Licensed Property: Security in Design

METROPOLITAN **POLICE**

BRITISH **BEER & PUB** ASSOCIATION

**Effective Licensed Property
Security Systems**

Produced by the British Beer & Pub Association and the Metropolitan Police Service

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The hospitality industry is vibrant, dynamic and continually changing to meet the aspirations of contemporary consumers. Nowhere is this truer than in pubs where feeling relaxed and safe is vital to customers and staff.

Security, therefore, is a vital element in any professionally run outlet.

It is achievable through a variety of methods including:

• Designing an environment that minimises opportunities for crime

• Providing hardware and electronic devices, which minimise access to intruders and maximise possibilities for detection of criminal activity

• Increasing staff awareness and training so they can work towards reducing risks

This booklet focuses on design elements. However, no one element can work in isolation so management systems including physical and electronic prevention methods and staff involvement are also considered.

This booklet also offers an outline of aspects for consideration during the design of a new-build, refurbishment or minor alterations. Some suggestions will feature in refurbishments while others may be incorporated into properties without the need of a major overhaul.

Many of the design elements relate to new-builds and refurbishments and should be incorporated at the earliest stages of design. This improves cost effectiveness as incorporating aspects later is always more expensive and often less effective. It is unlikely that all elements will be used since
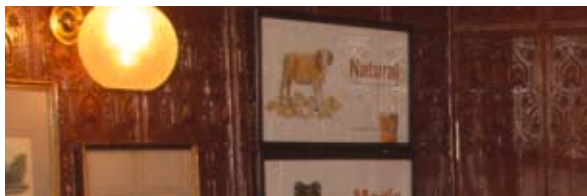
each property is unique and few will lend themselves to every aspect outlined here.

There are also suggestions for management and operational styles to help properties not planning refurbishment or structural changes to become more secure.

Crime prevention makes sense. Risks vary depending on the type and design of premises and should be considered at both the design and operational stages. **In every case a risk assessment should be carried out for each individual property and type of operation.**
Risks to be assessed include:

• Theft, burglary, robbery

• Vandalism

• Personal attack

• Protection rackets

• Drugs

• Terrorism

It is highly unlikely that any one property will be threatened by or vulnerable to all of these. However, tackling one problem-area usually reduces the risk from others, which is a huge advantage now and in the future.

Location

Every public house is different. When considering a new-build or refurbishment review the proposed type of operation and the location to assess which specific problems may exist or have existed. Illegal drugs, for example, are a national issue so consultation with your local crime prevention officer is recommended. There are several ways to research your locality and issues to consider include:

• The local Police Crime Prevention Officer

• The local Police Crime Prevention Design Adviser

• The local Licensing Authority

• Check the local Planning Department's Unitary Development Plan

• Liaise with other outlets in the area

• Consider joining Pubwatch or a similar scheme

Entrances

Design Checkpoints:

- Ensure that entrances are easily visible from the bar
- Consider incorporating a facility for viewing outside such as a spy-hole, particularly out of licensed hours
- Keep entrances to a minimum. One is ideal. However, in family pubs for example, police and licensing authorities often require a separate entrance to the family area.
- Fire Officers and other regulatory bodies will stipulate the number of fire escapes
- Where Door Managers are used ensure that space is available for them to avoid congestion in the doorway
- This area should be covered and well-lit
- Door Managers should be visible from the bar and able to communicate internally with other staff easily
- If there is no door management consider CCTV - please see page 8

Toilets

Design Checkpoints:

Toilet Entrances:

- Should be clearly visible from the bar
- Should be away from main entrances to the pub
- Should be away from other at-risk-areas e.g. accommodation or kitchen entrances

There are three types of toilet entrance:

- separate male and female facilities
- entrances to male and female facilities next to each other
- shared entrance with separate doors to each facility behind the first entrance - this is the most difficult to control
- Consider CCTV for entrances and lobby areas
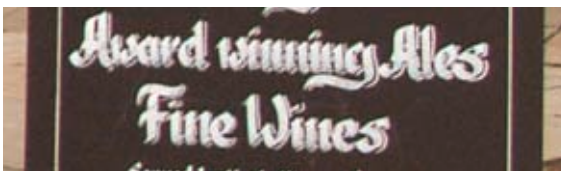
Lighting:

- Use adequate lighting to avoid dimly lit areas

Facilities:

- Avoid areas where goods can be hidden e.g. suspended ceilings. Fittings should be flush to avoid tampering. Enclose cisterns, basins, pipe-work etc in tamper-proof casings. If this is not possible, fittings should be tamper-proof.

