



## FLITWICK TOWN COUNCIL

### **DRAFT MINUTES OF THE BUSINESS IMPROVEMENT AND DEVELOPMENT BOARD MEETING HELD ON 28<sup>th</sup> May 2024 AT 7:45 PM AT THE RUFUS CENTRE**

Present:

Cllr I Blazeby  
Cllr A Snape  
Cllr J Roberts  
Cllr T Harald

Also present:

Stacie Lockey – Town Clerk & Chief Executive  
Mat Earles – Business & Facilities Manager (BFM)  
Beverley Jones – Communications & Marketing Manager (CMM)  
Stephanie Stanley – Deputy Town Clerk (Virtual)

**1530      APOLOGIES FOR ABSENCE**

Apologies for absence were **received and accepted** from Cllr Hodges – holiday and Cllr Parsons – holiday.

**1531      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.

**1532      CHAIRMAN'S ANNOUNCEMENTS**

No items.

**1533      PUBLIC OPEN SESSION**

No items.

**1534      INVITED SPEAKER**

No items.

**1535      MEMBERS QUESTIONS**

No items.

**1536      MINUTES**

It was **resolved** to adopt the minutes of the Business Improvement & Development Board meeting held on Tuesday 12<sup>th</sup> March 2024 as an accurate record.

**1537      MATTERS ARISING**

A member commented that the procurement regulations were due to change, and Officers should be mindful of this when appointing contractors. A suggestion was made to appoint a single supply contractor with a maximum amount of cost.

Action: BFM

Members asked for an update on the replacement windows for the Rufus Centre flat. The Town Clerk advised that the order had been placed but the works were yet to take place.

The Town Clerk advised that the new lease for the Rufus Centre flat had been signed and passed on thanks from the tenant for spreading the increase over a phased period.

**1538      ITEMS FOR CONSIDERATION**

**a.   Vice Chair**

It was **resolved** to elect Cllr T Harald as vice chairman.

**b.   Rendezvous Café Expansion**

Members discussed the different options presented to install an additional seating area within the café or first floor Denel wing. Members raised concerns about the lighting in the café area and felt this would need to be improved if the project was progressed.

Members asked if it was possible to install additional furniture within the café, however, the BFM advised that this was not possible due to space.

It was **recommended** to proceed with the installation of a workstation bench within the Rendezvous Café.

The BFM would seek quotations to include lighting and seating, with a final proposal being considered by the full Council in June.

Action: BFM

**c.   Community Fridge Expansion**

The Town Clerk advised Members that all quotations had been sought to carry out the works for the conversion of the Stocksfield Annex, and the Committee was required to formally agree to this project.

Members asked for clarity on where the fridge would be situated so that this could be communicated with SHARE who currently use the space on a Saturday morning.

It was **resolved** to go ahead with the Stocksfield annex conversion.

The BFM agreed to produce a scaled map and timeline for the project and publish this to Members.

Action: BFM

**d. Security Provision**

Members commented on the Events & Bar policy and felt that the Town Clerk should have delegated authority to appoint the designated premises supervisor.

Members also felt that all the policies needed to be reviewed to include that the Rufus Centre was a safe space and Ask for Clive venue. The Town Clerk advised the policies would be reviewed at a future meeting.

Action: SMT

A Member commented that the security was not just there to control people who were drunk but also to ensure people were quiet when leaving the building to minimise disruption to the neighbours.

Members were in agreement that the policies remained but felt that Officers should have discretion when appointing security based on the event as they didn't feel some events required security.

The BFM explained that members of the SMT had discussed upskilling the Hospitality Porters. However, this could put them in a difficult position and was not currently included in their job descriptions. The BFM also explained that if Officers had discretion they would likely choose to have security to be covered in the event something may happen.

The Town Clerk felt that one rule should be followed so it doesn't get complicated and everybody is clear on what is required.

Members agreed to leave it as is currently and tasked Officers to come back with some proposed rules and an indication of how that might change the costings of some events.

Action: BFM/TC

**1539 ITEMS FOR INFORMATION**

**a. Communication & Marketing Report**

Members noted the report.

