



MINUTES OF THE BUSINESS SERVICES MEETING
HELD ON THE 12TH MAY 2022
AT 7.45 pm AT THE RUFUS CENTRE

Present:

Cllr A Snape (Chairman)
Cllr I Blazeby
Cllr A Lutley
Cllr P Earles
Cllr J Gleave

Rob (Town Clerk) – attended virtually
Stephanie Stanley – Corporate Services Manager (CSM)
Helen Glover - Senior Finance Officer (SFO)
Lisa Cousins – Administration and Bookings Officer (ABO)

Member of the public – 0

1384. APOLOGIES FOR ABSENCE

Apologies were received and accepted for Councillor Badham (family commitment), Councillor Mackey (CBC commitments) and Councillor Roberts (unwell).

1385. DECLARATIONS OF INTEREST

To receive Statutory Declarations of Interests from Members in relation to:

- (a) Disclosable Pecuniary interests in any agenda item – none.
- (b) Non-Pecuniary interests in any agenda item – none.

1386. CHAIRMAN'S ANNOUNCEMENTS

The Chairman noted it was the last meeting thanked everyone including officers, for their service.

1387. PUBLIC OPEN SESSION

There were no members of the public present.

1388. INVITED SPEAKER

There was no invited speaker.

1389. MEMBERS QUESTIONS

There were no questions.

1390. MINUTES

- a. For Members to receive and adopt the Minutes of the Business Services Committee held on 10th March 2022.

The minutes of the Business Services Committee held on 10th March 2022 were adopted with two amendments relating to matters arising under Exempt Items.

1391. MATTERS ARISING

- a. Minutes of the Business Services Committee 10th March 2022.

Councillor Blazeby advised that only one review had been posted on Trip Advisor for the café. Members suggested for signage to be increased for greater awareness and that the current photo of the outdoor seating be updated to show the new benches.

Action: CMM

The Chairman asked how officers were progressing with the new signage on the ground floor relating to the accessible toilet. Officers advised that the signage was in hand but had not yet been completed due to staff sickness. There was no update available regarding the latest situation with the accessible toilet.

Cllr Blazeby asked if the café opening times for serving hot food had been extended to 3pm as previously discussed. He also asked if the costings for the Christmas offers had been circulated and if there was an update on menu boards. The CSM advised that no further work had been done on the Christmas offerings costs due to staff sickness and there was no update on new menu boards.

Members asked for an update on the takeaway packaging for tenants. The CSM advised that the cost for this had been included by the CFL in the cost for the food. In addition to the cost, members were also concerned of the environmental impact, and whilst the packaging used is recyclable and compostable, the café should reduce the amount of single use packaging as much as possible, such as when delivering to tenants in their rooms. The Chairman was frustrated that a full report had not been provided to include the practicalities of using crockery in tenants' rooms and environmental implications, in addition to costings. The CSM was asked to ensure that tenants who were receiving their orders via room delivery, did so with crockery and not takeaway packaging.

Action: CFL/CSM

1392. ITEMS FOR CONSIDERATION

- a. **Flitwick Business Group**

Members felt the report did not have enough information, such as feedback from the community, or what was viable in terms of time, resources and benefits. The Chairman felt there was demand for support as he had received positive feedback from a recent engagement with local business. Members discussed various options that could be possible, including working alongside the Ampthill Chamber of Commerce Group. Members asked that it should be discussed by SMT including if it would be better suited to the Community Services Committee moving forward.

Action: SMT

b. Fibre Broadband

Members were asked to consider upgrading the BT Net Broadband Service from 100MB to 200MB with a 1GB bearer for faster Wi-Fi in the Rufus Centre.

The Chairman advised that as the building was being used more, the broadband upgrade would increase the current speed and benefit visitors to the building.

Members asked how the benefit of upgrading could be measured. The Chairman advised that Complete IT would be able to provide statistics and members asked that a review be carried out in 3 months.

Action: TC

It was **resolved** to upgrade the current BT Net Service from 100 Mb on 100 Mb bearer to 300 Mb on 1Gb bearer at a cost of £349.00 per month.

Action: TC

1393. ITEMS FOR INFORMATION

a. Marketing & Communications Plan

Councillor Blazeby requested that timing be included of the action to “Promote what the Town has to offer” shown in Amber.

The Chairman suggested it would be interesting for the Business Board to have sight of some of the performance indicators for socials and the website, particularly for the Rufus Centre as there was not much traction on the website.

Action: CMM

b. Marketing & Communications Forward Plan

This was noted.

c. Delivery Plan

This was noted.

1394. PUBLIC OPEN SESSION

There were no members of the public present.

1395. EXEMPT ITEMS

The following resolution will be **moved** that is advisable in the public interest that the public and press are excluded whilst the following exempt item issue is discussed.

12a) Officers Update – for information

12b) Financial Reports – for information

12c) Functions Forecast & Update – for information

12d) Functions & Conferencing Income – for consideration

12e) Stocksfield

Pursuant to section 1(2) of the public bodies (Admission to Meetings) Act 1960 Council **resolve** to exclude the public and press by reason of the confidential nature of the business about to be transacted.

Meeting closed: 21:03



The Rufus Centre - Functions – Events and Bar – Policies and Procedures

This Rufus Centre Policies and procedures on events and the sale of alcohol has been produced to ensure smooth running and consistency of the Rufus Centre functions - events and bar operations. It outlines the procedures to be carried out and provides specific details to the various tasks which should be conducted on a daily, weekly, and monthly basis. The Procedure is supported with the guide to industry standards in maintaining good practice.

Licensing

The premises license authorises the Rufus Centre bar to serve alcohol or provide any other licensable activities defined in the Licensing Act 2003. The Licence is issued by the local licensing authority. The License must be kept on site. The License holder must appoint a Designated Premises Supervisor (DPS), who will maintain responsibility for the day-to-day operation of the events & bar.

Staffing

Management of the bar will be the responsibility of the Functions and Events Coordinator, with close liaison of the SMT.

Staff authorised to run the bar on a day-to-day basis are:

Sarah Burgess (Functions & Events Co-Ordinator).

Susan Eldred (Community Services Manager)

Zoe Putwain (Community Services Officer)

Gemma Palmer (Chef)

Carl Raggett (CSA)

Carly Beech (Café Lead).

Sharon Vyse (Café Assistant)

Other casual staff may be co-opted to run the bar on an ad hoc basis.

Customer Safety

Drinking water will be offered free of charge at all events.

Staff will be vigilant in identifying anyone who is suffering from the effects of consuming an excessive amount of alcohol or from suspected drug use.

In these circumstances, staff will reserve the right to refuse further alcohol. Where staff believe a customer's well-being is at risk, that customer will be monitored and if necessary, arrangements will be made either for their safe return home or for appropriate medical treatment.

Sufficiently trained staff will be present at all events.

In an emergency staff will call an ambulance and will notify security staff as appropriate. In all such circumstances an incident report form will be completed.

Preventing Drug Dealing on the Premises

All staff working at events will be vigilant in monitoring this activity. Security staff will regularly monitor key areas within the premises for suspicious activity. Where staff suspect dealing may be taking place, customers will be asked to undergo a search. This will be conducted in the presence of any security cover or another member of staff in a discreet area. Anyone refusing to be searched will be asked to leave the premises.

Right of Refusal

The Rufus Centre reserves the right to refuse entry to any person or persons at their discretion.

Right of Removal

The Rufus Centre reserves the right to ask any guest to leave the premises at their discretion.

Anyone deemed to be acting inappropriately, or being violent, abusive or destructive to property or property of another guests will be asked to leave the premises. The incident may be reported to the police as deemed necessary.

Staff may ask for proof of identity at any time.

Guests that are deemed to have been drinking excessively will be asked to leave the premises.

Security will ensure that the person is in a fit state to leave the premises safely.

Security & Door Staff

Security and door staff have the right to refuse entry and right to remove persons.

Capacity

The Rufus Centre will comply with the capacity limits for large events and will comply with the capacity limits set by the license.

Security staff and bar staff should ensure the premises are not over capacity at any time. Counters must be used at all events, to ensure an accurate count of numbers.

For ticketed events, staff will not pre - sell more tickets than the total capacity of the event. However, if capacity is not reached, additional tickets may be sold on the night. On certain occasions, it may be necessary to operate within a comfort limit, for example, if a stage is to be used as part of the event. Where a comfort level is in place, the Functions and Events Coordinator will ensure this is communicated as part of the pre-event briefing.