Consider:

- Graffiti and vandal proof materials i.e. stainless steel, laminates and plastics
- The safety of vending machines
- Cash boxes can be tampered with so consider fitting them with alarms

Provide:

- Hooks or shelves high up on the back of cubicle doors or partitions for bags and coats
- Separate staff toilet and changing facilities

Staff Checkpoints:

- Ensure staff checks of facilities are routine to guarantee cleanliness and security
- Consider notices in toilets so customers know that random checks are carried out regularly

Licensed Areas

Design Checkpoints:

The Bar/Servery Area:

- Where viable consider raising the floor behind the bar to maximise staff visibility. This also raises staff above customers so they seem more imposing and in control.

- Maximise viewing from the bar by not closing down the space with glass racks, low canopies, screens, pillars etc.

- Keep the counter top as clear as possible

- Make the counter top as high and wide as possible to dissuade people from reaching across it

- Tills should be out of public reach either in the front or back, but front facing tills, while easier to reach, retain staff eye contact with customers and ensure more consistent control

- Keep merchandise and glasses out of public reach

- Ensure charity boxes are in clear view of staff and securely fastened

- Consider a roller shutter to prevent access outside serving times

Telephone:

Ensure:

- The phone cash box is in clear view of bar staff

- That staff has easy access to a phone with a dedicated line for emergency services-this should be behind the bar

Seating and Screens:

- Avoid areas that are not clearly visible from the bar such as alcoves or separate rooms e.g. games rooms

- If there are alcoves consider having them at 90° angles to the bar to maximise visibility

- If screens are used incorporate transparent areas to improve visibility

- Consider raising areas that are some distance from the bar to improve visibility

- Have a clear policy regarding seating and/or standing of customers e.g. standing can obstruct visibility from bar, but ambience must be considered and other measures can be taken to improve visibility (raised areas for example)

- Incorporate mirrors into the design to improve visibility of awkward areas

- For separate rooms or mezzanine floors consider CCTV

Lighting:

Adequate lighting improves visibility although there must be a balance between practicality and ambience.

- Consider zoned dimmers to increase control of areas from the bar

- Ensure lighting controls are clearly labelled

- High-level house lighting is an important element of control. The following should be considered:
  - switches
  - alarms
  - music

High-level house lighting may be linked to music controls. In an emergency music can be turned off immediately as well as lighting increased. It could also be linked to burglar alarms so that when alarms are triggered so is full lighting.

Licensees should have access to licensed area lights from the accommodation area and vice versa.

Machines:

- The licensing authority often regulates positioning and numbers of machines. Think carefully about the practicalities of machine positions before making an application.

- To avoid tampering ensure AWP and other cash machines are clearly visible from the bar

- Ensure machines do not block visibility from the bar to other areas

- Consider having a music policy with volume levels and switch off times etc controlled by staff

- Consider a PA system for security announcements as well as promotions and entertainment

Clothing/Handbag Protection:

• Create secure areas for staff belongings

• Provide hanging space for coats, which is clearly visible to staff and customers and away from entrances and exits. Decide if this should be supervised.

• Decide if storage is needed for customers' possessions. Hooks or shelf units under the bar front or tables may be provided.

Furniture:

• The choice and design of furniture can help minimise the risk of theft:

  • consider benefits/drawbacks of fixed furniture

  • avoid high barstools where customers leave possessions on the floor out of sight and reach

  • avoid furniture that can be used to hide objects in or under

Doors:

• Panic bolts on fire doors can be easily operated. Try keeping fire doors under watch and alarming them internally so staff are aware of tampering. Consider magnetic locks incorporated into the fire alarm system.

• Fire and other statutory authorities' regulations will affect the design of these

Staff Checklist:

• Produce a clear security policy and ensure staff are aware of it

• Train staff on awareness and operational procedures for problem dealing. This might include drug use awareness, conflict management and operational procedures.

