



Capacity Management Policy



Date Created:

Date of last review: NB Policies should be reviewed annually

The Capacity of our venue is: **Insert number**

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

If our venue is overcrowded it could lead to disorder, and increased crime, create a public nuisance, resulting in the crushing of people and make staff and customers feel unsafe. We believe that we should take several steps to ensure that our premise is a welcoming, friendly and safe environment for our customers.

The Health and Safety Executive states that in owning, managing and running a venue we must think about what may cause harm to staff and customers through crowd movement, dynamics and behaviour as people arrive, enter, move around a venue, exit and disperse. We have to consider customers who could become more vulnerable such as young or elderly people and people with disabilities or learning difficulties.

Primarily our Fire Risk Assessment sets our venue capacity but this may be decreased dependent upon specific events and activities taking place.

What to look out for?

It is every staff member's responsibility to:

- Look out for overcrowding in any internal area of the venue, especially in the following locations [insert venue specific locations, these could be entry and exit points, bar, toilets, dance floor etc]
- Look out for overcrowding in any external area of the venue, especially in the following locations [insert venue specific locations, these could be entry and exit points, smoking area, garden, queues]

When to step in and what to do

- **Door staff on starting duty should be:**
 - Informed of the capacity of the venue for that night [this may differ from the total capacity depending on the type of event or activity]
 - Be aware of any capacity limits for individual sections/areas of the premises

This policy is for guidance only- you must check for accuracy and edit the content & practices to reflect procedures in your venue.

- Issued with footfall counters, one for counting in and one for counting out so that at all times there is an accurate count of people in the building
- At peak times record in the a log the number of customers in the premises every 30 mins

- **All staff should:**
 - Be fully cognisant of the 'Premises Risk Assessment' which will be reviewed annually
 - On starting duty be informed of the capacity of the venue for that night [this may differ from the total capacity depending on the type of event or activity]
 - If you see, overcrowding take reasonable steps to eliminate or reduce the risks. The following steps can be taken;
 - Approach the crowd and asses what is causing the overcrowding
 - Attempt to disperse the crowd by taking active steps to ensure our venues does not become too congested or overcrowded
 - Advise the duty manager and security team
 - Check current capacity levels with the door staff and advise that no more customers should be let in until the congestion has been reduced.
 - Make a record in the incident book which is kept [insert location]

- **All Event planners**
 - Risk assess every event
 - Establish a crowd management plan including how they are going to manage a crowd safely for the type of event. Even if the event is free you should still apply the same crowd management principles to help make it as safe as possible.

- **Managers**
 - Review the incident book weekly, check for incidents of overcrowding and develop a solution to overcome this
 - When reviewing or planning layout changes consider footfall and flow to avoid congestion
 - Consider the use of seating to prevent overcrowding and avoid large groups of standing drinkers.
 - Ensure duty supervisors monitor the situation and control it accordingly.
 - Ensure the correct numbers of staff are employed at the correct times.
 - Limit entry to the premises at busy times to prevent overcrowding.

Please sign this document to acknowledge that you have understood your responsibilities in regards to noise.

Trainer's Name:

Trainer's Signature:

Trainee's Name:

Trainee's Signature:

Date: