

# MANAGING BAD BEHAVIOUR IN YOUR PUB

Protect your pub, your teams and yourself.

*This guide is interactive*



# INTRODUCTION



**Following a number of calls from members who have experienced bad behaviour in their pub that resulted in removing customers from the venue, we have created a guide in collaboration with Trusted Partners and Helpline providers, John Gaunt & Partners and Bhayani Law, to remind you of your rights as the operator or designated premises supervisor (DPS).**

This guide will cover:



Dealing with large groups



Refusal of service



Security presence



Enhanced training



Tackling behaviours



Documenting incidents

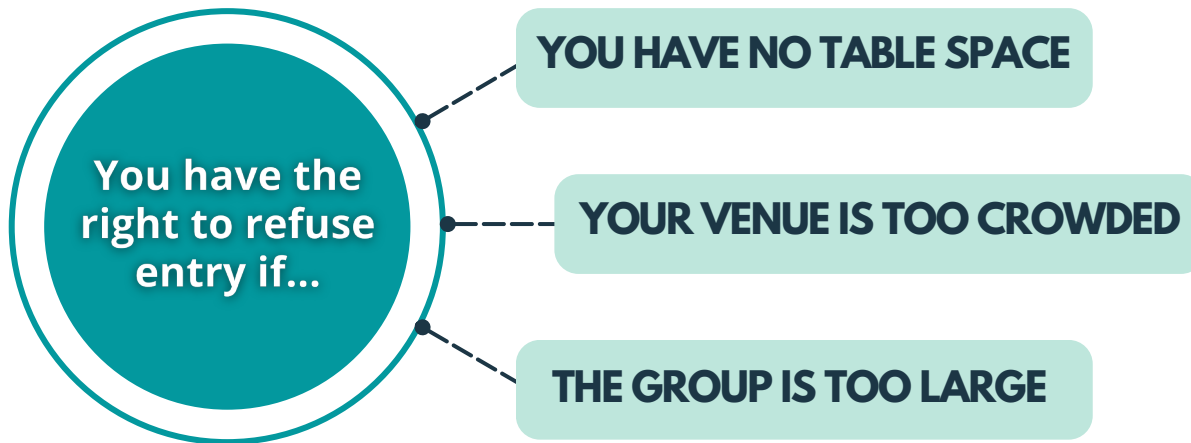


Establishing a good relationship with local law enforcement

# DEALING WITH LARGE GROUPS



## YOU CAN TURN LARGE GROUPS AWAY IF YOU FEEL THAT YOU CAN'T ACCOMODATE THEM



### TOP TIP:

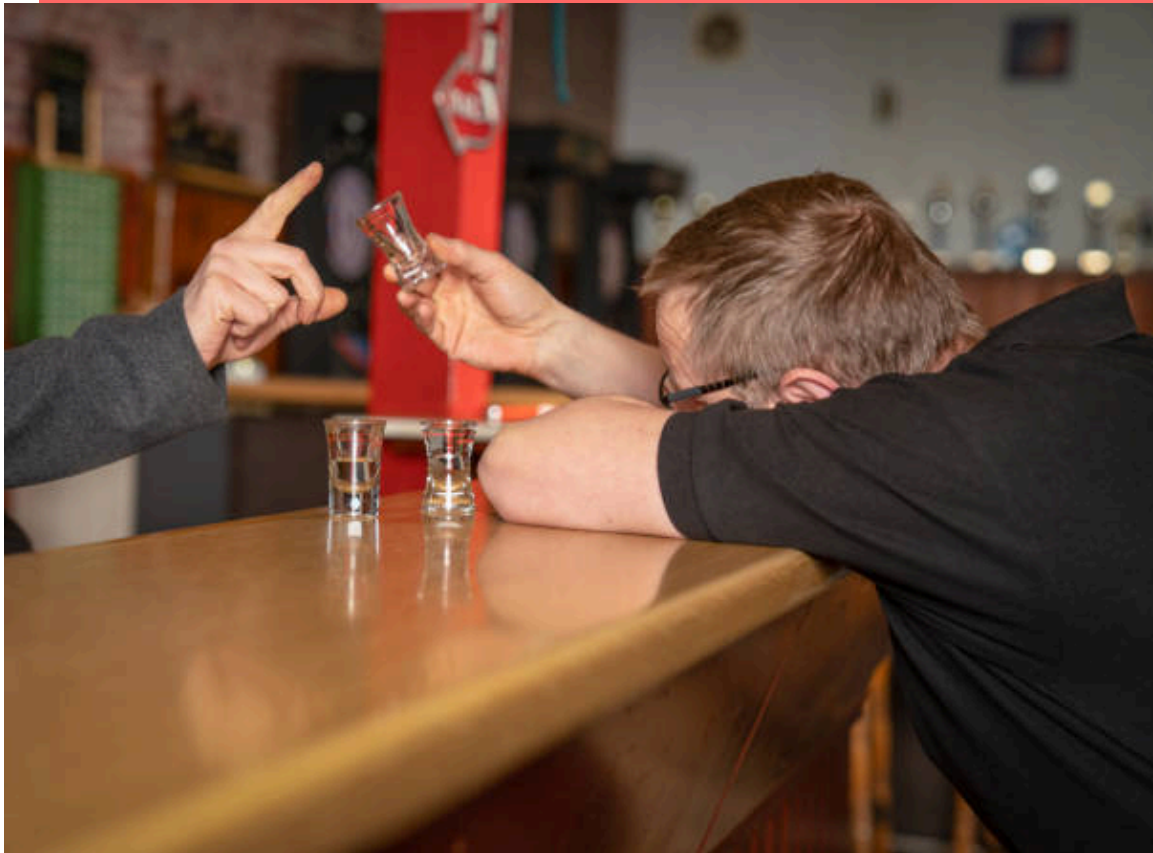
It is best practice to explain the reason for the group being turned away so there is no confusion as to why that decision has been made.

You will have occupancy stipulated within your fire risk assessment and you always need to be aware of reservations you may have for later in the day. You also have obligations under Health and Safety legislation to ensure the area occupied by the public is safe.