Further Restrictions of Entry

Alcoholic drink may not be brought into the premises. Anyone found consuming alcohol not purchased from the bars will be asked to leave the premises.

Entry will be refused to anyone who is known to or suspected to be in possession of illegal, dangerous, or hazardous substances, knives and other dangerous weapons.

Security & Deployment

There will be a minimum of two qualified registered Security Supervisors on duty as well as frontline staff. Security Supervisors will be deployed in a manner that covers the whole of the venue space. At the start of each shift, Security will report for a briefing with the Functions and Events Coordinator or senior member of staff on duty, where information will be disseminated about event details, deployment locations, entrance and exits, duty first aiders and capacities. Once the briefing has been carried out, each Security Supervisor will be given a start of shift check to carry out, these will include:

Ensuring the fire exits are clear should they be needed during the event.

Walking through the venue and toilets to check for items that may be a danger to patrons/planted in the venue or car park (e.g., Drugs).

Before the event, the Functions and Events Coordinator or their nominee should agree the deployment schedule with the Security Supervisor to ensure they are appropriately deployed. Deployment should be managed to ensure that resources are moved around as per demand. Security may be required during events to:

Check identification.

Searching of patrons in accordance with the Policy.

Checking of a valid ticket (if required).

Staff on entrances and exits are required to monitor levels of people entering and exiting the venue throughout the whole event. Usually, any event will be operated with one entrance and one exit. All others are to be utilised in an emergency only, however the Events and Functions Coordinator or their nominee may open up other entrances and exits in times of high ingress or egress. Security or the nominated person will use manual counters (clickers) and count numbers in and out of the venue.

Ejection Procedure

Please remember, in all cases of ejection, we have a duty of care over our customers. If being removed for being too drunk, please make sure they have a friend with them to help them get home safely or contact a taxi to get them home.

Procedure:

Customer should be politely asked to leave the premises, and advised as to the reason why e.g., being too drunk.

If customer refuses to leave, they should be warned a minimum of twice that refusal to leave will result in an ejection by Security.

If customer still refuses to leave (or in the case of violence or serious offences), using security or a minimum of two staff for their safety, they should be escorted from the premises.

If a struggle ensues, or if Security or Staff feels the safety of themselves or those around them is at threat, then the customer should be safely restrained.

If the customer continues to struggle, the Police should be called.

Note – in the case of an ejection for violence or other serious offences, the first two points should be skipped.

Note – the above is the ideal scenario, but it should be understood that in some cases it may not be possible to go through the procedure to the letter. We hire Security trained staff, who should be trusted to deal with situations according to their training.

An incident recording system should be used to keep a record of all incidents within the premises. All serious incidents will be logged. Where service has been refused at the bar (for example, if a customer is heavily under the influence of alcohol or does not have a recognised proof of age), then security or duty supervisor should be called, who will politely ask the customer to leave the premises.

Major Incident Procedure

A major incident includes a confirmed fire, bomb threat or other major evacuation, serious assault, or other major crime.

What to do:

Initiate evacuation of the premises, Contact the emergency services, Contact Duty Supervisor to manage incident until the emergency services arrive.

Inform senior management at earliest opportunity.

Details to be recorded on an incident report at the earliest opportunity.

Post incident Review

Senior Management to communicate to Council and Communications & Marketing Manager, if necessary, at earliest opportunity. All external communication to be directed in line with the marketing and communications policy. Initial incident review to take place within 2 working days.

Consumer Safe Drinking

Our main consumers are adults, It is our view that as adults we are not here to dictate or control their actions or choices. We also recognise that there are other alternatives to the Rufus Centre as a venue. Our general policy is one of awareness and education. Our aim is to use our knowledge of how to market effectively to customers, to get key messages across regarding their safety and well-being, by providing relevant and timely information and reminders.

Health & Safety

Each Department will have their own specific H&S Manual (including Risk Assessments, Incident Forms etc); this section covers general H&S procedures. The Town Council is committed to the health and safety of all its staff, members and visitors on its premises. The responsibilities are further detailed in the Town Councils H&S Policy.

Fire exits must be checked prior to opening to ensure they are not blocked, and the means of escape is clear. They should also be checked regularly throughout shift and obstructions cleared immediately. All staff must be trained in the role they will be expected to play in emergencies, congregation points etc. The SMT will ensure that all appropriate staff are trained in manual handling. Items are to be stored correctly (positioned as per weight and frequency of use requirements), easily accessible, and equipment will be provided to aid movement in the form of trolleys, trucks etc.

Slips and Trips

All spillages and breakages are cleared immediately using appropriate equipment. Wet floor and hazard warning signs are used where appropriate; with all staff trained to be pro-active in spotting potential hazards in advance.

First Aid

There is always one appointed person on duty, the contents of the first aid box should be checked regularly.

COSHH – Control of Substances Hazardous to Health

All cleaning products are stored in their original correctly marked containers (not decanted into other containers) and used according to the manufacturers' instructions. Staff are trained in the correct usage of the chemical products in their area of employment.

Risk Assessments

Risk Assessments are reviewed on an annual basis by the appropriate manager. Risk assessment may either be task specific or generic e.g., manual handling. For many pieces of equipment, a safe system of work is recommended which should include cleaning and emergency procedures. Workplace and equipment Training is given for each piece of equipment according to manufacturer's guidelines, and all equipment is checked prior to use. Any faulty electrical equipment must be unplugged/switched off at wall, staff notified not to use, 'out of order sign' attached and reported to the line manager.

All maintenance issues should be reported.

General

All rubbish must be placed into black sacks, tied and removed on a regular basis, to reduce the risk of fire, manual handling and trips. Recyclable items to be placed in clear plastic sacks. All accidents (staff and customer) must be reported via the incident accident book. The use of glass is to be kept to a minimum, as there is a risk of glass being used as a weapon. Detailed locking up procedures should be kept on file, providing specific instructions.

The Prevention of Crime & Disorder

The prevention of crime and disorder is one of the four licensing objectives. In that context, many of the other sections of this alcohol policy aim to tackle issues relating to crime and disorder where there is a possible causal link to alcohol sales. The majority of specific crime and disorder issues are covered in our security procedures.

The CCTV Code of Practice ensures that the Rufus Centre CCTV system complies with the Data Protection Act 1998. The system is intended to contribute to the provision of a safe and comfortable environment in the following ways.

- a. Reduce the fear of crime and offer reassurance to the public and staff members.
- b. Facilitate the apprehension and prosecution of offenders.
- c. Assist with the prevention and detection of crime, acts of terrorism and disorder committed inside the building.
- d. Deal with any safety concerns.

Theft

The policy towards theft is the same as that of the Police, namely that.

- a) The primary objective is the prevention of crime and secondary objective that of detection and punishment if a crime is committed.
- b) Vigilance and courtesy on the part of staff will often result in the recovery of stock which otherwise might have been stolen. As in the case of the police, action to be taken depends on the circumstances.
- c) If there is any doubt at all about the incident, a recovery on the premise is always the desired outcome.
- d) Police assistance should be sought only when there is sufficient evidence to justify stopping the suspected thief.
- e) CCTV is in use to assist in the implementation of theft.

Lost Property

Customer's personal property, the Rufus Centre does not accept responsibility for the loss of personal belongings sustained by customers while on the premises. All staff must be made aware that they should not interfere in any way with customers belongings. They should not offer to "mind" or "keep an eye on them" or in any way accept responsibility for customers belongings.

All lost property to be placed in a safe secure place.

Staff Personal Property

The Rufus Centre does not accept responsibility for the loss of personal belongings sustained by members of staff while on our premises. Personal property is to be kept in a designated area for the particular shift.

Community Engagement

Community Engagement is about shared priorities, regular contact, and constructive communication with the local community. Engagement is about having respect for the opinions and views of others. We believe the Rufus Centre is a great asset to the local community as it promotes involvement in the community in a number of positive ways. Community Engagement is also about ensuring we work effectively with local police and other local authorities.

The key principles behind good community engagement are:

- a) Create shared priorities Effective partnership working is key to any successful outcomes, so developing a set of shared principles or priorities is extremely important. Having good collaborative working arrangements helps to engage with the local residential community.
- b) Develop and maintain channels of regular communication Good communication is about working efficiently and helping to build trust and respect.

Large Scale Events

Local residents to receive advanced notification of any large-scale outdoor events to be carried out.

Noise Breakout

Noise breakout is a specific licensing condition and our noise management policy address the issue of noise. During any event where music is a part of the event, the duty officer or a nominee is tasked with physically checking the sound level on neighbouring residential areas.

Operational noise – This includes noise from emptying bottle skips, refuse collection from events. We have identified problems in the area as a result of our location. The Rufus Centre will only play live or recorded music inside its venues in accordance with the venue's premises license.

Dispersal

Where the event involves the sale of alcohol, either as the primary purpose, or in the case of entertainment the sale of alcohol should normally cease 30 minutes prior to the closure of the outlet (but not necessarily the termination of the event). Background music and lighting levels should be used to aid a gradual dispersal. The best way to achieve this in terms of timings will need to be assessed for each event dependant on the nature of the event.

Information about local taxis should be made available in the bar.

Customer Noise

Customer noise is noise resulting from those who are entering or leaving the premise, typically referred to as boisterous behaviour e.g., shouting or singing, but can also be as simple as people talking loudly on their mobiles as they walk home in the early hours. We have no direct control over this noise; however, we recognise we can play a part in the reduction of any inconvenience to the community resulting from this type of noise. We can

possibly have an influence over the customers in our venues, in terms of good neighbourly behaviour.

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The Bar

Stock Checks

Regular stock checks and stock rotation are to be carried out (before and at the end of each function) by a minimum of 2 members of staff. For Community events, members of the Community team will conduct stock checks and for any Rufus functions, members of the Rufus staff are to conduct stock checks. Stock balances are to be handed to the Functions and Events Coordinator who will ensure stock levels are kept at reasonable levels.

Stock Ordering

Stock ordering will be carried out by the Functions and Events Coordinator. The Community Events Team are to closely liaise with the Events and Functions Coordinator to ensure correct levels of stock are ordered for specific functions.

Stock Rotation

All stock should be rotated as part of the opening procedure and purchase of new stock, this is to ensure old stock is sold first to minimise the amount of wastage.

Staffing the Bar

The number of bar staff required will be dictated by the size/number of guests attending the function. In an ideal situation, all events would have at least 2 bar staff. Sufficient CSA cover will have to be in place to support the bar staff for glass collection and washing up and to cover any other eventualities.

Wastage/Spillages

Any wastage/Spillage must be recorded in the Wastage file. This is to account for stock and sales appropriately. Bar staff are to familiarise themselves as to when the bar will be used next and allocate wastage accordingly.

Breakages

Breakages must be recorded on the breakages sheet. Any breakage must be disposed of correctly.

Service

All alcohol and soft drinks will be sold from the bar, or portable bar if in use. If table service is being carried out staff must be aware of customers who may be excessively under the influence.

Beer is sold in draft, bottles and cans and should be sold as bottles and cans and not pints. The pouring of cans/bottles into glasses is not required at peak times as this can slow down service.

Drinks menus are to be placed at the bar.

Pricing

Pricing will be the responsibility of the BI & DB. Purchase price and any additional cost will be considered. Pricing should be reviewed on a regular basis, and close liaison with the supplier is required. All prices will be programmed into the POS system in operation.

Payment

Payment can be made by card, contactless or cash, we do not operate a tab system.

The till may need to be programmed before and after community events.

Cash Handling

Measures to be taken:

1. Ensure sufficient float is available and secured in the cash register.
2. During service all cash is to be kept in the cash register and not left out.
3. Notes should be checked to ensure they are not counterfeit. If counterfeit notes are detected, they should be removed from the customer to take them out of circulation and secured separately in the safe.
4. At the end of service all cash is to be counted and secured in the overnight safe.

Cleaning

Cleaning of the bar is to be conducted by the bar staff prior to opening the event, during the event and after closing. A separate contract is not in place for this, so enough time should be allocated for cleaning during opening and closing.

Opening Procedure

Receive a briefing reminder on who is performing which tasks to cover the event.

Ensure the pipes for the beer pumps have been cleaned.

Check beer barrels and gas supplies.

Ensure fridges are working and check temperatures.

Check the till is set up and operational.

Check the float.

Check stock rotation.

Check ice levels.

Clean the bar and set up with mats and trays.

Check that suitable clean glasses are in place to service the event.

Closing procedure

Switch off gas for the beer barrels.

Collect and clean all dirty glasses.

Secure unsold Stock.

Clean down the bar, empty and clean any ice buckets.

Glass bottles will be emptied in the external glass bin the next working day after the event.

When all guests have left the premises, cash up, complete the till report and secure the monies in the safe.

All toilets' corridors to be checked before the premises are locked up and the alarm is set.

Policies attached to this document:

Alcohol Code of Practice

Alcohol Promotions

Crime and Disorder

Capacity Management.

Challenge 25.

Weapons.

Drugs.

Customer Search.

Drinks Service

Drunk and Disorderly.

Lost and Found Policy.

Noise and Public Nuisance Policy.

Dispersal Policy.



Alcohol Policy and Code of Practice

Introduction

We recognise the need for social responsibility, and the fact that a part of our commercial business is in entertainment and alcohol retail. We play a part in the communities in which we operate.

The provision of a safe and secure environment in the Rufus Centre is a key business objective. We have a responsibility to provide this environment to our residents and wider customer base, and it is a commercial strength that we do so. We also employ a Safe Space to further support this.

With regard to our licensed trade operations, the issue of social responsibility is one inextricably linked with alcohol consumption. In response to this, we have developed policy in 6 key areas:

1. Health & Safety
2. The Prevention of Crime & Disorder
3. Noise & Public Nuisance
4. Dispersal
5. Alcohol Promotions

Responsible Retailing

Responsible retailing encompasses the key elements of our alcohol policy and considers the supply and demand for alcohol. On the supply side, we recognise that we have a responsibility to consider issues under our control such as, pricing, promotions and advertising. On the demand side, our only real influence on consumer demand is the provision of information to consumers. Our main focus is in providing information to consumers and reminding them of issues related to the consumption of alcohol (and going out generally). The advertising of alcohol, events, and promotions spans both the supply and demand side in the context that advertising is an opportunity as a supplier to influence customer demand, we believe that control over advertising, and issues such as timespan of promotions, are far more effective levers than price to encourage responsible consumption.

As such our drinks service policy and alcohol promotion policy are detailed and represent a level we believe is leading in the industry.

Date Created:

Date of last review:



Alcohol Promotions Policy

All promotional activity will comply with the Portman Group Code of Practice on the Naming, Packaging and Promotion of Alcoholic Drinks & the Ban on Irresponsible Promotions. Licencing act 2003, (conditions added 2014) (*The Portman Code seeks to ensure that alcohol is promoted in a socially responsible way, only to those aged 18 and over, and in a way that does not appeal particularly to those who are vulnerable*) and therefore should not in any direct or indirect way, have the alcoholic strength, relatively high alcohol content, or the intoxicating effect, as a dominant theme.

Should not suggest any association with bravado, or with violent, aggressive, dangerous or anti-social behaviour, suggest any association with, acceptance of, or allusion to, illicit drugs' or suggest that consumption of the drink can lead to social success or popularity, encourage illegal, irresponsible or immoderate consumption, such as drink-driving, binge-drinking, or drunkenness.

Should not urge the consumer to drink rapidly or to "down" a product in one, have a particular appeal to under-18s or Incorporate images of people who are, or look as if they are, under twenty-five years of age, unless there is no suggestion that they have just consumed, are consuming or are about to consume alcohol. Suggest that the product can enhance mental or physical capabilities.

Promotions, or promotional materials, will not

- a) Condone, encourage, or glamorise excessive drinking or drunkenness or encourage anti-social behaviour.
- b) Be linked to sexual imagery.
- c) Refer to consuming alcohol to recover from previous over-indulgence;
- d) Be disrespectful of contemporary, prevailing standards of taste and decency, and avoid degrading or gratuitously offensive images, symbols, figures and innuendoes.
Promotional material should not be demeaning to any gender, race, religion, age, or minority groups.
- e) Appeal, through images / symbols, primarily to those under the legal purchase age.
Characters should only be used if it is clearly established that their primary appeal is to adults. Use of any cartoon character popular with children is unacceptable.
- f) Contain any direct or indirect references to drug culture or illegal drugs.
- g) Have any association with violence or anti-social behaviour.

