



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 and must comply with the Licensing Act 2003 (as amended), including the 2024 Home Office Section 182 Guidance. 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 and includes compliance with mandatory licensing conditions, safeguarding duties, and vulnerability-management expectations. 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 and operate recognised vulnerability-support schemes such as Ask for Angela and anti-spiking protocols.

With regard to our licensed trade operations, the issue of social responsibility is one inextricably linked with alcohol consumption and the prevention of alcohol-related harm, including spiking, intoxication, and underage sales.. 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
6. Protection of Children from Harm (including Challenge 25)

Responsible Retailing

Responsible retailing encompasses the key elements of our alcohol policy and considers the supply and demand for alcohol and includes compliance with mandatory conditions on irresponsible promotions, age verification, and staff training. On the supply side, we recognise that we have a responsibility to consider issues under our control such as, pricing, promotions and advertising ensuring all promotions comply with the Mandatory Licensing Conditions (MLC) and do not encourage excessive consumption. 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 and must comply with the Portman Group Code of Practice (2024) and ASA advertising rules 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 and include measures for spiking prevention, Challenge 25, staff training, incident logging, and vulnerability management..



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.

"All alcohol promotions will also comply with the Advertising Standards Authority (ASA) CAP Code."

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.

"This policy applies equally to digital, online, and social media promotions, including images, videos, captions, hashtags, and third-party listings."

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.

“All alcohol promotions must be approved by the Duty Manager or Designated Premises Supervisor prior to publication.

Any breach will be investigated and may result in disciplinary action or withdrawal of promotional material.”

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.

NOTE: “All alcohol promotions support the Challenge 25 policy.”



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.

This policy supports compliance with the Licensing Act 2003 and relevant Health and Safety legislation, including guidance issued by the Health and Safety Executive (HSE)

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 by management based on event type, layout, staffing levels, or risk profile.”

What to look out for

As well as Security, it is every member of staffs 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
- “If overcrowding cannot be safely resolved, the Duty Manager has authority to suspend entry, halt activities, or close affected areas.”

- **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.



Challenge 25 Policy

Our **Challenge 25** policy



applies to all age-restricted sales on the premises, including (but not limited to) alcohol

. 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 **digital images, screenshots, or mobile phone applications are not acceptable**. 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.



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.

This policy applies to all staff, contractors, security personnel, and event staff operating on the premises

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
17. All incidents of crime, disorder, or suspected criminal activity must be reported immediately to security or the Duty Manager



Customer search policy

Expected Standards

There are 4 licensing objectives of equal importance This policy supports compliance with the Licensing Act 2003 and its four licensing objectives

:

- 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.
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- 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:



Dispersal Policy

Expected Standards

There are 4 licensing objectives of equal importance - This policy supports compliance with the Licensing Act 2003 and its four licensing objectives:

- 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.

This policy applies to all staff, supervisors, management, security personnel, DJs, and event staff working on the premises 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 before the end of the licenced event.

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.



Drinks Service Policy

This policy supports compliance with the Licensing Act 2003, in particular the prevention of crime and disorder and the promotion of public safety

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 written approval of the Functions and Events Coordinator or Business & Facilities Manager

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 11.30pm, 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).



Drugs Policy

Expected Standards

This policy relates to the use of illegal drugs or other harmful substances on the Rufus Centre premises. This policy supports compliance with the Licensing Act 2003 and its licensing objectives, particularly the prevention of crime and disorder and public safety

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



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).



Glass collection

Our focus is to provide a safe and enjoyable environment for all users of the Rufus Centre -

All staff, management, and security personnel have a shared responsibility

to ensure that there is a minimum risk to both fellow staff and customers -all members of staff are to proactively collect glasses. This policy supports compliance with health and safety legislation and the venue's duty of care to staff and customers Our aim to cut down on any chance of broken glass by maintaining due vigilance and clearing all bottles, glasses and mugs on a regular basis from the bar, toilet areas and other external areas of the building and its premises.

Any unattended drinking vessels, glasses, bottles cups must be collected as soon as possible to reduce the risk of injury, misuse of unattended drinks, or drink spiking

.

When collecting bottles, we will place them carefully into a glass carrier to avoid any undue noise and risk of broken glass.

Bottle bins will be emptied on a regular basis before they are completely full and overflowing.

No alcoholic beverages are to be consumed outside of The Rufus Centre – unless with prior written approval from the Functions & Events coordinator OR Business & Facilities Manager

To minimise noise nuisance to neighbours, glass bins will not be emptied after 9.00pm

Security, management and all duty staff have a responsibility for the clearance of any glassware found either on the floor or in a hazardous position, both inside and out of the venue.

When walking the floor, all staff will look for any hazard that could constitute a risk to fellow staff or customers, including spillages, broken glass, bottles or glass on the floor. Should anyone come across any risks then they must both dry the spillage and place a wet floor sign to notify others and remove any offending items.

Signage has been placed by exits, stairways & toilets to notify customers that they are not allowed to take any glassware from the premises to minimise the areas at risk of spillages and breakages.



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.