# REFUSAL OF SERVICE



## KEY TIPS



You are within your rights to refuse service to any individuals who are **disruptive, aggressive or behaving inappropriately.**



It is important that **all staff** feel capable and supported to make the decision to refuse service.



If the refusal is related to any individuals that are excessively drunk, you must ensure that this is **recorded.**

# SECURITY PRESENCE

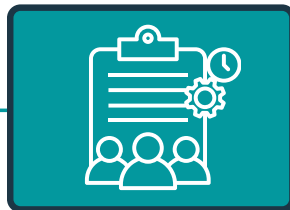


It isn't always possible to have more staff on shift, but if you know the pub will be very busy, then do try to ensure you have adequate resource to support you, and your team.



## INSTALL CCTV

**CCTV can effectively deter violence, theft, and fraud, reducing the likelihood that your venue will be targeted by both organised and opportunistic individuals.**



## TRAIN STAFF

**Your bar staff should be trained to check IDs, avoid serving clearly intoxicated guests, and feel confident in asking disruptive or abusive customers to leave the premises.**



## MAXIMUM CAPACITY

**Too many people in a small space increases the risk of something going wrong. Any door staff must know how many people to admit to your venue.**



## IMPROVE LIGHTING

**If certain areas in your venue are becoming problematic, consider adding subtle lighting. This will act as a deterrent and allow your staff to see any accidents or incidents more clearly.**