In addition, we will avoid

- a) Any promotional activity which implies drinks being 'downed in one' or which incentivises speed drinking.
- b) Promotions that involve drinking games.
- c) All-inclusive promotions – including large quantities of, or all drinks, in the admission fee.
- d) Promotional activity which includes cars in any way.
- e) Links with any tobacco related products in (drinks) promotions.
- f) Activity which presents alcohol abstinence or choosing soft drink alternatives in a negative light.

- g) Sampling activity involving staff under the age of 18.
- h) Sampling activity which offers more than 1.5 units of alcohol per person.

Examples of good promotions include

- a) The inclusion of responsible drinking messages and alcohol units where appropriate.
- b) Promotions that are run over periods of time.
- c) All promotional activity will incorporate a soft drinks offer.
- d) Any time-limited promotion should be for 2 hours or longer.

Date Created:

Date of last review:

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Crime and Disorder Policy

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

It is our legal obligation to ensure that we **prevent crime and disorder** on our premises. As a business we value our reputation, care for our clients and staff, want to work in partnership with the statutory authorities and are committed to trading within the law while maintaining the highest possible ethical standards in all our business activities.

We expect all of our officers and team to work with us to commit to running a venue that is free from crime and disorder. This policy is intended to be a guide through the process and should be implemented in conjunction with all other policies.

What to look out for

Crime and Disorder can come in many formats as a venue we have designed out crime by providing security for large events, CCTV, training, venue design and layout. However, despite our best-efforts criminals could target our buildings, staff and customers and we need to be aware and take actions to combat this. **Is it our responsibility to look out for situations that could facilitate crime such as:**

- Inadequate security provisions that could facilitate crime
- Poor design and layout resulting in hidden crime in the building
- Specific events that targeted by criminals
- Overcrowding
- Drunk, Intoxicated, or drugged customers
- Banned persons

Examples of criminal activity include:

- Theft
- Criminal damage
- Drugs use and Drug Dealing
- Selling stolen goods
- Conflict and Violence or aggression
- Weapons
- Anti-social behaviour
- Sale of fake goods or tickets
- Fake/counterfeit money
- Underage drinking
- Fraudulent use of cards or cash
- Sexual harassment

Staff procedure and responsibilities.

It is our responsibilities to take a proactive approach to preventing and managing crime and disorder, we have taken the following steps which you must familiarise yourself with;

1. Performed a risk assessment on possible crime and disorder types.
2. Created policies and procedures for all the major crime and disorder types.
3. Created an operating schedule.
4. Checked the layout of the premises against secure by design principles to minimise the potential for crime and disorder.
5. Installed, monitored and maintained CCTV.
6. Briefed Security and staff on their responsibilities and how to resolve issues relating to crime and disorder.
7. Recruit only SIA approved door and security staff.
8. Work in partnership with responsible authorities to deal with area and venue specific crime and disorder types, practise schemes such as Pub watch, and Best Bar None.
9. Perform annual safety training.
10. Maintain hot spot monitoring, at large events.
11. Train our staff on recognised courses.
12. Wearing Identification that is visible so that customers can easily find staff.
13. Keep an incident, refusals and accident book.
14. Adhere to venue specific and any locally managed banning systems and procedures.
15. Encourage and support staff when they turn away underage or intoxicated people.
16. Checking toilets for drugs to ensure that our toilets are not being used for use of recreational drugs

Date Created:

Date of last review:



Capacity Management Policy

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

What to look out for

As well as Security, it is every member of staff's responsibility to:

- Look out for overcrowding in any internal area of the venue, especially in the following locations; doorways, Lockyer, café, toilets, foyer, staircases and lift.
- Look out for overcrowding in any external area of the venue, especially in the following locations; car park, Rufus field, entrances and doorways.

When to step in and what to do

- **Door staff/security on starting duty should be:**
 - Informed of the capacity of the venue for that night, capacity may vary depending on the type of event or activity.
 - Be aware of any capacity limits for individual sections/areas of the premises
 - 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
- **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 vary 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 assess 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 senior officer 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 any incident in the incident book.
- **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.

Date Created:

Date of review:



Challenge 25 Policy

Our **Challenge 25** policy applies to all age-related sales that occur on our premises. We are obliged to apply our **Challenge 25** policy when any customer who looks to be under the age of 25 attempts to purchase alcohol, either for themselves or for someone else.



Selling alcohol to anyone under 18, is breaking the law. The consequences are serious, which could receive a £90 Fixed Penalty Notice or if prosecuted a fine up to £5000, this may result in a conviction being recorded against your name. The Licence Holder and Licence are also at risk, additionally, the Venue and the Designated Premises Supervisor (DPS) or owner could face prosecution as a result, as well as having the licence suspended or revoked.

Our **Challenge 25** policy requires us to use a 4-step approach every time we see someone who appears to be under the age of 25:

1. Assess the age of every customer.
2. If you think the customer *looks* under 25, ask for ID.

Only the following documents are acceptable for proof of age purposes:

- A valid Passport
- A valid photo drivers' licence
- A "Pass" approved card from the national Proof of Age Standards Scheme
- A British Military ID Card
- A National Identity Card

Only **Original Documents** can be accepted - photocopies, photographs or **Phone Apps** and out of date passports are **not acceptable**

3. If the customer cannot produce acceptable ID, the sale of alcohol will be refused.
4. When alcohol is refused you must record this in a refusal's logbook.

There are fake proof of age cards, so if you are unhappy with the ID for any reason or it looks fake or tampered with, or you think it belongs to someone else (e.g., a brother or sister), refuse the sale and bring the matter to the attention of your senior officer or security.

Challenge 25 applies at all times, even when:

- You think security has previously checked a customer's ID.
- You are busy.
- You believe you have seen acceptable ID from the customer on a previous occasion.

If you ask for ID from everyone you think looks under 25, then you are protecting yourself from breaking the law.

Date Created:

Date of review:



Weapons Policy

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

It is the duty of security, managers, supervisors and staff to create a safer environment for patrons and staff and uphold the licensing objectives especially in relation to prevention of crime and disorder and public safety when considering offensive weapons.

The legal definition of an offensive weapon is **“any article made or adapted for use for causing injury to the person or intended by the person having it with him for such use by him or by another”**. It is an offence for any person to have in their possession in a public place a bladed or sharply pointed article; a bladed article excludes a folding pocketknife with a blade cutting edge not exceeding 3 inches.

In performing their duties, the security and duty staff should prevent customers entering the premises with any article they consider could be used as a weapon to cause injury to another person. This will include knives of any description; knuckle-dusters, clubs, coshes, any article made with a blade or sharp edge, certain tools such as Stanley knives, wood chisels, scissors and gas sprays, firearms, replica guns, etc.

Security should never retain any weapon; all offensive weapons should be transferred immediately to the responsible member of duty staff for safe storage in a secure place until the weapon is handed over to the Police. All details will be recorded carefully in an incident log.

Dissemination of Policy to Staff

Managers have a responsibility to make known to all existing and new staff or security teams the existence of our weapons policy and advise staff what their responsibilities are in relation to it, including where relevant the search and seizure procedures of weapons.

Prevention of people with weapons from entering the premises

Licensees have a duty to prevent people with weapons from entering the premises in order to protect their staff and other customers.

- Customers should be made aware of the weapons policy`.
- The Policy for searching customers for weapons should be advertised as widely as possible and displayed prominently in the entrance to the event.
- Any items found should be stored in a secure storage area and recorded before they are handed to the Police.
- Arrangements should be made for the Police to collect the items within 24 hours where possible.

Date Created:

Date of last review:



Drugs Policy

Expected Standards

This policy relates to the use of illegal drugs or other harmful substances on the Rufus Centre premises.

Its purpose is to:

- a) Comply with the Misuse of Drugs Act 1971 by ensuring that Rufus Centre does not knowingly permit the use or supply of controlled drugs on its premises.
- b) Provide a safe working environment for staff and customers.
- c) Minimise and deter drug use at the venue.
- d) Prevent drug dealing in the premises.
- e) Safeguard customers who have used drugs or misused other substances.
- f) Support customers seeking help regarding their own or others' drug use.

The policy will be communicated to customers by:

- *Posting a copy on the Rufus Centre website.*
- *Raising awareness of the policy when appropriate, e.g., on tickets sales.*
- *Publicising on the website that there will be a zero policy in smoking cannabis anywhere in the smoking area and those caught by security or staff will be escorted off the premises.*

The possession of illegal drugs is a criminal offence and as such is viewed very seriously by the Town Council, we do not permit any employee or customer to take, use, possess, sell or be under the influence of any controlled substance whilst on Company premises. Any staff member breaching this may be subject to disciplinary procedures; customers may be subject to ejection, bans and potentially be reported to the police.

