used as a weapon and driven at customers gathering outside.

Some premises have been targeted or suffered from the collateral consequences of extremist attacks – if you are at all concerned that your premises, customers or staff are vulnerable, please read the Counter Terrorism advice at: <https://www.protectuk.police.uk/advice-and-guidance/risk/physical-security>.

Boundary security

Good boundary security will:

- Clearly define private and public space
- Provide safety for employers and employees
- Restrict casual intrusion by trespassers
- Reduce the likelihood of intrusion onto your premises by criminals
- Defend the integrity of premises where customers have passed through a controlled security access or payment point
- Reduce the wholesale removal of property/goods from your premises by thieves

Effective management of any outside area under your control will help to minimise incidents of disorder, crime and anti-social behaviour, as well as contributing to demonstrating due diligence.



To minimise the number of incidents in your outside space, it is recommended that some or all of the following measures are taken:

- Ensure barriers are in place separating customers from passers-by
- The area is covered by CCTV
- Staff are present in the area (glass collectors, bar staff etc)
- Security Industry Authority licensed staff are present in the area at all times, if the area is a large area, consider elevating their viewing points
- The area is well-lit
- All furniture is secured, or the area contains no furniture

You should record all incidents of crime and disorder, including those that occur in the outside space, so that you are aware of the current issues that your premises and its locality face.

If the outside area is in the public realm, footpath or other paved area, make sure you have formal permission to use the space.

To encourage ownership and reduce vulnerability in your outside space, consider the following:

- Clearly define the space or area, this can be achieved by, if possible, defensive planting, temporary barriers, clear corporate signage, etc.
- Utilise staff to monitor and manage this space
- Lighting and suitable CCTV coverage
- Arrange any seating to reduce potential areas of conflict
- Ensure that handbag security clips are available
- Consider the use of solid structures which can act as a deterrent when a vehicle is used as a weapon

CCTV can help deter vandalism/anti-social behaviour, burglary and assist with the identification of offenders once a crime has been committed. CCTV fits well within the overall framework of security management.

Lighting



- 1 Lighting should cover all exterior areas, including footpaths, parking areas, external doors and common entrances, outside storage areas, beer gardens and outside smoking areas**
- 2 All lighting should be compatible with any CCTV system installed and thereby not hinder the recording of images by excessive glare**
- 3 Lighting levels throughout the public areas should not be too dim as this will impact natural surveillance, may cause accidents and make navigation slow, confusing and difficult**

A good lighting scheme is one that has been designed to be energy efficient, distributing an appropriate amount of light uniformly, whilst minimising light pollution. The objective of security lighting is to deter criminals by providing an environment that will deny them the opportunity of the cover of darkness and maximise the potential for them to be observed. The emphasis should be on providing uniform lighting in line with British Standard 5489-1:2020.

Lighting should cover all exterior areas, including footpaths, parking areas, external doors and common entrances, outside storage areas, beer gardens and outside smoking areas.

Lighting should be uniform, with no shadows or dark areas. Good quality white light, e.g. LED or halogen, enables people to recognise colours more easily and therefore aids recognition and identification.

All lighting should be compatible with the CCTV system.

A better quality of light with less glare can be achieved by installing multiple low wattage units rather than one high wattage luminaire.

The technical aspects of lighting can be extremely complex. It is advised that the assistance of an independent designer, with at least level 3 or 4 competency under the Institute of Lighting Professionals (ILP) guidance notes (the designer should be a 'Member of the ILP' (MILP) and be either an Incorporated Engineer (IEng) or a Chartered Engineer (CEng) to be deemed competent to be able to design under CDM regulations), is sought to provide a suitable specification.

Careful consideration should be given to the types of surfaces used both externally and internally. Dark surfaces absorb light whereas light surfaces reflect light. This could result in you needing fewer luminaires to achieve the required lighting levels.

Internal areas should also be well-lit to include entrances, lobbies, reception pay points, toilets and corridors leading to toilets. Good lighting improves surveillance and assists in capturing better quality CCTV images.

It is important that the internal lighting levels throughout the public areas of the operation are not too low; this will hinder natural surveillance, may cause accidents and make navigation slow, confusing and difficult.