• Operational procedures could include:

  • regular staff checks of areas not visible from the bar

  • regular glass and bottle collections

• high level house lights

• emergency telephone

• locking up

• CCTV

• alarm procedures

• cash control

Outside Areas

Design Checkpoints:

• Maximise visibility from inside areas, particularly the bar - see and be seen

• Site gardens, patios etc as close to the main building as possible

• Assess lighting levels for clear visibility of all areas

• Consider passive sensors for lighting up areas when they are not in use, to deter unwelcome visitors

• Consider securing outdoor furniture etc.

• Provide secure storage areas for outside furniture, beer kegs, etc.

• Consider external landscape design

• Assess the need for CCTV

Staff Checklist:

Ensure:

  • regular staff checks on outside areas

  • regular collections of glasses and bottles

Accommodation Areas

Design Checkpoints:

• Consider the different risks inherent in business and accommodation areas. Assess design and operational requirements accordingly

• It is essential to provide secure access to and from private accommodation areas

Assess:

  • requirements for alarm systems and other security measures

  • provision of access from inside and/or outside the building

Consider:

  • external access for the manager and family

  • internal access from business areas to accommodation areas

  • lighting requirements, alarm systems, CCTV, necessary building material requirements etc - see sections on entrances and the building

The office/cashing-up area and storerooms

Design Checkpoints:

- Ideally the office should be separate from family accommodation
- Position the office away from access points and common areas
- Provide appropriate door security. Ensure there is visibility from the office to outside areas. A small one-way window or peephole in the door for example, with the access well lit for visibility from the office
- Design elements to consider include:
  - minimise or remove windows
  - add window burglar bars
  - strengthen ceilings with metal plating for example
  - alarm the office and storeroom
  - consider passive sensors
  - provide an adequate safe ideally with a letter box drop facility

Staff Checklist:

- Have clear policies for key control and lock-up procedures and make sure staff are aware of them
- Count cash away from and out of view of public areas - ideally, in an office
- Regularly "milk" tills to prevent too much cash being available at any one time
- Vary banking routines so nobody can predict your movements and lie in wait for you. Consider going with somebody else or organising a secure service for cash collection

The building

Design Checkpoints:

Careful design is an integral part of improvement. There are many issues to take into account regarding security including:

- Ensure doors and windows are good quality and conform to appropriate British Standards
- Consider the type of materials used in both doors and windows e.g. where risk is high consider laminated glass
- Choose quality locks to British or European Standards - think about the appropriate use of rim locks or deadlocks

Consider:

- Multiple locking
- Window restraints
- Internal beading and screw fixing for windows
- Window location: low level glazing is more vulnerable
- Make doors and windows open outwards as this makes breaking in more difficult
- Make sure that decorative features are well secured

Staff Checklist:

- Have clear policies for control of keys and locking up and ensure staff are regularly reminded of them

CCTV

While CCTV is an effective deterrent it may not workable in every situation and certainly will not be effective unless used alongside a clear policy.

It is essential when considering CCTV to be clear about what you want to achieve. There are several aspects to be considered. The Home Office has produced a comprehensive document *CCTV - Looking Out for You* (see Further Information) which considers the difficult and complex area of CCTV.

If using CCTV ensure the use of competent and reputable suppliers. Most businesses will already by registered for the purposes of Data Protection under the *Data Protection Act 1998*. Where CCTV is installed, businesses will also need to notify the Date Protection Commissioner of the purpose for which CCTV is being used (normally for the prevention or detection of crime).

Check list

Why use CCTV?

It is vital to weigh-up the benefits of using CCTV versus not using it.

Consider:

- crime reduction
- enhanced public safety
- enhanced staff safety
- enhanced residents safety
- tackling unresolved incidents
- increased public confidence
- increased trade
- reduced fear of crime
- reduced insurance premiums
- dealing effectively with complaints
- improved chances of licence applications

Areas of Interest:

- Consider which areas to observe. Each specific area should then have a corresponding checklist as below:
  - entrances (from outside and inside)
  - toilets (entrances/inside)
  - rooms/areas not clearly visible from the bar
  - outside areas (the building/garden/storage areas/car parks)
  - office
  - safe
  - storerooms

Issues:

- Will the cameras be overt or covert? Will there be signage telling people that cameras are in operation?

