



## **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 is in the name of Flitwick Town Council.

### **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:

Louise Millar (Functions & Events Co-Ordinator).

Susan Eldred (Community Services Manager)

Zoe Putwain (Community Services Officer)

Carl Raggett (Hospitality Supervisor)

Mathew Earles (Business and Facilities Manager)

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..

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 guest 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.

### **Capacity**

Security staff and 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 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).

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, staff will do their best to ensure the person/s is accompanied home.

#### **Procedure:**

The customer should be politely asked to leave the premises and advised of the reason why, e.g., consumption of too much alcohol.

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 –

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 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 Business & Facilities Manager and their team. 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.