Noise and Public Nuisance Policy

Expected Standards

There are 4 licensing objectives of equal importance This policy supports compliance with the Licensing Act 2003, in particular the prevention of public nuisance:

- 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 – 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. This document supports compliance with the Licensing Act 2003 and its four licensing objective. 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.

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:

Cherelle Weekes (Functions & Events Co-Ordinator).

Lisa Simpson (Community Services Manager)

Michelle Hampstead (Community Services Officer)

Olivia McKay (Café Lead)

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 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 Reference UK GDPR / Data Protection Act 2018

. 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. 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.

Rufus Centre Noise Management Policy

A) Introduction

Flitwick Town Council as owners and managers of The Rufus Centre, Steppingley Road, Flitwick is committed to develop and maintain good relations with local residents, neighbours and the local authority. This plan supports compliance with the Licensing Act 2003, in particular the prevention of public nuisance.

The objective of this policy is to minimise disturbance to local residents and to ensure that any licensing objectives or other controls at the venue are being upheld. This policy sets out the measures which have been considered and adopted.

B) General

The premises will be open for functions (conferences, meetings, functions and community events) between the hours of 07:00 and 00:00 hours Sunday to Thursday and 07:00 and 01:00 hours Friday and Saturday.

After 21:00 hours customers will be actively encouraged to remain inside the building for the event or function except:

- In the event of an emergency requiring evacuation of the building;
- For access to the designated external smoking area and;
- For egress and dispersal of customers at the end of an event or function.

Use of the field has been restricted to events finishing not later than 21:00 excluding de-rig time. Community events which take place during the day will not be restricted but will take this policy into account in managing noise from their events.

Function and event Customers will not be admitted to or on the premises outside of the above-stated opening hours. The above hours do not apply to staff and tenants of the building. Within 10 minutes of the event closure, security staff and event managers will politely encourage hirers and guests to vacate the premises.

Car parking for event attendees and contractors will be restricted to opening hours and overnight parking will be discouraged. For functions that finish after 23:00 hours, the following actions will be implemented:

- Portable fencing will be erected to restrict vehicles using the rear car parks to key event personnel i.e. caterers/bands/DJs; No hirers or guests should have access to the rear car parks unless they are fulfilling one of these functions. This will be stipulated in the written agreement and monitored and controlled by Security Staff
- The taxi drop-off and pick-up point will only be available from the car park located adjacent to the Wedding Garden;
- Signs will be put out asking that car park users do not to sound their horns or slam car doors on leaving

Trained and SIA Licensed Security Staff will be contracted at all functions finishing after 00:00. Part of their function is to control access to the rear car park, and to control noise from guests or contractors associated with the event in external areas.

Regular patrols to facilitate this should be taken, especially whilst guests and contractors are outside the premises.

Staff and tenants have continuous use of all of the car parks.

C) Provision of Live & Amplified Music

Background music

The provision of background music shall be permitted at any time the premises is open to the public. By definition this is music or other audio played whose main function is to create an atmosphere suitable to a specific occasion, rather than to be listened to and is incidental to speech, conversation and the other main activities performed at the premises.

Music performances

Where amplified music is planned to form part of any event it will be:

- a. For indoor events, controlled and monitored to ensure that a level of 91 dB(A) is not exceeded when measured at the edge of the dance floor area, and
- b. For both indoor and outdoor events, subjectively assessed by staff that levels are reasonable at the boundary of the event for the duration of any amplified music performance.

Either a Noise Limiter or a noise meter, approved by the Local Authority Noise Pollution team, will be employed as directed. Staff who have received training in the use of noise meters will regularly monitor noise levels at any event with amplified music. The measured noise levels will be recorded in an event log.

The Centre provide an Approved Contractor List of DJs. If hirers wish to bring a different DJ, the hirers sign a contract agreeing that the DJ will adhere to limits set in this plan. DJs at any function or event will be advised when setting up the levels to which they can work and advised that they will either be regularly monitored or subject to a noise limiter.

Should they exceed the acceptable level they will be either automatically limited or (if monitored) required to reduce it immediately or power will be withdrawn and they risk being excluded from the Approved Contractor List.

Music shall not be permitted outside the building beyond the permitted hours.

During provision of live and amplified music (excluding background music as defined above) all windows and doors shall remain shut other than for the provision of ingress and egress to the premises.

D) Noise level control for the duration of the event

Once available, the noise limiter will be used as described above but, at any time that it is unavailable, staff will use a noise monitor. When employed, routine noise monitoring (with a device) will be regularly conducted internally.

Whichever system is used internally, a subjective assessment will be made through regular patrols at the boundary to ensure that there is no breakout from a window or door being left open, or other noise (eg. from people) outside.

Details of checks, observations and any actions taken as a result of such shall be recorded. A noise log book kept on the premises and maintained by management and be available for inspection by the Local Authority upon request.

Monitoring will be conducted by individuals who have not had prolonged exposure to loud music.

E) Training

There is a management commitment to train all staff so that they are aware of the premises licence and the requirements to reduce external impact from noise.

All permanent and temporary staff and contractors will be made fully aware and conversant with the noise management policy and procedures.

FTC staff will have training in assertiveness and dealing with intimidating customers, so that they are equipped to deal with unacceptable and unsafe situations.

