

BOB POTTER LEISURE LTD



LAKESIDE COUNTRY CLUB  
Event Management Plan

Version 2  
July 2012

# BOB POTTER LEISURE LTD

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# BOB POTTER LEISURE LTD

## **Introduction and licensing activities**

The venue has a general duty to ensure that health, safety and welfare of all employees. The venue also has a duty to conduct its' business so as to ensure that persons other than employees, such as visitors etc are not exposed to risks to their health, safety and welfare. In order to ensure that people attending an event, whether they be staff, or visitors, are safe and that the venue is complying with its' legal obligations.

The venue provides space for a variety of events, for a wide variety of audiences with a maximum capacity of 2,500 and the following list gives an idea of the types of event to which application of this guidance is appropriate:

1. Concerts
2. Sports events (i.e. snooker, boxing, darts etc)

## **Plan aim and objectives**

The aim of the plan is to ensure, as far as reasonably practicable, the safety of customers in their enjoyment of the event, and promote a unified, co-ordinated response to any emergency arising.

Its main objectives are:

1. To facilitate the running of a safe and enjoyable event
2. To consider and plan for problems that may happen
3. Define trigger points at which other plans may be implemented.

## **Management Structure**

Our management structure is designed to ensure that we encourage responsible behaviour on our premises and the premises manager hold a personal licence qualifications. There is always at least one manager (often more) on duty throughout trading hours and walking the floor.

The duty manager shall be in charge of and be on the premises during the whole of the time that members of the public are on the premises and will not engage in any duties, which will prevent him/her from exercising general supervision of the premises.

The duty manager shall ensure that the event risk assessment control measures are being adhered to. This includes having appropriate numbers of staff on duty for the event.

All employees are trained to immediately notify the manager if any customer becomes insulting, threatening or aggressive. The manager is then able to act to prevent this behaviour escalating into violence. If such disorderly behaviour does occur on our premises the management team will take immediate action to diffuse the situation. If the disorderly individual refuses to leave the premises then, if necessary, the police will be called to assist.

Where door staff are engaged they work in accordance with company policies and procedures under the control of a Head Door Supervisor. The door staff ensures that the points of exit and entry and outside areas remain under supervision while also monitoring the interior of the premises to maintain a safe and relaxing environment for customers and employees alike. The head door supervisor will also be responsible for supervision of customer attendants

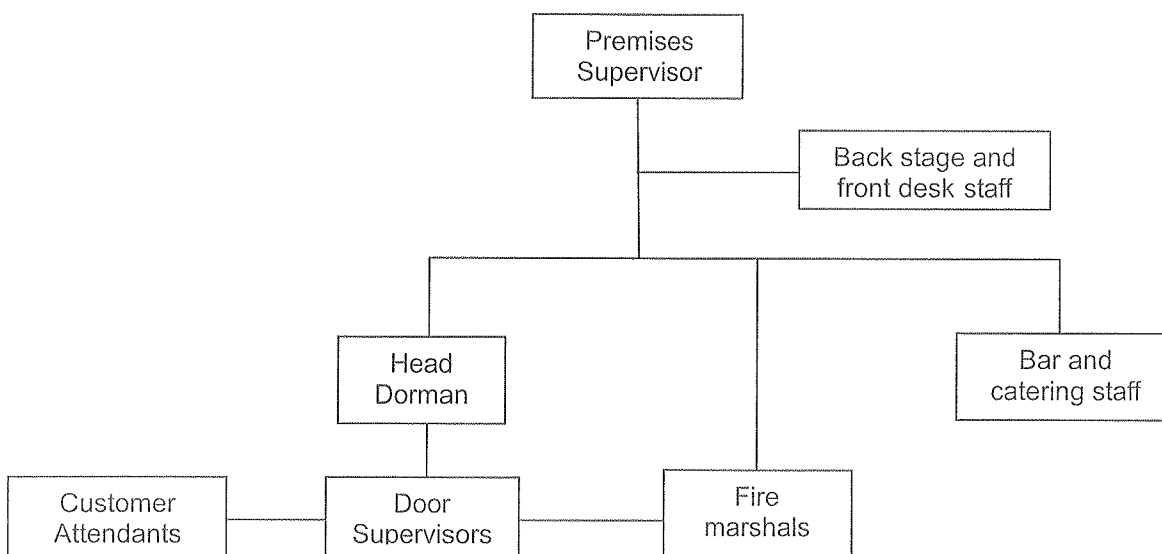
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We ensure that all door supervisors are registered and in possession of an SIA badge and refuse to allow any unbadged door supervisor to work on our premises.

