

POLICY

Bars and Venues

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*Crime and Disorder /
Conflict Management Policy*

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Introduction

It is our legal obligation to prevent crime and disorder on our premises. The Union bars are committed to trading within the law, being an ethical entity and ensuring the safety and security of all persons within the premises.

Expected Standards

There are 4 licensing objectives of equal importance:

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

All team members must be committed to running premises that are free of crime and disorder.

What to Look Out For

Crime and disorder can take many forms, at the Union bars, we apply certain security provisions to combat such issues. Such as:

- SIA approved Security personnel – contracted security (currently APS)
- CCTV – via UCL
- Manned Guarding – via UCL
- Exclusive entry – Phineas, Huntley and Mully's only allow entry to certain individuals. (More can be found in our Entry Policy)

However, despite this, criminality and disorder can still develop in our premises, and we need to be aware and take actions to combat this.

It is the responsibility of all staff to look out for situations that could facilitate crime, such as:

- Inadequate security provisions.
 - This could include rogue security personnel; therefore, efforts must be made by management to vet security in tandem with the contractors.
- Poor design and layout, resulting in hidden crime within the premises.
- Specific events targeted by criminals.
- Overcrowding.
- Intoxicated customers – drunk, drugged, etc.
- Banned persons.

Examples of criminal activity could include:

- Theft
- Criminal damage
- Drug use and the dealing of drugs
- The sale of stolen goods
- Conflict, violence, and aggression

- Weapons
- Anit-social behaviour
- Underage drinking
- The fraudulent use of payment options – cards, cash, contactless
- Sexual harassment
- Misconduct of any kind

Staff Procedure and Responsibilities

It is the responsibility of all staff members to uphold the rule of law and work to prevent crime and disorder. This can be done in part, by following these points:

- Read and ensure you understand our other policies, such as:
 - Drugs Policy
 - Weapons Policy
 - Entry Policy
 - Major Incident Response Plan – confidential; available only to certain individuals but with a trickle-down training method.
 - Customer Search Policy
 - Other relevant documents
- Ensure CCTV is properly installed and monitored.
 - UCL controlled.
- Recruit only SIA approved security personnel.
- Work in tandem with UCL Estates/Security on multiple security provisions, prevention measures.
- Wear correct staff uniforms – branded bar t-shirts, security polo shirts, etc.
- Log incidents and accidents and have them escalated to venue management post haste.
- Maintain security presence and regular premises sweeps, toilet checks, rotations.
- Train staff across multiple courses, such as:
 - Food hygiene, Food Safety
 - Customer service
 - Drink Spiking Awareness and other courses from [CPL](#).
 - Active Bystander
 - Welfare and Vulnerability Engagement – Ask for Angela
 - Fire Safety
 - Terror Threat recognition

Conflict Management

All Union contracted security personnel are expected, not only to uphold the rule of law, but to also maintain an elevated level of care in comparison to other licensed environments.

Resolving Conflict

Conflict can be resolved with ease in five major ways. These are:

- Competition
 - where by one person wins the argument.
- Collaboration
 - whereby both parties agree to work towards a solution that's suitable for all.

- Compromise
 - agreeing to each give up a little ground to find a solution that works for both parties.
- Withdrawal
 - walking away from the conflict.
- Smoothing
 - basically, allowing both parties to disagree but nullifying the tension between them at the same time.

Often, it's a matter of judgement regarding which options will work for a specific situation, which will not and, crucially, which will resolve the tension in the timeliest manner (remembering that violent people and situations can escalate quickly).

Communication

Bar specific teams should always report developing or ongoing conflict situations to security at an early stage. Both bars and security should communicate conflict in any event to venue management.

Duty of Care

At the Union, we have an elevated duty of care when compared to your average bar/club/licensed premises. Any team member should approach a conflict situation with an open hand and open mind. We must not resort immediately to the stereotypical 'bouncer' stance.

Further information on duty of care can be found within several of our other policies – notably the vulnerability policy.