F) Provision of Information

Notices will inform customers of our commitment to being a good neighbour and to minimise local concerns.

Prominent, clear and legible notices will be displayed at the exits requesting hirers and guests to respect residents and to leave the premises and the area quietly.

The licence holder shall make available and regularly promote contact details for local residents as the appropriate contact with the premises:

Phone number – 01525 631900

Email address - contact@flitwick.gov.uk

Website contact form – www.therufuscentre.co.uk

These are available during or after an event in order to discuss any specific incidents or concerns. Any action taken as a result of the complaint should be recorded and kept. If the resident is unhappy with the response to the incident, they will be advised that they are entitled to make a complaint to the Council. Function managers will review issues raised and any complaints regularly in order to capture learning and implement improvements to their event management procedure.

The mechanism for controlling an activity will be clear in the booking arrangements. Hirers provide the name and contact details for a responsible person that can be approached about any concerns, during the event. Event staff will introduce themselves to the responsible person at the beginning of the event to ensure that the mechanism for safely managing an event is clear. They will explain their role and that of the security staff on duty.

G) Waste Management

A bin for bar waste is kept near a sheltered rear door in order for empty bottles etc. to be placed during an event. A bin for kitchen waste is placed near the exit and away from the boundary of the premises. The general movement of bins and rubbish outside the premises will be kept to a minimum after 20:00 hours and rubbish including glass bottles will not to be put in the bins after 22:30.

Refuse collections will only be permitted by external companies between the hours of 08:00 hours and 20:00 hours.

H) Management of Deliveries and Removals

Deliveries and removal of goods necessary for the operation of the business will be carried out at such a time or in such a manner as to avoid causing disturbance to nearby residents.

Deliveries shall not be permitted outside the hours of 08.00 and 21.00hrs.

De-rigging and removals is limited to 1hr unless agreed beforehand.

I) Smoking Area

Customers will only be permitted to smoke outside the premises in the designated smoking area. Signage will be installed to clearly identify the restriction on smoking. Security staff and event management will regularly monitor external premises and ensure that this is understood and adhered to.

The designated smoking area is currently located at the front of the premises opposite to The Wedding Garden; adjacent to Steppingley Road.

J) Dispersal of Customers

In the lead-up to the event closure, venue managers will actively encourage the gradual dispersal of customers in such a way as to minimise nuisance.

During the last scheduled 20 minutes of an event or function the following strategies will be implemented to encourage the gradual dispersal of customers:

- The gradual increase in ambient lighting levels; and
- The playing of music of slower content and reduced volume. Music will stop playing 5 minutes before the closure of the premises.

Security Officers will be positioned in an area close to the main exit to oversee the end of event departure period. Customers will be encouraged to be considerate upon leaving the premises.

Customers shall not leave the premises other than by the doors to the front of the premises. Customers will be asked not to remain talking loudly outside the premises.

K) Premises

The controls and limitations of the venue are reflected in this noise management policy and explained to hirers during the booking process. They are reinforced in the hiring agreement. Management will consider carefully the issue of thermal comfort during the operation of the venue, particularly during the summer months for events and functions. Air conditioning is provided to control the temperature inside the venue so that it isn't necessary for hirers, contractors or staff to open doors and windows to assist in cooling.

Security staff and event management will regularly monitor external premises to ensure that this is adhered to. All hirers, staff and contractors will be made aware and, if it proves necessary, signage will be employed on relevant windows and doors.

Where possible no speakers will be directly attached to the fabric of the building. Where speakers are installed, anti-vibration mounts will be used where necessary to decouple the sound source from the structure.

All windows and doors shall be fitted with self-closing devices. The mechanisms shall be set to close as swiftly as is practical and safe.

No significant structural alterations shall be made to the premises without due consideration of its potential impact on noise management.

L) Procedural

Hirers are advised (during their booking enquiry and in the booking agreement) of the operational restrictions in place in order to ensure that the centre can operate in a sustainable way. Hirers are thereby aware and able to comply with the rules and penalties for breaking them.

Hirers will sign a contract that warns them that they forfeit their deposit if they fail to follow the instructions of the event manager. FTC will keep under review the sanctions available to them to ensure that their staff can manage events safely and in compliance with this NMP.

Each event will be subject to an individual risk assessment to ensure that appropriate management and any mitigations are in place. This will identify specific activities with the potential to create local disturbance or nuisance and to aid accurate and helpful communication with neighbours.

Centre managers consider the appropriate and considerate operation of the venue when planning their marketing strategy and promotion of the venue. They aim to operate in a commercially sound way by running events that are appropriate to the location and design promotional material that attracts hirers that can satisfy the venue managers that their event is low risk.

This noise management plan will be reviewed at least annually to ensure that it is streamlined and remains effective. An innovative approach will be taken to develop best practice, make service improvements, explore business opportunities and learn lessons. These will be incorporated in future editions.

11.09.19

Version 7.2



Weapons Policy

Expected Standards

There are 4 licensing objectives of equal importance. This policy supports compliance with the Licensing Act 2003, particularly the prevention of crime and disorder and public safety.

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- 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: