

How to deal with disorder

Proper management of the door will depend on the size and type of venue. The number of door supervisors should be determined by a risk assessment, taking in to account the size of the venue and the type of the entertainment is likely to attract, but at the very least, on a ratio of one door supervisor per 100 customers.

Consideration should be given to sufficient provision of male and female door supervisors, but at least one female supervisor should be used.

Door admissions policy including and age restrictions, expected dress standards or the screening of handbags, should be widely publicised on any promotional material or website and clearly displayed at the entrance to the premises.

Ejecting or refusing entry to persons from the premises if they do not meet your admissions standards or they are known to be violent or aggressive. In such cases, an entry should be made in an incident or log book.

There should be a policy to manage capacity to prevent overcrowding and patrons becoming aggressive through accidental jostling.

Consideration should be given to deliberately running below capacity to afford a comfort factor to patrons and avoid conflict, violence or aggression within the premises.

Alternatives to glass drinking vessels should be considered to prevent glassware being used as an assault weapon, particularly during promoted events or sporting events.

Where alternatives are not used, there should be a robust glass collection policy in place. This should include the regular collection of glassware by staff and prevention of glassware being removed from the premises.

Staff training in conflict management should be provided to give them the knowledge and confidence to deal with different situations and reduce crime and disorder at the premises. Training should also cover dealing with logging and reporting incidents if they occur.

Records should be kept of the date and name of the person trained. Records should be made available for inspection by the Police or Licensing Authority.

Sharing of information with others in the industry through regular meetings and use of local radio networks or membership of local pubs/pubwatch schemes will enable information to be passed on about troublemakers and common problems in the area.



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