If the accessible area does not already have a secure boundary treatment, e.g. fence, hedge, gate, etc. and is owned and managed by the licensed premises, then consideration should be given to the installation of a secure boundary taking into account emergency egress. This may require planning permission.

Outside furniture

Outside furniture such as benches and planters should be robust and designed to resist vandalism and graffiti. Furniture should be appropriately located and anchored to prevent it being stolen or used as either a climbing aid or a tool to break through the shell of the building. This will also prevent it being misused in a disturbance.

The correct siting of outside furniture will reduce the potential breach of conditions placed on the premises licence relating to drinking outside the premises. Wherever outside seating is placed, it will encourage customers to congregate, with the potential for noise nuisance to neighbouring residents.

Litter bins can be used to assist climbing and the contents used to start fires. Bins should be locked onto a fixed base and located away from buildings. Under no circumstances should litter bins be wall mounted beneath windows or on walls covered in combustible material; they are susceptible to fire, whether accidental or deliberate.

In locations where terrorism is a threat, the use and positioning of litter bins should be carefully considered so as not to provide for the placement of an explosive device, which may compromise public safety or building security. One of the four licensing objectives is the prevention of public nuisance, and litter is considered a 'nuisance'. Therefore, it is advisable that premises dedicate staff to manage their outside space. Keeping outside areas clean and tidy will also help deter criminals who are intent on targeting discarded rubbish to engage in anti-social behaviour or arson. It also helps to frustrate attempts to conceal materials linked to criminal activity or terrorism.

Recessed doorways

Where possible recessed doorways should be avoided, especially external to the building, as they provide opportunities for crime and anti-social behaviour, e.g. graffiti, arson, burglary, and informal toilet and sleeping facilities. If the building design or location requires such recesses (e.g. an emergency egress door exiting onto the highway), efforts should be made to minimise any negative consequences. These may include a requirement for higher security rated doorsets (the term 'doorset' refers to a door, frame, locks, fittings and glazing as one combined unit), doorsets and surrounding building material to be fire retardant, and anti-graffiti surface treatments to be applied to both. In some circumstances, when the premises are closed, such recesses may be removed by the installation of a roller shutter grille or gate.

Acceptable security measures include one or more of the following:

An LPS 1175 SR2 or STS 202 BR1 fire rated doorset; or

An LPS 1175 SR1 or STS 202 BR1 roller shutter or grille installed as close to the building line as possible; or

An LPS 1175 SR1 or STS 202 BR1 security gate installed as close to the front of the building line as possible.

Buildings that are listed or in a conservation area should seek guidance from Local Authority Planning Officers before installing new doors, grilles or roller shutters.

It is imperative that such areas are checked regularly to ensure that they are free from obstruction and that any gates or shutters are unlocked and open during the hours of operation.

If you are replacing existing external doors, ensure that they meet the standards detailed within the commercial guide, signposted above.

Further advice and information regarding the replacement of doors and windows is available at: www.securedbydesign.com

Easily accessible doors and windows are those that can be accessed via a flat roof, balcony or other similar structure, e.g. external supporting or decorative balcony detail, by two persons (one climbing, one assisting) without the use of a climbing aid, such as a ladder.

Glass panels in or adjacent to front doors can be especially vulnerable as they give access to the locks. Laminated glass which meets BS EN 356:2000 class P1A or higher is designed to hold together when shattered. Glazing that is laminated should have a visible mark etched into the corner (look for word 'Laminated', 'Lam' or 'BS EN 14449').

If no mark is present consult with a competent glazier who will be able to confirm if it meets this standard.

A suitable alternative to laminated glass is security film that meets BS EN 356:2000 class P1A standard or higher, installed to the edge of the glass, under the window beading.

Vulnerable roofs

A vulnerable roof is one that is easily accessible due to the design or the fact that access can easily be gained. Generally, this is dependent on the height or influenced by other design features such as a balcony or fencing, or indeed poor placement of refuse bin or other items that can be used as a climbing aid. As a general rule, if access can be gained by two persons (one climbing, one assisting) without the use of a climbing aid, such as a ladder, then the roof should be classified as vulnerable. Lightweight roofing systems should be certified to a minimum of LPS 1175 SR 1 or STS 202 BR 1.