If not confronted, drug use on licensed premises is likely to increase as the premises will develop a reputation where drug use is tolerated; **we do not want to develop that reputation.**

We are aware that "turning a blind eye" could be construed as "permitting"; this will not be tolerated on these premises.

The Misuse of Drugs Act 1971 splits-controlled drugs into three Classes defined by the amount of harm they have the potential to cause. **They are categorised as follows:**

CLASS A: Which includes Cocaine, Crack Cocaine, Heroin, Ecstasy, Cannabis Oil and LSD

CLASS B: Which includes Cannabis, Cannabis Resin and Amphetamine

CLASS C: Which generally include prescription drugs which are abused such as Diazepam and Steroids.

In addition to the classification of controlled drugs, the 1971 Act also creates the offences with the main ones being:

Possession: Also known as **personal use** where the individual has a small amount of a controlled drug on their person.

Possession with Intent to Supply: This is where an individual has a controlled drug in their possession and the reason for this is to supply it to another.

Supply: This is where a person supplies or offers to supply a controlled drug to another person.

The part of the Act which directly effects licensed premises is: Section 8 of the 1971 Act.

This states it creates an offence to “**Knowingly permit or suffer any drug related activity on the premises**”. Activity in this instance will relate to any of the above offences. The burden here is on the licensee and staff of the premises to prevent the use of controlled drugs on their premises.

Psychoactive Substances Act 2016 Consideration will also be given to preventing the use of so-called “legal highs” in contravention of this legislation items such as Spice, Laughing Gas (NO₂), Mephedrone, (not an exhaustive list) will be treated in the same way as any illegal drug under the Misuse of Drugs Act.

All security, staff and managers have a duty to support this policy to make sure that people coming into our venue feel safe and are able to enjoy themselves in a drug free environment.

All employees are expected to remain vigilant for any signs or symptoms of drug use and act accordingly.

Venue Countermeasures

- Clear signage on a ‘Zero Tolerance Policy’ to be placed in key areas, e.g., at the entrance, toilets etc.
- Strategic lighting levels in key areas.
- Security staff patrol plans.
- High-vis presence of staff ‘front of house’.
- High levels of housekeeping, e.g., clearing and wiping tables, general maintenance
- Checking toilet cisterns and behind panelling.
- Frequent staff visits to toilets
- All security staff to be in High-Viz both outside *and* inside
- Arrangements with Police for reporting of crime and disposing of confiscated drugs.

High-risk areas

Security and staff will regularly monitor key areas within the premises for suspicious activity. These have been identified as follows; toilets, badly lit areas, car parks and smoking areas.

Equipment used in Drug Taking

Drug takers use a variety of different materials when taking drugs. Some of the things to look out for include:

- Wraps – the folded paper, foil, small button bags, or clingfilm that drugs are sold in
- Torn, unlit cigarettes
- Torn up beer mats, packets of Rizlas – used for rolling joints, roaches
- Foam stuffing taken from seats/bits of foam left around
- Payment with tightly rolled banknotes or notes that have been tightly rolled
- Traces of blood or powder on banknotes
- Drinking straws left in toilets
- Tinfoil or spoons, especially if they are burnt, scorched or covered in soot
- Syringes – used for injecting drugs
- Tightly rolled banknotes or drinking straws
- Traces of white powder on any surface

Typical Symptoms/Signs of Possible Drug Use

The signs and symptoms of drug use can vary depending on the type of drug but can include:

- Acting 'drunk'.
- Acting in an erratic, excited, aggressive, or silly nature.
- Having a 'nothing can stop me' high.
- Having bloodshot eyes.
- Unnaturally dopey, vacant staring, sleepy euphoria, dancing.
- Very dilated pupils.
- "Jawing".
- The excessive drinking of water or soft drinks.
- Traces of white marks or powder around nostrils.
- The distinctive 'herbal' smell of cannabis smoke.

Signs of Drug Dealing

These can include

- A person "seeing a succession of "visitors" who only stay with him/her a short time.
- A person making frequent visits to the toilet, garden or car park followed by a different person/people each time.
- People exchanging small packages or cash, often in secretive manner, but may be quite open (to avoid suspicion).
- Furtive, conspiratorial behaviour — huddling in corners and whispering
- Conversation includes frequent references to drugs (slang names)
- **Remember: dealers are not identifiable by appearance; they often look highly respectable. They are not always male.**

Staff procedure and responsibilities

Searching - see Customer Search Policy

Drugs seized or found on premises

Where items suspected of being illegal drugs are found on an individual following a voluntary search, and the amount of drugs found on a person are a small quantity which could be construed as 'for personal use' then it is acceptable for the drugs to be seized and deposited in a safe or secure area and the person may be refused entry, there will be no need for the Police to be called.

However, should the amount of any drugs found amount to more than 'simple possession' (i.e., possession with intent to supply) or if it is suspected that the subject is a drugs dealer, then in those circumstances the expectation is that the Police will be called, and the items handed over to the attending officer as part of an evidential package. This should be done at the same time as the individual is handed over to the Police, having agreed to remain at the premises. A written statement documenting the search and the subsequent handover will be required.

Where items are located inside the premises and a person is NOT identified and there is no prospect of doing so, the items will be confiscated and placed in a safe or secure place and handed over to the police.

Where drugs are placed in the safe or a secure place, it is the expectation that a call is made to the control room of the local policing area to arrange collection. Such a call should be made as soon as is practical and an incident log created flagged for the attention of the Licensing

Officer. Where the venue is busy and this occurs on a weekend or public holiday, this call MUST be placed no later than the first working day after the drugs are found and deposited.

Failing to adhere to this may amount to a staff member or manager committing an offence of unlawful possession as outlined above.

The defence to this is knowing or suspecting it to be a controlled drug, he took possession of it for the purpose of delivering it into the custody of a person lawfully entitled to take custody of it and that as soon as possible after taking possession of it he took all such steps as were reasonably open to him to deliver it into the custody of such a person.

Confiscation of Drugs

If any drug or other controlled substance is found during customer searches or general management of the venue, the substance should, wherever possible, be confiscated.

Door Security procedure and responsibilities;

What security and staff members should do if they suspect someone is:

- on drugs
- in possession of drugs
- supplying drugs
- if they find drugs on the premises

This should include:

- Door searches
- Confiscation of drugs
- Refusal of entry to the venue
- Incident reporting
- Observation for possible problems

Management procedure and responsibilities;

Guidance for duty supervisors or managers on what should they do with any found or confiscated drugs.

These should include

- Liaison with the Police and Licensing Authorities
- Ensuring overall safety of the venue and operation of the drugs policy
- Decision making at incidents
- Incident reporting
- Observation for possible problems
- Placement and upkeep of Zero Tolerance and Search messages
- Provision of training for all staff, including door staff, on drug awareness
- Oversight of the search policy
- Management of Incident Book
- Upkeep and management of CCTV

Date Created:

Date of last review:



Customer search policy

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

Depending on the event it may be necessary to conduct searches of customers' bags and clothing to prevent crime and disorder and ensure public safety. This policy deals with the approach.

We are committed to ensuring that our venue, staff and customers can enjoy our surroundings free from harm and are committed to treating everyone fairly, compassionately and in a non-discriminatory manner.

How and when to implement the search policy

In the interest of customer safety, we will sometimes operate a random search of customers as a condition of entry. This search policy may be implemented depending on the type of event taking place, risk assessment by an event manager/organiser or on the advice of the police.

- At certain large events a sign will be displayed on the entrance and in the bar, area clearly stating:

To provide our patrons with safe and comfortable surroundings, we may request permission to search people entering these premises as a condition of entry. Thank you for your cooperation'. It is everyone's job to check that signage is in place.

- The customer should be informed that they are being searched as part of our entry search policy.
Searches should also be conducted where there is a reasonable belief that the customer has been using drugs or may be in the possession of drugs or other illegal items or offensive weapons.

Implementation of the search policy will be instigated by security or the senior member of staff on duty.

If we decide to implement the search policy for an event, then the following steps should be taken:

- Brief security and or any staff who will be controlling the door that the search policy has been activated.
- Any guest suspected to be carrying weapons drugs or alcohol not purchased on the premises should be searched.
- Customers highlighted by other sources such as the police, partnership agencies, Pub watch, CCTV or other intelligence should be searched.