The CMM gave an overview of the social media management software that was due to be implemented, including officers' increased involvement in the process. Members suggested that a training session be held for those staff to cover the basics of what needs to be included within posts, e.g., the process, timelines, photos, etc.

Action: CMM

Members were advised that a marketing and communications plan for all events and activities throughout the year would also be implemented using Microsoft Planner. This would be able to be filtered by the Community and Business Committees if required.

Members were advised that the branding review meeting had taken place, and Treacle Factory would now be instructed to proceed with the project. Once this had taken place, Officers would consider possibly outsourcing the production of one-off posters for different events and activities.

Members discussed the social media statistics and were pleased to see the engagement and post reach was relatively high.

A Member asked if hashtags were used on posts and whether the Council shared posts, which helps to increase the algorithms. The CMM advised that hashtags were used on posts.

A discussion was had around boosting posts. The CMM advised that this was not possible on the FTC page; however, it could be done on the Rufus Centre page. The BFM advised that the post for the silent discos had recently been boosted, and although it did not attract new sales, it did create additional followers. Members suggested boosting posts for niche events.

A suggestion to include a 'How to stay in contact with news, activities and events FTC/Rufus put on' is featured on a page in the Autumn Flitwick papers was made including possible QR codes, and it was recommended that this page be tied into the residents' survey results.

Action: CMM

Members were keen to keep the printed flyers to a minimum and ensure that they were controlled within the foyer area.

Members were advised that the digital signage in the café area was predominantly used for displaying menus only however, poster content had been added recently to promote events taking place.

The CMM gave an update on the issues with the distribution of the Flitwick Papers and it was agreed to trial alternative distributors in the Autumn, having proactively promoted and monitored the Summer edition delivery.

Members were also advised that the design had been outsourced for one month as a trial, and this would be reviewed following the completion of the summer edition.

#### **b. Funeral / Wake Packages**

Members noted the revised packages.

Members asked what the approximate lead times were for bookings. The Town Clerk advised that it was usually around 3-4 weeks. A suggestion was made to carry out paid for targeted social media posts to wider areas promoting the Rufus Centre as a venue.

Members discussed the room prices and agreed that they should be removed to allow flexibility. The document could include something more vague to give an indication of capacity and prices starting from.

It was agreed that the Rufus Centre website needed updating with up-to-date pictures of the offer.

Action: BFM/CMM

**1540      PUBLIC OPEN SESSION**

No items.

**1541      EXEMPT ITEMS**

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

**a)      Confidential Report**

Members noted the report.

**b)      Officer Update**

Members noted the report.

**c)      Potential Projects Discussion**

Members discussed future potential projects.

**d)      Finance Reports**

Members noted the finance reports.

**e)      Occupancy Stats**

Members noted the occupancy stats.

**f)      Internship**

The Town Clerk gave an update on the internship.

Meeting closed at 21.53.

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



## 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~~ Louise Millar (Functions & Events Co-Ordinator).

Susan Eldred (Community Services Manager)

Zoe Putwain (Community Services Officer)

~~Gemma Palmer~~ Paul Fittell (Chef)

Carl Raggett (~~Hospitality Supervisor~~ GSA)

Mathew Earles (~~Business and Facilities Manager~~).

~~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 [events that are graded 'high risk' in align with our security policy risk assessment.](#) \* [Specifics are detailed in the separate Security Guidance Document.](#) ~~Policy. 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

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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~~ the lead Officer 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**

~~If the nature of the event requires security there~~ 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.

[The Functions and Events Coordinator will apply a formal risk assessment on a case – by – case basis to determine if security is mandatory.](#)

#### **Ejection Procedure**

Please remember, in all cases of ejection, we have a duty of care over our customers. If being removed for ~~consuming too much alcohol, being too drunk, staff will ensure the person/s is accompanied home. 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.~~ The customer should be politely asked to leave the premises and advised of the reason why, e.g., ~~consumption of too much alcohol, 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.

### **Safe Space & Ask for Clive**

The Rufus Centre proudly promotes that we are an 'Ask for Clive' and 'Safe Space' venue.

