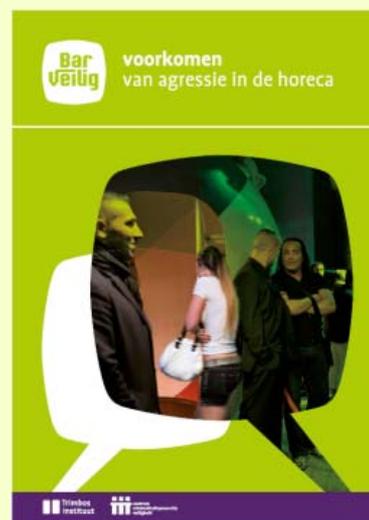


# Training for staff in licensed premises in the Netherlands

## Bar Veilig (Bar Safe) in the Netherlands

Bar Veilig is a training programme in the Netherlands that aims to provide bar owners and staff with knowledge and skills to prevent aggression from occurring in their venues. The programme is based on the Safer Bars training programme developed in Canada<sup>38</sup> and consists of two key components:

1. A discussion with bar owners to identify ways in which their bar environment can be modified to prevent the risk of aggression
2. A training course for bar staff to increase their awareness and skills regarding the prevention of aggression.



The discussion with bar owners includes a risk assessment process that identifies potential factors that may contribute to aggression within individual bar premises, and provides advice for removing these risks. It covers both the physical bar environment (e.g. design, crowding, seating areas) and the establishment's policy and practice (e.g. responsible server practice, customer behavioural standards). The discussion lasts approximately one hour and afterwards the bar manager is provided with a report detailing issues discussed and suggested improvements.

The training course focuses on developing staff skills in identifying the early stages of aggression, techniques for intervening in aggressive situations to avoid and defuse aggression (including conflict resolution, anger management and body language), and aspects related to legislation. The course lasts half a day and is designed for all staff working within licensed premises (e.g. owners, managers, bar servers; except for security staff). Planning of both the training and the discussion with the bar owner is co-ordinated by municipalities and facilitated through a web-based system that enables the course to be tailored to meet local needs.

Although no outcome evaluation has been undertaken of the Bar Veilig programme in the Netherlands, the training is based on the evaluated Safer Bars programme and has been subjected to a process evaluation in three municipalities in the Netherlands. The evaluation involved 11 bar owners and 94 bar staff who took part in the training. This found that the participants self-reported increased ability to deal with aggression following participation in the training, and that the checklist discussion was rated positively by owners.<sup>1</sup>

For further information visit: <http://www.barveilig.nl/>

1. Voorham L, Sannen A. Bar Veilig pilot rapportage. Utrecht: Trimbos-instituut, 2009.