- Two members of security or staff will be present when any search is made to protect staff against any potential allegations

What you are searching for:

- Illegal and recreational drugs.
- Offensive weapons both obvious and concealed (these can include knives disguised as pens and credit cards) or an item that could be used as one.
- Sharps (drug needles, scissors, glass or anything that could inflict harm).
- Alcohol (can be concealed in water or fizzy drink bottles, these should be confiscated).
- Noxious/corrosive liquids (these can be concealed in perfume bottles).
- Stolen goods.
- Explosives.
- Other unauthorised objects such as laser pens, fireworks, paint sprays.

How to perform the search:

- The search must be conducted by security or a member of staff. Females will be searched by female staff, males by male staff.
- You must **request permission** from customers to conduct a search. If the customer refuses, they should be automatically denied entry.
- You should not open customers' bags; the customer must open their own bags, coats and empty out their own pockets at your request.
- All searches should take place with a witness present preferably in an area with CCTV coverage.

When searching, consider your own personal safety.

- Are you in a safe environment to complete the search? – consider taking the subject to a more secure area preferably with CCTV coverage.
- Ask the subject "Do you have anything on you that you shouldn't have?"
- Ask the subject "Do you have anything on you that could harm me or you?"
- Do not put hands in pockets – ask the customer to empty their pockets out.
- Be conscious that if the subject is concealing something, if you get close to discovering it, they may react in a violent manner.
- Be careful if searching a waist band or belt - sharps can be concealed in these areas.
- It is best practice to wear gloves when searching.
- The Rufus Centre operates a zero-tolerance policy on drugs and weapons, and anybody found in the possession of drugs or weapons will be refused entry.
- Items should be confiscated and dealt with under our drugs and weapons policy.
- If you believe the drugs are for supply rather than personal use, then the police should be notified immediately, and an attempt should be made to detain the customer or at least to monitor their movements after they have left the premises.
- Any items that have been confiscated should be placed in a sealed in a clear plastic bag along with a note of any details regarding where, when and how they were found. A log should be made in the incident and the police should be contacted. Whilst still on the premises, the bag should be kept in a secure location until it is in the hands of the Police. Make use of a safe, if one is available.

Date Created:

Date of last review:



Drinks Service Policy

We will not sell spirits in quantities greater than a double normal serve measure in one glass.

We will not mix spirits in the same glass other than as part of recognised cocktails.

We will not serve spirits into draught alcohol products e.g., put a whiskey in a pint of lager.

We will not normally stock any product over 50% ABV. Where we do, it will be only with the approval of the Functions and Events Coordinator.

Staff involved in table service on any shift will be specifically reminded of their obligation not to serve those who appear to be excessively under the influence of alcohol. Note: Table service is defined as the offering of further drinks service (away from the bar area) to customers, where drinks are prepared to order and subsequently delivered to the customer by a server.

We recognise that the service of shooter drinks, for example the use of tequila belts, could be considered part of a binge drinking mentality. However, when used responsibly these add a fun element to events appreciated by the majority of customers. The following measures apply to this specific type of service:

- a) Staff will be briefed to preclude those who have already consumed enough alcohol.
- b) After 11.00pm, service limited to a single measure.
- d) There will be no competition elements that involve volume or speed drinking incentives.
- e) Staff and customers will be banned from dispensing alcohol straight into the mouth of another person.

We will refuse service of alcoholic products to those who we suspect to have already drunk too much, and either ask them to leave the premises or encourage them to have a soft drink or water as appropriate, as stipulated under the Licensing Act.

Free drinking water is available to all of our customers.

We will not serve drinks which include ingredients with the potential to cause major harm e.g., dry ice or liquid nitrogen.

The Rufus Centre operate a Challenge 25 age verification policy. Anyone who appears to be under the age of 25 is asked to prove that they are over 18 (using either a passport, driving licence or other approved form of identity).

Date Created:

Date of last review:



Drunk and Disorderly Behaviour Policy

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

It is against the law to knowingly sell alcohol to someone who is drunk or appears to be drunk. It is also an offence to knowingly buy or obtain alcohol for a drunken person on licensed premises a bar, restaurant or pub.

It is also against the law to allow people to behave in a disorderly way whilst inside our premises or on the grounds of our premises.

Section 143 Licensing Act 2003 makes it an offence for someone who is either drunk **or** disorderly, if they fail to leave the premises when requested to do so by staff or Police

We the Rufus Centre take our legal responsibilities to sell alcohol very seriously and we expect staff to take this seriously too. If you sell alcohol to someone who is drunk or disorderly and disorder breaks out on the premises, you could be prosecuted and fined. There is a fixed fine of £1000 for the person who sold the alcohol to a drunk person. If you are a Personal Licence Holder, you could face a criminal prosecution and your Personal Licence is also at risk.

We are in the business of selling alcohol and need to ensure that our customers enjoy using our facilities without behaving in a way that is offensive to others or that breaks the law. It is important that security and duty staff know how to deal with drunk and disorderly behaviour if it should arise.

What to look out for:

- Disruptive behaviour
- Raised voices and arguments
- Customers buying drinks or shots in quick succession
- One or more people playing to a crowd
- People being held up by their friends
- Glazed eyes
- Stumbling
- Slurred words
- Vomit in the toilets

At the other extreme, intoxicated persons can often be quiet or simply asleep. Keeping an eye on each of your customers will help you to identify potential problems early and before they get out of control.

Our specific internal standards

- We try to create a positive friendly welcoming and inclusive environment.

- We train all our staff to ensure that they can serve customers as quickly and professionally as possible
- We try and avoid incentives to intoxication such as happy hours, 2 for 1 drinks, cocktails with more than 2 spirits, wine always sold in small glasses unless requested by the customer, shot glasses, top lines, buckets or limit the number of shots per person, or not serve spirits in anything more than doubles.
- We employ security to patrol and check events who in the main are responsible for dealing with disorderly behaviour.
- At evening events we do not allow glass wear outside the premises and will employ the use drink drop tables.
- We refuse to serve drink to any customer who we believe to be drunk.

When to step in and what to do

Service should be refused to any customer who is or appears to be:

- Drunk.
- or any customer who is trying to buy a drink for someone who is or appears to be drunk.
- or any customer(s) who are acting in a disorderly fashion that is related to drunkenness.

It is our policy to intervene early rather than too late. The Following steps should be used:

Step 1 - A quiet word with a problem customer(s) or group can often resolve the situation before an offence is committed.

- politely refuse them alcohol explaining that it is our policy not to serve to people who may have had too much to drink, however we would happily provide them with a soft drink, tea, coffee or water.

Step 2 - Be polite but firm with the problem customer.

- Do not serve them any more alcohol
- If they are in a group, advise the group of your decision, and let them know that you can't serve them.
- If the customer is aggressive, do not get aggressive back or say or do anything to worsen the situation, calmly explain that it is company policy and offer them a soft drink, give them a phone number and email that they can call during office hours to raise a complaint.

Step 3 - If a situation escalates beyond your capabilities, then you should escalate to the security team who should ask and supervise the person or group to leave the premises.

Step 4 - Calling the police should be a last resort, but, if necessary, appropriate and you have exhausted all other means to control the situation you must call the Police.

Refusal logbook

Log any refusal in the refusals book. The log is kept behind the bar you must log the date and time, which product was refused, why you refused the sale plus any other details that may be useful to others in future such as a description of the person(s).

Date Created:

Date of last review:



Lost/ Found Property Policy

The Rufus Centre accepts no responsibility for private property whilst on the premises, including accepting any liability should the property be lost or returned for any reason to someone who is not its owner- e.g., if someone makes a false representation to the management or staff.

Property that is left on the premises will be kept for a period 4 weeks, after which it will be disposed of. Any found passports or driving licences will not be returned to any member of the public but will be handed to the Police or returned to the issuing authority.

Valuable property will be kept securely in a locked safe.

All property will be logged in a lost/found property register and in order for it to be reclaimed; a detailed description of the item and proof of identity will be required. All returned items must be signed for by the individual making collection.

Date Created:

Date of last review:



Noise and Public Nuisance Policy

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

Noise and nuisance sit under the prevention of public nuisance, we have a legal obligation to keep noise levels at a minimum both whilst we have customers on-site and during our normal operational hours.