Additional security features such as expanded metal located with the roof space can prevent criminal intrusion.

Loft hatches located in public areas should be secured to prevent drugs, weapons or prohibited items being hidden or access into another part of the building via the loft space. This may still be necessary even where the loft space has been compartmentalised to prevent the spread of fire and smoke (products meeting the requirements of published fire safety standards are available). There are currently no 'hinged' or 'lift out' loft hatches being manufactured to recognised security standards, but where padlocks, hasps and staples are used to secure the hatch they should be certificated to:

- BS EN 12320:2012
- Sold Secure 'Silver' or
- LPS 1654 SR1

and fitted in accordance with the manufacturer's instructions.

A robust external letter box securely fixed to the external face of the building in accordance with the manufacturer's specifications, with fire retardation and anti-fishing attributes. Letter boxes complying with DHF TS 009 have been found to meet the above requirements and consider a letter plate located within the wall, providing 'through the wall' delivery via a sloping chute into a secure internal letter box.

Licensed premises have been identified as more susceptible to arson by attacks on letterboxes than other commercial premises. This is particularly important as staff frequently reside on the premises.

Electronic access control (security fob/pass style system)

Electronic access control is commonly used to restrict access into a building but it can also be used to restrict access to non-public areas, such as staff rooms, staff toilets, offices and high value alcohol store.

Where dedicated security doorsets need to be incorporated within an access control regime, a specialist contractor should be consulted. If the lock is changed on a tested and accredited security doorset, it may invalidate the security and warranty.

In the event of an emergency, electronic access control systems fitted to dedicated egress doorsets should fail safe open to provide unrestricted egress from the building.

Entry data should be logged and stored for a minimum of 31 days.



Alarm systems

For an intruder or hold-up alarm system to provide a signal that will receive a police response it must meet the National Police Chief's Council (NPCC) security systems policy.

Further information is available here: <https://www.policesecuritysystems.com>

The policy sets guidelines to provide an appropriate level of police response following a confirmed activation and to reduce false activations, which can result in a police response being withdrawn and your premises being left at risk.

It is highly recommended that you contact your alarm system provider to confirm the level of response for your alarm system and ascertain whether your alarm system is fit for purpose and meets the NPCC security systems policy. Greater detail with regards to this can be found here: https://www.policesecuritysystems.com/images/NPCC_Police_Requirements_for_Security_Systems_-_May_2021.pdf

It is imperative that all staff responsible for setting and unsetting the system, receive training on how to use the system correctly. In the vast majority of instances, the decision to withdraw police response is taken entirely due to repeated user error.

In addition, the alarm system should adequately take into account the operational requirements of the building and the licensee should communicate any subsequent changes in building use to prevent the system being removed from police response as a result of false activation, e.g. Christmas decorations, internal re-design (temporary or permanent). All these can have a subsequent impact on the performance and effectiveness of the alarm system.

All fire exit doors should be alarmed. Fire exit doors can be used as unauthorised entry points, allowing banned or under aged people into the building, theft of goods or the inward passage of weapons or drugs. It is therefore necessary to ensure that the external fire doorsets are connected to the security alarm system to alert security staff.

To further enhance the security alarm system, a loud internal siren or sounder with strobe light can both deter customers from tampering with the door and assist security staff to quickly identify which door has been opened.

It is strongly recommended that premises are searched prior to opening and after closing to ensure that unauthorised persons are not on the premises and everything is as it was the night before, and to identify any items which may have been left behind by departing customers, visitors or delivery people including personal property, drugs, weapons, incendiary devices, fireworks, laser pens, paint sprays, alcohol, acid, etc.

As part of a responsible management process, it is important to contact your local Police Licensing Officer to agree a protocol for dealing with items of concern found during the search, to ensure their safe storage and removal from the premises.

It is imperative that such items are removed safely from the premises as soon as possible after detection as failure to do so could result in staff becoming liable for unlawful possession.