Ask for Clive is a charity that partners with venues to promote inclusion and to create welcoming environments for the LGBTQ+ community. We have 'Ask for Clive' stickers on the building door and reception window to let people know that 'Everyone is Welcome Here' and that discrimination will not be tolerated.

'Safe Space' highlights that any individual who needs to access support can visit the Rufus Centre where they can contact a domestic abuse support service.

All staff are asked to read and understand the briefing pamphlet that corresponds with both charities.

### **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.

## **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 too 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 Business & Facilities Manager and their team~~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.



## 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.





## **The Rufus Centre - Functions – Security Guidance and Procedures**

This Rufus Centre Policies and procedures on events and the implementation of Security staff has been produced to ensure safe practice at functions - events and bar operations held at The Rufus Centre. It outlines the procedures to be carried out and provides specific details to the various tasks which should be conducted on a case-by-case basis. The Procedure is supported with the guide to industry standards in maintaining good practice.

### **Risk Assessment of Functions and Events**

During the planning stages of an event the Functions and Events Coordinator will implement a risk assessment. The risk assessment presents a graded scale format with each category being scored out of 10. 10 indicates high risk and reduces in severity as the numbers decrease. Should the number of criteria exceed 20 a security team will be hired for the Function/Event.

The default mode for security will be on, especially where there may be doubt as to the demand of such. The functions & events officer would be the only officer with power to override this proposal.

### **Security & Deployment**

If the nature of the event requires security, there will be a minimum of two qualified registered Security Supervisors on duty. 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).
- Noise Monitoring

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 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.

**As highlighted in the attached risk assessment the criteria for determining the implementation for security are as follows:**

1. Is there alcohol for sale (including spirits)?
2. How late does the event terminate?
3. Function Duration? (no of hours)
4. Do the attendee numbers exceed 20?
5. Is there live music and or entertainment?
6. Type of celebration (eg. 18<sup>th</sup>/21<sup>st</sup>)



<b>RISK FACTOR (1+LOW &amp; 10 = HIGH)</b>									
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
<b>Is catering included?</b>									
SEATED 3 COURSES						CRISPS & DIPS			NO FOOD
<b>Is alcohol (including spirits) for sale?</b>									
NO - 1	-	-	-	-	-	-	-	-	YES - 10
<b>What time does the event terminate?</b>									
DAYTIME	16:00	17:00	18:00	19:00	20:00	22:00	23:00	MIDNIGHT	01:00
<b>Duration? (no of hours)</b>									
Under 4	4	5	6	7	8	9	10	11	12+
<b>Do the attendee numbers exceed 30?</b>									
Under 20	20	30	40	50	80	110	140	170	200
<b>Is there live music and or entertainment?</b>									
NO - 1	-	-	-	-	-	-	-	-	YES - 10
<b>Type of celebration (eg. 18<sup>th</sup>/21<sup>st</sup>)</b>									
Kids party	other	other	other	other	Wake	Wedding	Stag / Hen	21st	18th

In the event of uncertainty (or absence) on behalf of the Functions & Events coordinator this risk factor plan could be used.

Should scoring exceed 30 then security would be deemed essential



## Flitwick Town Council

### Report to Business Improvement & Development Board 30<sup>th</sup> July 2024 Proposal for CCTV upgrade to The Rufus Centre

#### Implications of recommendations

Corporate Strategy:

Finance:

Equality:

Environment:

#### Background

There have been informal discussions about the Council enhancing its CCTV provision at the Rufus Centre for some time. The current system is unsuitable because the images generated are unclear, and the CCTV does not cover our site effectively (including The Rendezvous Café), currently using only 5 cameras in analogue quality.

The business performance of the café is excellent, and at year-end in March 2024, it generated a profit of £95,592. This shows the viability of the café, and we hope to continue to build up custom to continue to generate a significant profit annually as the business grows further.

Despite the Rufus Centres excellent business performance, the Council must be mindful of the potential risks it brings, such as theft from the till and other unwanted behaviour. While the Council has been fortunate to avoid such incidents to date, the centres increasing popularity necessitates a proactive approach to security.

The current low resolution & insufficient site coverage of CCTV leaves Council staff and other users vulnerable. In the event of an incident, there is no HD quality recorded evidence for investigations and no deterrent for potential criminal activity within certain areas of the site.

The RFO recommends applying to the Central Projects Fund to the value of approximately £8000.00 to facilitate the purchase and installation of CCTV equipment for The Rufus Centre. While at first glance, it may seem appropriate to fund this from the earmarked reserve for Rufus Centre projects, the Council should consider accessing the central pot for this project since it protects every user of the building and ultimately, the staff team who would be responsible for dealing with any issues. Arguably, the £40k earmarked for Rufus Centre projects should fund alternative projects relating to modernising the offer at the venue.

#### Introduction

There is currently some consultation ongoing around the 'protection of premises' (namely Martyns law – following the Manchester bombings) which is targeted at organisations,

businesses, local and public authorities, and individuals who own or operate publicly accessible premises or events that the Terrorism (Protection of Premises) Bill will potentially affect. Our current system of 5 analogue cameras, only accessible from one desktop computer would NOT be suitable to provide support for the above law (if passed).

The proposed CCTV installation would cover every entrance and exit from the main building with IP cameras of 1080p digital quality or above and be accessible remotely via mobile app and desktop but multiple users. (See figure 1 - Propose camera locations)

### **Additional Matters**

On Saturday 13<sup>th</sup> July a member of the public attending the community fridge became aggressive towards staff members and subsequently threw stock at them and with MIND (our key tenant) dealing with sensitive clients the demand is clear, In addition there has previously been break-ins to our compound and both drivers and vehicles have proved unidentifiable

Our current CCTV was not adequate enough to make any form of identification of them.

### **Recommendations**

#### Option 1

Replace existing CCTV system using contractor A at a cost of £8,521.00 (Non-VAT registered)

#### Option 2

Replace existing CCTV system using contractor B at a cost of £8,196.47 + VAT

#### Option 3

Replace existing CCTV system using contractor C at a cost of £8,264.68

#### Option 4

Utilise existing system at no cost to FTC

### **Officer Recommendation**

Officer recommendation is to Upgrade the existing CCTV to a 16 camera remotely accessible system based on the rationale the current system is NOT fit for purpose and does not offer valid protection to our staff and or facilities.

Officer proposal is to proceed with option 1 at a cost of £8,521.00

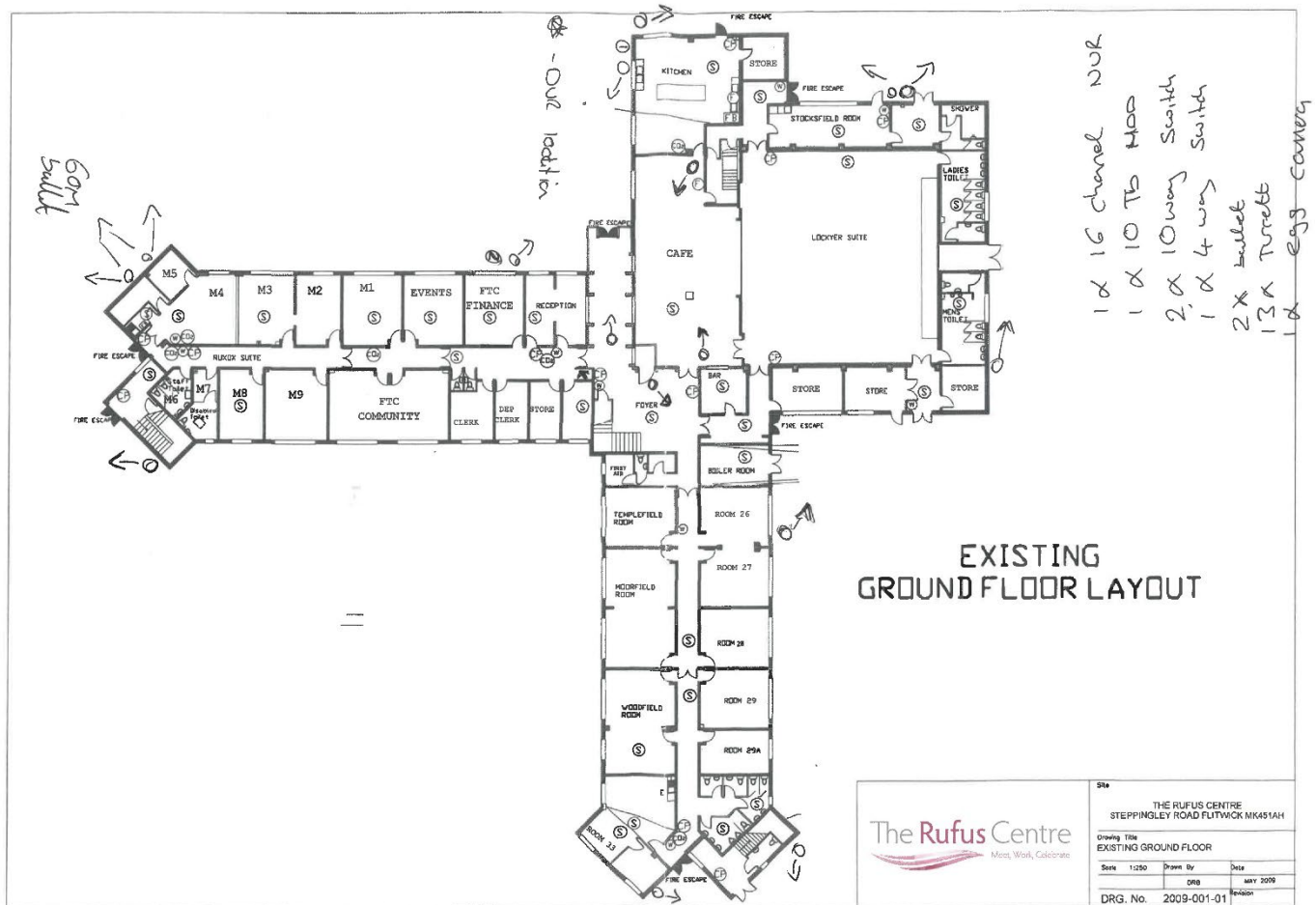


Figure 1 - Propose camera locations

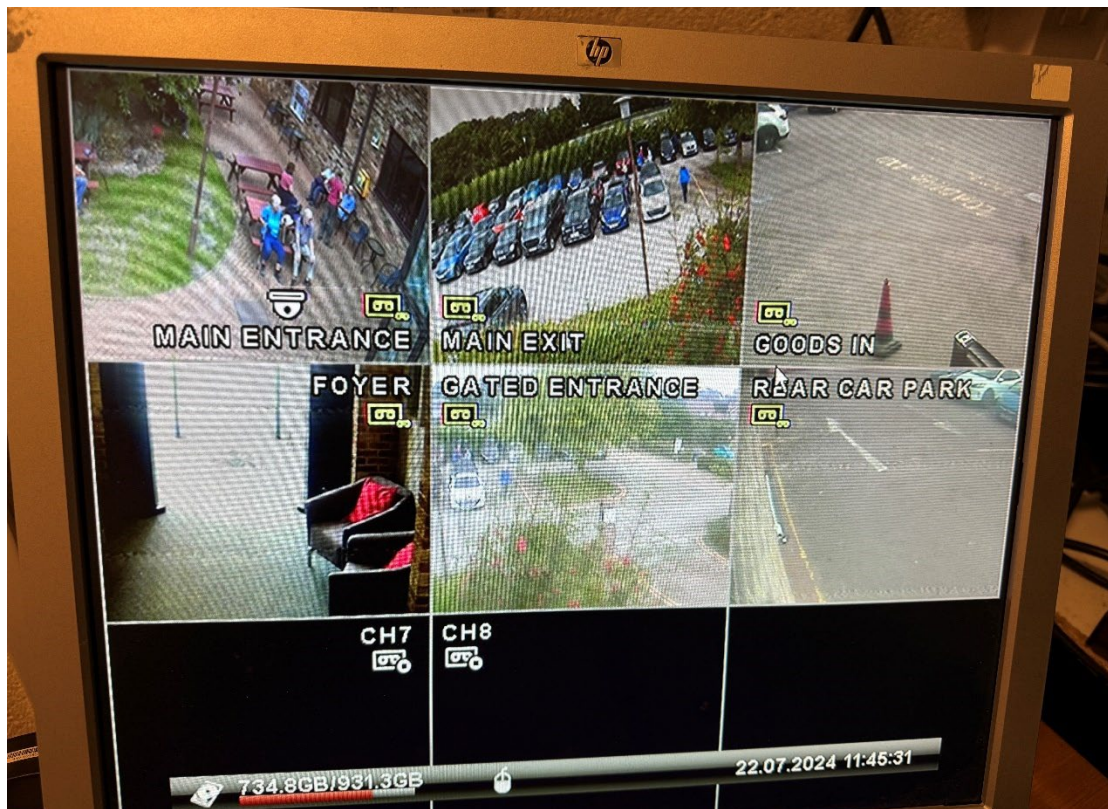


Figure 2 - Current CCTV monitoring



# Flitwick Town Council

## Business Development Improvement Board

### Marketing Update

30<sup>th</sup> July 2024

#### 1. Social Media Management

Officers now have access to the relevant social media accounts to create and schedule draft posts on Facebook and Instagram via Meta Business Suite.

Once a post has been drafted it is saved for review by the CMM or other members of SMT before it is published.

A briefing meeting was held with relevant Officers to discuss how the process works.

#### 2. Marketing & Communications Plan

The Marketing & Communications Plan is now active on Microsoft Planner and shared with both the Community Services and Rufus teams.

The plan includes all events and activities planned across FTC, The Rufus Centre and The Rendevous Café & Bar. Each entry shows a list of marketing activity required for each event. Officers update once tasks have been completed.

Everyone can view current status of events and filter by different categories such as the Free Summer Programme, Town Mayor's fundraising events and Rufus Centre events.

A meeting was held with all team members to demonstrate the plan and how it works. The new plan, and it's easy to use set-up, has been well received by all Officers involved who are using it daily.

It has also proved useful for planning when to organise events. The teams are now working on creating entries for events in 2025 once individual dates are confirmed.



### **3. Branding Update**

The Treacle Factory has now submitted initial layout ideas for the branding templates for review. (See Appendix – *please note the orange line is missing on the Rendezvous logo in error and will be rectified at the next stage*).

There was a delay in the agency starting work on the project after we gave approval to proceed in June due to large projects already booked into the design studio.

Feedback will be given to Treacle on the initial concepts for the agency to take forward to the next stage of development. This process may take some time to approve final design depending on our views.

For anyone not familiar with the project, the brief is to develop a unified design style to create coherent FTC identity across all brands. This covers all the work required to create the design and produce templates in required formats that can be customised in-house, and brand guidelines.

### **4. Flitwick Papers**

#### **Design**

Outsourcing the design element of the summer edition of Flitwick Papers worked well after some initial teething problems. All content copy and images were sent to the agency for design and page layout with a refresh of design for some key pages.

The cost for outsourcing is £250 per issue. This is offset by advertising revenue which is a minimum of £280 per issue.

We will follow the same process for the design and layout of the autumn edition which should be smoother now that the agency has completed one issue.

#### **Distribution**

Distribution of Flitwick Papers will be moving to the Oracle for the autumn edition.

Feedback via social media showed that there were still residents who did not receive a copy of the summer edition of Flitwick Papers, confirming what we expected.

It is difficult to guarantee 100% distribution, but we believe the move to Oracle distribution will ensure we achieve the best coverage.

#### **Autumn Edition**

The autumn edition of Flitwick Papers will be distributed between 26th-29<sup>th</sup> September. Magazines must be delivered to the distribution point by 23<sup>rd</sup> September. Copy deadline: Monday 2<sup>nd</sup> September

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# EVENT POSTER

PSUM DOLOR SIT AMET // 2019



The Rufus Centre  
Meet, Work, Celebrate

Flitwick Town Council

RENDEZVOUS  
Café & Bar

01525 631900 info@flitwick.gov.uk @NewsFTC /flitwickTC /flitwicktowncouncil flitwick.gov.uk

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PSUM DOLOR SIT AMET // 2019



Flitwick Town Council

incorporating

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The Rufus Centre  
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