Our aim is to operate as good neighbours; therefore, it is important to build and maintain close relationships with local residents, businesses and the statutory authorities such as the Police, Principle Authority and Fire Service.

What to look out for

Internal noise: Internal noise is noise seeping from inside our premises to the outside, this can come from a variety of sources such as:

- **People:** When a large number of people gather together, particularly when drinking or having a good time they can make a lot of noise intentionally and unintentionally. It is our job to make sure that it can't seep out of the premises and disrupt our neighbours.
- **Speakers, Playlists, or sound-making equipment:** If not managed and controlled can cause noise to seep out of the premises.

External noise: Noise outside our premises caused by us or our customers can come from a variety of sources such as:

- People
 - Queuing to get in
 - Leaving
 - Outdoor smoking area
- Machinery (air conditioning, or refrigeration units)
- Deliveries
- Vehicles (taxies)
- Glass bin emptying

Our specific standards for internal and external noise

Internal noise: Internal noise is noise seeping from inside our premises to outside.

People: It is our job to make sure that internal people noise can't seep out of our premises and disrupt our neighbours, we can do this through:

- Keeping external windows and door closed.
- Using air conditioning to control internal temperatures.
- Approaching loud groups and asking them to reduce their tempo.

Speakers, Playlists or Sound Making Equipment:

- We must limit our internal noise to 91 DB. Staff will regularly monitor inside the event and at the boundary of the event and will ensure the 91 DB level is adhered to.
- The provision of background music is permitted at any time the premises are open, to create an atmosphere suitable to a specific occasion.
- Music will not be permitted outside the building.

Building work

- Building or repair work can take place on the premises between the hours of 8am-6 pm.

External noise: Noise outside our premises can come from a variety of sources such as:

People

- Queuing to get in is not normally a problem at events, however this will be managed by security and signage.
- Leaving, security and managers will actively encourage gradual dispersal from the centre following events.
- Outdoor smoking area, customers will only be allowed to smoke in a designated smoking area.
- Controlling areas where taxi drop off and pick, taxis and their customers will be directed to be picked up and dropped off at the furthest area of the car park away from the venue.

Machinery (air conditioning, or refrigeration units)

- These will be serviced annually.

Deliveries

Deliveries will take place between the hours of 8.00am – 6pm.

Glass bin emptying

The external glass bins will not be used after the hours of 9.00pm.

Customers

We encourage all of our customers to respect the fact that we have neighbours, and do everything we can to make sure that, when our customers leave or are enjoying themselves in our external or internal areas, they understand that any excessive noise or unruly behaviour can have an impact on the local neighbourhood.

By having this approach, it helps us to be seen as a good neighbour within the local area and promotes a positive image of the venue.

Date Created:

Date of last review:



Dispersal Policy

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

It is our legal obligation to ensure that we prevent crime and disorder and public nuisance on our premises and as people are leaving our premises. As a business we value our reputation, want to have good relationships with our neighbours, care for our clients, want to work in partnership with the statutory authorities and are committed to trading within the law while maintaining the highest possible ethical standards in all our business activities.

We expect all of our team to work with us to commit to running a venue that is orderly, peaceful and free from crime, disorder and nuisance. This policy is intended as a guide through the process of dispersal of customers. This policy should be implemented in conjunction with all other policies.

Staff procedure and responsibilities;

The following steps should be taken to disperse customers:

As soon as last orders are called

- a staff member should visit each group or individual in the premises advising them in a friendly manner that the premises are now closed, thank them for their custom and advise them that they should leave as quickly as possible.
- music levels should be reduced to a minimum.
- Lighting levels will be increased.
- Staffing levels at service points may be reduced and staff redirected to other duties such as customer dispersal and glass collection.
- DJ announcements may be used to both encourage a gradual dispersal and to remind customers to be considerate to our neighbours.
- Empty glasses should be collected from each table.
- Windows and entrance doors should remain closed to ensure neighbours are not disturbed.

Security should be tasked with remaining both inside and outside the premises and ask customers who are leaving to do so:

- Quietly.
- With no open drinks.
- And to move away from the premises as quickly and orderly as possible.

A limited period of 'drinking-up' time will assist with the gradual dispersal of all customers at the end of the evening. In England and Wales there is no statutory drinking up time, but our internal policy is approximately 30 minutes after last orders.

Appropriate signage is placed at all exit doors asking customers to leave quietly, any damaged or missing notices must be reported to a supervisor or manager.

Appropriate signage is placed at all exit doors reminding customers not to take any drinks/glasses/bottles out of the premises

There should be visible management and staff presence in the customer areas during closing time to ensure all customers leave quietly, orderly, and quickly.

We can provide appropriate information to customers who require a taxi. Staff will know the locations of the nearest Taxi firm.

Date Created:

Date of last review

DRAFT

Description	Quantity	Unit Price	VAT	Amount GBP
supply and fit new carpet in room 20.	1.00	0.00		0.00
supply and fit new suspended ceiling with led lights.	1.00	0.00		0.00
painting of block work walls and wood work.	1.00	0.00		0.00
above	1.00	4,100.00	20%	4,100.00
Subtotal				4,100.00
TOTAL VAT 20%				820.00
TOTAL GBP				4,920.00

Description	Quantity	Unit Price	VAT	Amount GBP
form new store room / corridor. we have allowed for as below.	1.00	2,130.00	20%	2,130.00
form new stud wall with timber or metal and plasterboard both sides.	1.00	0.00		0.00
tape and joint new plasterboard wall	1.00	0.00		0.00
alter lighting switching to suit new set up.	1.00	0.00		0.00
supply and fit skirting to both sides of the new wall.	1.00	0.00		0.00
decorate both sides of the wall including woodwork.	1.00	0.00		0.00
			Subtotal	2,130.00
			TOTAL VAT 20%	426.00
			TOTAL GBP	2,556.00

Description	Quantity	Unit Price	VAT	Amount GBP
form new office area at the top of the landing. we have allowed for the following.	1.00	4,915.00	20%	4,915.00
form new wall with door in to create a new work area.	1.00	0.00		0.00
plasterboard and tape and joint new wall	1.00	0.00		0.00
paint new wall and all woodwork in the room	1.00	0.00		0.00
film bottom windows	1.00	0.00		0.00
supply and fit new fire rated door please note that we have not allowed for the lock on this door or and access control as this will need to be supplied by yourself.	1.00	0.00		0.00
alter electrics to suit	1.00	0.00		0.00
new carpet to office area	1.00	0.00		0.00
additional option of suspended ceiling in the office area	1.00	1,350.00	20%	1,350.00
Subtotal				6,265.00
TOTAL VAT 20%				1,253.00
TOTAL GBP				7,518.00

Description	Quantity	Unit Price	VAT	Amount GBP
rip out existing carpet on landing and stairs to Davis rooms.	1.00	0.00		0.00
supply and fit new carpet to match the current stairs.	1.00	1.00		1.00
total	1.00	1,100.00	20%	1,100.00
Subtotal				1,101.00
TOTAL VAT 20%				220.00
TOTAL GBP				1,321.00

MARKETING & COMMUNICATIONS MONTHLY FORWARD PROMOTIONAL PLAN

Month: **JUNE 2022**

DATE W/C	COMMITTEE	ACTIVITY	MEDIUM
6 th June	Community	Family Fun Day – this weekend! What’s instore for the day (food vendors and stallholders)	Social media, website,
	Community	Family Fun Day – on the day coverage (photos/videos/thanking sponsors)	Social media
	Community	Community Services Meeting – 7/06 any agenda of public interest inc. links to agenda and supporting papers	Social media, website
	Community	What’s on at the Youth Hub – drop ins and sessions for all ages – 4YP – Share activities that have taken place	Social media, website,
	Community	Dance Fitness – try something new	Social media
	Community	Flitwick Papers Summer Edition now out!	Social media, website
	Community	Street Food Heroes Event, this Sunday 12 th (share of SFH post with vendors)	Social Media, website, flyers
	Community	Scarecrow – register your entry!	Social Media, website, flyers
	Community	Best Shot – call for residents to take part in this year’s Flitwick Views Calendar	Social media, website
	Community	Comedy Night event – 29 th July (share from Castle Comedy)	Social media, website, flyers
	Community	Forget Me Not (Guest Speaker: Mind BLMK 13 June) Reminder	Social media, website, flyer
	Business	Jubilee Afternoon Tea -Lockyer Set Up	Social media
	Business	Launch of Rendezvous new menu, Children’s Menu and extended kitchen hours	Social media, website, flyers