Key distribution

Key distribution should be kept to a minimum and keys and key fobs should be stored in the main office in a tested and accredited lockable key cabinet and should always be locked when not in use. It should be installed in line with the manufacturer's recommendations, meeting one of the following security standards:

- LPS 1228; or
- BS EN 1143

Gaming and vending machines

Careful attention to the practicalities of gaming and/or vending machine siting should be made before locating them in a premises. This may necessitate the creation of specifically tailored recesses to house machines, or in situations of greater risk, machines may need to be housed in purpose-built security casings. To help avoid tampering, ensure all machines containing cash are clearly visible from the bar and not located close to exits. This will also permit your staff to see who is playing the machine and to check they are the minimum age limit (see below 'legal ages'). Ensure machines do not block visibility from the bar to other areas of the premises. All machines must incorporate an alarm and ideally be covered by the premises CCTV system.

Consider the security of vending machines located within toilets, as their cash boxes can be a target for the criminal. Consider fitting them with alarms.

Legal Ages

As a general rule, the minimum legal age for gambling in the UK is 18 years old. This applies to adult gaming centres, betting shops, bingo halls, casinos, racetracks and online gambling. The exceptions to this are the National Lottery, lotteries and football pools. A person is allowed to take part in these from the age of 16 as well as some non-commercial gambling, or low stakes and prizes gambling. However, some gaming machines, such as coin pushers, teddy grabbers and some lower stakes fruit machines in family entertainment centres and amusement arcades do not have a minimum legal age and are open to anyone.



Staff areas

There may be instances, especially with multiple buildings or different businesses occupying the same building, where multiple entrance doors will be required for the convenient movement of staff. The crime opportunity risks that this arrangement might create will be minimised if access beyond the entrance is restricted.

Secured by Design (SBD) recommends that access control systems are vandal resistant and integrated, not stand-alone. There are a number of electronic door locking systems including keypads, ID swipe cards, proximity readers, biometric and voice recognition. This will help to:

- Protect staff only areas
- Provide authorised members of staff easy passage around the building
- Restrict staff access to sensitive areas
- Deny access to employees who no longer work at the premises
- Provide a record of staff attendance
- Such arrangements should not prevent people from exiting the buildings in the event of an emergency

Where staff access through the counter or into the bar area is required, this should be fitted with a lockable hatch and gate, to prevent unauthorised access.

More information is available from: www.securedbydesign.com

Safer parking

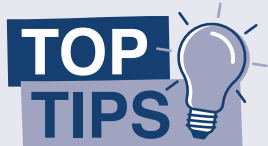
It is advisable to apply for the Safer Parking Award for your parking facility. A Safer Parking accredited car park undergoes a rigorous assessment by specially trained police assessors. The car parks that achieve the award have management practices and security measures assessed and these practices actively reduce crime, bringing new customers to your door.

Further advice is available at: <https://saferparkinguk.com>



In this section of the document you will find all the Top Tips brought together for your ease of use.

Security of you, your staff and customers



- 1** Pre-employment checks must be undertaken
- 2** Risk assessments are essential to managing work-related violence
- 3** Staff should be easily identifiable

Training and briefings



- 1** Strongly recommend that all new staff undergo structured and documented induction period which should include first aid training
- 2** All premises selling alcohol must have an age verification policy
- 3** Don't sell alcohol to a person who is drunk. It is an offence under the Licensing Act 2003

Customer Vulnerability



- 1** Licensees have a duty of care towards all customers regardless of age, gender, disability, religious beliefs, ethnic background, alcohol or drug consumption, or their mental health and some may be classed as 'vulnerable' and additional care must be taken
- 2** Your staff should be able to spot the signs of Child Sexual Exploitation or abuse and be provided with guidance on what steps to take if they suspect it is taking place in your premises
- 3** An 'acid attack' (or similar) needs speedy intervention by someone trained. Outer clothing may need to be removed, continually rinse with running water any contaminated skin

Spiking



- 1** Display prominent signage reminding customers not to leave their drinks unattended and not to accept drinks from strangers
- 2** Train all directly employed or contracted staff in how to identify and respond to vulnerable people
- 3** Encouraging engagement with customers including active bystander training to negate predatory behaviour and offer reassurance that safety is of paramount importance

Active bystander



- 1** Before stepping in, try the ABC approach, Access for safety – Be in a group – Care for the victim
- 2** When it comes to intervening safely, remember the four Ds – direct, distract, delegate, delay
- 3** In an emergency call the police on 999