## Steps To Enhance Security Presence

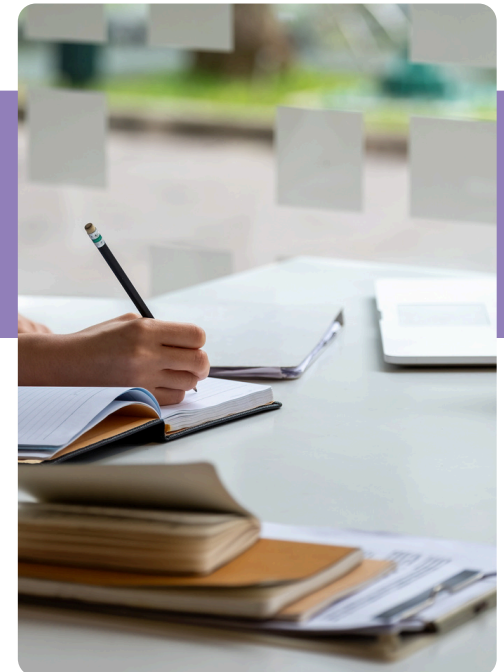
# ENHANCED TRAINING



**Training around conflict management and how to deal with difficult situations calmly and professionally is useful, especially for less experienced members of your team.**



**Diversity and vulnerability training is also highly recommended to ensure you are caring for all of your customer demographics.**



**A record should be kept of all staff training undertaken (including details of course and its objectives) as a useful tool to show the steps being taken by you as an operator to keep you staff and customers safe at your premises.**

# TACKLING BEHAVIOURS



Unfortunately, occasions may arise when visitors to your pub are behaving inappropriately. In this case, it is important that you remain calm and follow our three-step procedure.

## BEHAVIOUR

When you experience unacceptable behaviours in your venue, remember to address the behaviour itself and NOT the individual or group of individuals involved.

## INCIDENT

When incidents occur, remain calm and professional at all times and ensure that you are mindful of all of your customers.

## ACTION

Any action you take should be centred on the unacceptable behaviour they have displayed, and not on who they are.

1



2



3

# DOCUMENTING INCIDENTS



If you have any incidents, you must document them in writing as soon as possible after you have dealt with the event. When documenting incidents in writing, ensure that all and any staff members involved are also noted down should evidence need to be gathered at a later date.

A contemporaneous and detailed incident report is a strong and reliable piece of evidence in any potential legal proceedings. As a belts and braces approach you could have more than one member of staff involved to sign the incident report.

Do's ✓	Don't's ✗
<ul style="list-style-type: none"><li>• Get your staff to contribute if necessary.</li><li>• Include the date, time, location of incident and number of people involved.</li><li>• Save any documentation.</li></ul>	<ul style="list-style-type: none"><li>• Delete any CCTV footage earlier than six months post-incident.</li><li>• Avoid asking questions to staff if unsure.</li><li>• Store data in an unprotected place.</li></ul>



If you have CCTV, ensure that you save and keep any footage/recordings you have for at least 6 months following the incident. With everyone having access to smartphones, you need to have proof of anything that has happened, to counteract any potentially edited footage.



# LOCAL LAW ENFORCEMENT



Establish a good relationship with

## LOCAL LAW ENFORCEMENT



### Good Local Connections

Ensure you have good local connections where possible and consider joining your local Pubwatch scheme, or engage with Best Bar None, who can support you with safer socialising in your local community.



### Communication Is Key

Communication with other venues in your immediate area is key, so if trouble starts elsewhere you are aware and can take appropriate action to avoid it migrating to your venue.



### BII Helplines

If you have any concerns about behaviour in your venue, then you can contact our helplines listed on the following page and speak to our team, who will signpost you to the right expert guidance.

# USEFUL HELPLINES



## HR & EMPLOYMENT LAW

**0330 058 3878  
(OPTION 1)**

Legal support tailored to your individual queries surrounding HR & employment, including grievance procedures, contract issues, and employment disputes.

Provided by  
**Bhayani Law**



## BII HELPDESK

**01276 684 449**

Unsure which helpline to call, or where you can access the most up to date advice? Your BII Helpdesk team are on hand to support you.

Provided by your  
**BII Membership Team**



## LEGAL & LICENSING LAW

**0330 058 3878  
(OPTION 2)**

Available to provide guidance on a wide range of professional and personal queries, John Gaunt & Partners are on hand to advise and support you with anything you need.

Provided by  
**John Gaunt & Partners**

# KEEPING PUBS THRIVING AT THE HEART OF EVERY COMMUNITY



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