

The In-Between

Anti-Social Behaviour Policy

1. Purpose

The In-Between is committed to providing a safe, welcoming, and enjoyable environment for all customers, staff, and neighbours. This policy sets out our stance on anti-social behaviour (ASB) within the premises and the measures we will take to prevent, address, and manage it.

2. Definition of Anti-Social Behaviour

For the purposes of this policy, anti-social behaviour includes (but is not limited to):

- Excessive intoxication leading to disruptive behaviour
- Verbal abuse, threats, or intimidation towards staff, customers, or neighbours
- Physical aggression or violence
- Harassment, discrimination, or hate speech of any kind
- Vandalism or damage to property
- Drug use, dealing, or possession on the premises
- Excessive noise, disorder, or disturbances impacting the comfort of others or the local community

3. Responsibilities

- **Management** will ensure this policy is communicated clearly, enforced fairly, and reviewed regularly.
- **Staff** are responsible for monitoring behaviour, intervening early when issues arise, and escalating concerns to management.
- **Customers** are expected to treat others with respect and comply with staff instructions.

4. Preventative Measures

- Clear signage within the premises reminding customers of expected behaviour.
- Responsible alcohol service in line with licensing conditions (e.g. refusal of service to intoxicated individuals).
- Training for staff in conflict management and safe intervention.
- Regular liaison with local authorities and community representatives.

5. Procedures for Dealing with Anti-Social Behaviour

- **Initial Warning:** Staff will politely but firmly remind the individual(s) of expected behaviour.

- **Refusal of Service:** If behaviour continues, service will be refused.
- **Removal from Premises:** Management or staff may ask the individual(s) to leave immediately.
- **Police Involvement:** If the situation escalates or safety is at risk, the police will be called.
- **Banning Orders:** Persistent offenders may be banned from The In-Between.

6. Protection of Staff and Customers

- Staff are not expected to place themselves at risk when dealing with ASB.
- CCTV is in operation for the safety of staff and customers.
- Incidents will be recorded in the incident log for accountability and follow-up.

7. Neighbourhood Considerations

The In-Between recognises its role within the local community and will:

- Monitor and manage customer dispersal to reduce noise and disruption.
- Display signage encouraging customers to leave quietly.
- Address complaints from neighbours promptly and respectfully.

8. Review

This policy will be reviewed annually or sooner if required due to changes in law, licensing conditions, or community feedback.

Signed:

Owner/Manager – *The In-Between*

Date: _____