Queues



- 1** Care should be taken to ensure that queuing does not generate a negative experience for customers
- 2** An appropriate number of door supervisors will be required to control and direct queuing customers which will also help to prevent customers being targeted by criminals such as pickpockets or drug dealers
- 3** A contingency plan will mitigate the effect of unplanned large queues developing

Security staff



- 1** The presence of security staff will act as a pro-active deterrent to anyone intent on causing issues within your premises, and provide an active response should an incident occur
- 2** A Security Industry Authority (SIA) Licence is required by anyone undertaking licensable activity, this may be in either a front line or non-front-line capacity
- 3** You should regularly check the validity of someone's licence by going to the SIA website

Searching



- 1** If searches are to be carried out, a comprehensive search policy must be in place. It should detail the process which must be followed during every search, and a copy of the policy should be available to anyone undergoing a search
- 2** Never forcibly search any person
- 3** If staff are to undertake searches, then especially considering knives and needles or sharps, a suitable risk assessment should be undertaken and bespoke training and Personal Protective Equipment (PPE) provided

Customer ejections from your venue



- 1** It is a legal requirement that you are aware of the safe operating capacity of your premises
- 2** When ejecting a customer, the route out used should be direct and avoid vulnerable areas such as staff rooms, offices or kitchens
- 3** Where possible avoid stairs, elevated areas and balconies

Medical emergencies



- 1** Have a fully stocked first aid kit
- 2** Have staff trained in first aid
- 3** Don't delay in calling the emergency services if the patient's injury or illness cannot be treated in situ

Ask for Angela



- 1** If staff are asked for Angela, they should act immediately
- 2** Take the person to a private location for example an office or 'back of house' area and hear their concern or worry
- 3** Notify a manager or other on duty lead

Fire safety



- 1** Make yourself familiar with Fire Safety advice, which although a complex topic, has great sources of free information available
- 2** Your induction and ongoing training must include an explanation of the Fire Safety Procedures
- 3** Everyone at your venue has a responsibility for fire safety

Managing risk



- 1** A member of staff should be given the task of removing finished drinks and empty glasses, to minimise the risk of anyone sustaining an injury caused by glass
- 2** Persons believed to be intoxicated from the use of drugs should be treated as vulnerable and offered medical assistance
- 3** Countertop and bar serving areas should be as high and wide as possible, to dissuade customers from attempting to reach across to steal or assault staff

Toilets



- 1** When utilised correctly, a visitation signature sheet located in toilets will clearly highlight the fact that these areas are monitored and assist in the promotion of acceptable behaviour within them
- 2** Avoid creating areas inside the toilets and stalls where items such as drug paraphernalia can be hidden
- 3** Doors and side panels that do not extend to floor level enable checks to be made that no one has collapsed inside a cubicle, while preserving some privacy. This measure also discourages drug taking and sexual activity

Crime scene preservation & incident recording



- 1** A record should be kept, either manually or electronically, of all persons who are refused the sale of alcohol, either due to their age or level of intoxication, and of all drugs, weapons, ejections for violence or intoxication, or any incidents of use of force or vulnerability
- 2** Once a crime scene has been discovered, call the police immediately
- 3** Seek police advice on how to maintain the integrity of the crime scene when you request them to attend

CCTV



- 1** Whilst not a panacea to all security problems, even the smallest licensed premises will benefit from the installation of a good quality CCTV system
- 2** Images of people and details such as vehicle registration numbers are covered by the Data Protection Act 1998, care is needed to ensure compliance of use
- 3** Any CCTV system should provide both day and night-time images of HD quality

Lighting



- 1** Lighting should cover all exterior areas, including footpaths, parking areas, external doors and common entrances, outside storage areas, beer gardens and outside smoking areas
- 2** All lighting should be compatible with any CCTV system installed and thereby not hinder the recording of images by excessive glare
- 3** Lighting levels throughout the public areas should not be too dim as this will impact natural surveillance, may cause accidents and make navigation slow, confusing and difficult



Police Crime Prevention Initiatives

**2nd Floor, 50 Broadway, St James's Park
Westminster, London, SW1H 0BL**

Tel: 0203 8623 999

Email: enquiries@police-cpi.co.uk

Web: www.policecpi.com