Problem:

- Which targets are to be observed?
  - people
  - groups or individuals
  - packages/objects (e.g. briefcase)
  - vehicles (e.g. in car park)
  - is the object still or moving?
- Which activity at each observation target is likely to cause concern?
  - damage to property
  - robbery/burglary
  - changing hands of drugs/money/weapons
  - drug abuse
  - violence
  - handling stolen property
  - theft/pickpocketing
  - bogus collectors/officials
  - car crime
  - anti-social behaviour

- What is the purpose of the observation?
  Monitor, detect, recognise, identify
  - what picture quality/content factors are needed to achieve success
  - clear view of suspect's body language to anticipate problems
  - ability to follow the progress of a target
  - true colour
  - exact time of incident
  - clarification of actions (is the suspect using a key/implement etc?)
  - pictures showing vehicle/facial details for evidence of identity
  - overall view of the scene

Operational Response:

- Desired results of a successful response:
  - restore order
  - dispersal/control of situation
  - prevention/minimisation of injury or damage
  - reduction of crime/disorder
  - improvement of safety
  - identification of suspect
  - exclusion of innocent parties
  - intelligence gathering
  - gathering of evidence
  - area secured
- Who should respond?
  - police
  - private security staff
  - observer
  - management
  - owner
- What time scale is needed for a successful response?
  - ASAP
  - within minutes
  - within hours
  - within days
  - once a video result has been achieved
- When is observation needed?
  - until arrest/curtailment
  - during whole incident initiated by alarm
  - between particular times (e.g. licensing hours)
  - days of the week
  - during/outside trading hours
  - during pre-organised events based on advance information
  - when few/many people are about
  - on demand of manager
  - daylight/darkness

- Conditions needed for the system to be effective:
  - normal/special weather conditions (rain/fog/snow)
  - all likely conditions during applicable times
  - fire
  - flood
  - any combination of the above
  - changing light levels
    - using existing lighting only
    - using enhanced lighting

Observer Role:
- What the observer does when the activity occurs:
  - switch on recorder
  - follow action with camera
  - identify the location of object/activity
  - search for target
  - notify response team
  - investigate personally
  - alert police
  - follow set operational procedures
- How will the observer know when and where to look?
  - direct request
  - response to alarm
  - past experience/training
  - briefing of specific or daily events
  - constant monitoring
  - automatic sequencing of pictures
  - random picture monitoring
- How quickly does the observer need to act?
  - immediately
  - within minutes
  - within hours
  - within days
  - dependent on each individual case
  - ASAP
- Who makes the observation on which the response is based?
  - private security staff
  - management
  - owner
  - supervisor
  - bar staff
  - casual staff
- Where will the observation take place?
  - in public view
  - away from public view

Miscellaneous:
- Whose views should be taken into account before installing a system?
  - police
  - owner
  - management
  - staff
  - residents on property
  - local residents
  - community groups
  - customers
- Who should know that a system is in place?
  - police
  - other emergency services
  - insurers
  - owner
  - management
  - staff
  - residents on property
  - local residents
  - customers
- What priority should be given to CCTV?
  - essential
  - desirable (high, medium or low)
  - threat-dependent
- What is the likelihood of an activity occurring and how often?
  - very high
  - high
  - medium
  - low
  - very unlikely

Frequency:
  - continuous
  - hourly
  - daily
  - monthly
- How effectively does the task have to be done?
  - right first time
  - every time
  - initially effective but becoming less so as time passes
  - standards high enough to meet needs of particular incidents
  - detect x% of incidents

Further information

The following web sites offer comprehensive
information on security issues relating to
licensed premises.
www.met.police.uk
www.homeoffice.co.uk

From the Home Office, 50 Queen Anne's Gate,
London SWIH 9AT:
CCTV — Looking Out for You
Bombs — Protecting People and Property

From the Directorate of Public Affairs and
Internal Communications, Metropolitan Police
Service, New Scotland Yard, Broadway, London
SW1H 0BG:
Communal Door Security
*The Garden Strikes Back - A guide to plants
that burglars hate*
Terrorism - Help us defeat it

From British Beer and Pub Association, Market
Towers, 1 Nine Elms Lane, London SW8 5NG
Drugs and Pubs - A guide for licensees
For these and any other enquiries relating to the
management of licensed premises please
contact the BBPA directly:

Tel: 020 7627 9191

Email: enquiries@beerandpub.com
www.beerandpub.com

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- Weston Castle
- The Wolverhampton & Dudley Breweries plc
- The Wychwood Brewery Ltd
- The Wye Valley Brewery
- Young & Co's Brewery plc

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