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MARKETING & COMMUNICATIONS MONTHLY FORWARD PROMOTIONAL PLAN

Month: **JUNE 2022**

13th June	Community	Family Fun Day post event round-up - overview of the day	Social media, website
	Community	Flitwick Market this Friday with FTC in attendance 17/6	Social media, website
	Community	What's on at the Youth Hub – drop ins and sessions for all ages – 4YP – Share activities that have taken place	Social media, website,
	Community	Join us for Lunch Club next Tuesday 21/6 Lunch Club new timings – now third Tuesday of the month	Social media, website, flyers, noticeboards
	Community	Men's Club – come along, first meeting free	Social media, website, flyers, noticeboards
	Community	Family Fun Day post event roundup	Social media, website
	Community	Community Services Meeting – 07/06 – any outcome highlights of public interest	Social media, website
	Community	Help shape the future of Flitwick's developments – Planning Improvement Working Group – residents interested to get involved	Social media, website
	Community	Street Food Heroes success of event on Sunday 12/6 – next date for the diary 17/7	Social media website
	Business	Homemade specials, cakes, national/international food days Rendezvous Café #WorldCupcakeDay2022 for Alzheimer's Society	Social media, website
	Business	Cheering Volunteering event at The Rufus Centre (photos/review – exhibition space). Perfect for award ceremonies.	Social media
	Business	Father's Day – 19 th June - Celebrate early with breakfast at Rendezvous Café on the Saturday	Social media
	Business	Children's Birthday Parties at the Rufus Centre	Social media, website, flyers

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MARKETING & COMMUNICATIONS MONTHLY FORWARD PROMOTIONAL PLAN

Month: **JUNE 2022**

	Business	BI & DB Meeting – 16/6 any agenda of public interest inc. links to agenda and supporting papers	
	Town	Amount raised at Murder Mystery events for Town Mayor's charities	Social media, website
	Town	Town Mayor's charity run in the Flitton Potato Race - how did it go?	Social media, website
20th June	Community	What's on at the Youth Hub – drop ins and sessions for all ages – 4YP – Share activities that have taken place	Social media, website,
	Community	Scarecrow Festival – don't forget to register your interest for the Jubilee themed event	Social media, website, flyers
	Community	New Planning page on FTC website	Social media, website
	Business	Homemade specials, cakes, national/international food days Rendezvous Café	Social media, website
	Business	Rendezvous Café - Don't forget to leave a review us a review on Trip Advisor!	Social media, website
	Business	BI & DB Meeting – 16/6 – any outcome highlights of public interest	Social media, website
	Town	Town Council Meeting – 21/6 any agenda of public interest inc. links to agenda and supporting papers	Social media, website, flyer
27th June	Community	Flitwick Market this Friday – 1/7	Social media
	Community	Scarecrow Festival starts 2/7 for one week – interactive map to follow at leisure	Social media, website
	Business	Inclusive Wedding Package at The Rufus Centre (& new licensing law for outdoor ceremonies)	Social media, website
	Corporate	Corporate Committee Meeting – 28/06 – any outcome highlights of public interest	Social media
	Town	Town Council Meeting – 21/06 – any outcome highlights of public interest	Social media, website

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MARKETING & COMMUNICATIONS MONTHLY FORWARD PROMOTIONAL PLAN

Month: **JUNE 2022**

Note:

Timings to be confirmed once additional information received for the following:

Community:

P3 Manor Park Footpath works – nesting season until 1st Sept

Green Wheel

Queen's Green Canopy – resident trees initiative autumn

Country/Nature Park – next steps

Allotments – when spaces become available

Bottle cap rainbow at the Hub – when work starts on the design at the Youth Hub

Business:

Rendezvous Sunday Brunch opening

Works passes – half day/day

Corporate:

Recruitment for residents to join the working group for the new 'Flitwick Memories' website after Town Council meeting. Update and next steps.

Town

Cheque presentation to 21-22 Town Mayor's charities when date confirmed

Committee meeting agenda highlights/outcomes – content dependent on agenda items

V2

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Delivery Plan 2021-22 - Strategy Deliverables

Main Tasks agreed in bold Checklist items relating to main headings in italics

Tasks	Committee or Council	Lead	Target Date	Status (RAG)	Notes
Produce a Procurement Policy including Approved/Preferred/Ethical Contractor List	Business	CFL	2022		Marked red in RAG status as Councillors were expecting this sooner. The CFL did send a working version of the document for Cllrs to view on Sharepoint but the DTC has decided to wait until more details are added. Community Services Officer is going to populate from w/c 13.6.22 after fun day.
<i>1. Produce high level policy governing the Approved Contractors List with delegation to Proper Officer</i>	Business	TC	Complete		Standing Orders for Contracts adopted March 2021.
<i>2. Review of existing performance of suppliers before they are added to the list.</i>	Business	CFL	Feb-22		All companies contacted, waiting for renewal documents.
<i>3. Standing Orders for Contracts to be amended to require review by Business Services annually.</i>	Business	TC	Feb-22		Reviewed at Business March 2022. Revisions taken to Council in April 2022 and were ratified.
To provide excellent meeting and office facilities at the Rufus Centre including expanding available space	Business	TC/DTC	2022		The refurb works had a big impact to modernise but there is work still to be done. Main projects being worked on currently include the potential changes to the Stocksfield Room and the store room, and improvements to the Lockyer Suite. Other areas of the building to be investigated for more space. Wi-Fi now available in Room 10 for hotdesk office taken up from w/c 9th May. Additional building improvement quotes included on June Business agenda.
Produce and maintain a business plan to best develop the Rufus Centre business to provide community benefit and generate profit for reinvestment in the town	Business	TC/DTC	2021-2022		Business Plan to be written. Business Manager not being recruited. Test and Learn approach approved BSC Feb 2022 to trial income generation ideas with a review process. New Business Improvement & Development Board to look at this as a priority so this is on the latest agenda.

1. Working Group to be transitioned to standing sub-committee for Business Development Strategy	Business	TC/DTC	2021-22		Approved at BSC. Working Group disbanded.
2. Documented strategy to be produced by lead officer including costing and capital investment plan	Business	TC/DTC	2022		Medium Term Financial Plan meeting scheduled with accountant/Pete Cooper 4.3.22 went well but there are amends to be made. Finance Team are aware that budgets process needs to include capital investment planning for budget prep 2022-23.
3. Performance monitored by Business Services through the measurement of key KPIs	Business	TC/DTC	2022		Will be actioned when suitable.
4. Focus on value add items including internet access feasibility	Business	TC/DTC	2022		WiFi offer mentioned above. Value being looked at financially and socially. Team know food and drink the focus. Team working smarter in terms of offering more flexibility on pricing and consideration being given to upselling.
5. Adopt a standard for the menu(s) based on recognised quality standard or a leading competitor	Business	CFL	Apr-22		New menu complete and launched on 9th June. This is a testing period with a view to having menus printed professionally once any amendments required have come to light.
Work with local businesses to encourage networking, investment and job creation	Business	TC/CSM	2022		Flitwick Business Group not operating currently. A report was presented to BSC in May but more detail required. SE working on this report and aims to present it to the July BIDB. Officers have been liaising with the Green Network and they are due to start meeting at Rufus Centre. Good connections with Chamber of Commerce who host their annual Christmas networking here.
Provide a car charging point at the Rufus Centre and secure cycle parking	Business	TC/CFL	2022		EV charge point - CBC appointed contractor. It is a two year list. Site visit to take place first. Secure cycle parking to be investigated. Supporting paper under items for information at business 10.2.22.
Support and help develop the Flitwick Business Group	Business	CSM	2022		See above.

<u>Business Services</u>				
1. Environmental Audit of the Rufus Centre – sustainability	TC	2022		Item for Council to consider 21.6.22.
2. Development of a Business Plan	TC/DTC	May-22		On hold as no Business Manager.
3. Install a disabled toilet that is compliant with regulations	CFL	2022		Building contractor started works w/c 24.1.22. Door, toilet and sink installed. Issues with a tap, the flush and emergency cord which buider been asked to sort, Officers waiting for a date this will be done. Mike Ashton will be invited to test the facility when appropriate.
4. Investigate options and viability for an online booking system	CMM/DTC	Mar-22		Meeting held between Officers and Cllrs IB/AS 6.1.22. Further investigations being done and meeting will reconvene.