Where customer attendants are engaged they work in accordance with company policies and procedures under the control of the premises manager and head door supervisor, the attendants ensure that e.g. isles are kept clear and customers are assisted in finding their seating.

Where fire marshals are engaged they work in accordance with company fire policies and procedures under the control of the premises manager and head door supervisor to ensure the prompt evacuation of the building in an emergency.

## Organisational chart



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## THE PREVENTION OF CRIME AND DISORDER

Security is essential to running of the business and also the welfare of staff, below are issues that have been considered.

1. Cleaning ashtrays and collecting empties, also getting a feel for the atmosphere, and looking for any evidence of drug abuse, such as packets of cigarette papers with the flap torn off, or odd shaped hand rolled cigarettes in the ashtray at the same time.
2. Cash only counted behind a locked door in the office area
3. Banking procedures varied to avoid a pattern developing
4. Parking area well lit and located within view of the premises
5. For obvious reasons the cash till, spirits and other items are carefully sited to prevent access by customers.
6. Door supervisors and customer attendants are provided with radios to enable them to contact each other and the duty manager at the premises.
7. Any drugs or weapons confiscated from customers stored in a locked safe and the Police shall be notified as soon as reasonably practicable.
8. The venue aim to attract as broad a range of customers as possible which reduces the potential for poor behaviour.

### **Search policy**

The premises operate a random search procedure and a condition will be attached to customer's right of entry and covered in all advertising and tickets, namely "That persons entering the premises maybe asked to submit to a speculative search". This entry condition will be advertised on poster outside the premises in a position(s) that customers seeking to enter the premises could not reasonably fail to see.

1. Searches take place primarily for weapons, alcohol, illegal substances. Any of the above found, will be confiscated and the police may be called. Any person or persons refusing to be searched will not be permitted.
2. Should the person refuse to submit to a search then they are informed that this is a condition of entry as displayed outside and inside the premises and they will be politely asked to leave.
3. Customers will be asked to empty the content of their pockets and open and display the contents of any bags that they may be carrying.
4. If during the search there are areas where it appears clothing may impede a search, they will be asked to self-frisk that area and/or remove outer clothing such as outer jacket. Customer attendants will not be involved in carrying out searches.

### **Detaining Persons**

1. If substances are discovered on a customer the person must be informed that it would be desirable that they remain until the Police attend to assist in clarifying matters.
2. If the person states that they would like to leave and asks if they can leave then they should be told that it would be desirable if they remain until the police attend. However, if the person insists on leaving they should be allowed to do so.
3. Our experience of operating this type of policy is that most people will wait until the police attend. During this period the individual should be observed to ensure that they do not dispose of other items.

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4. Upon arrival of the police the finder of the substance and any witness should relate to the police in the presence and hearing of the accused what has taken place. The drugs are handed to the police (who do have the powers to arrest on suspicion of a suspected offence). The police will then caution and arrest the individual and escort them away from the premises.

## **How to promote zero tolerance of drugs**

The venue operates a zero tolerance towards drug abuse and persons found in possession, or suspected to be under the influence of a controlled substance will be removed from the auditorium and reported to the police.

1. The venue operates a random search policy, and we ask that patrons kindly cooperate with such requests. Failure to do so may result in refusal of admission.
2. Any person found using or dealing drugs will be removed from the auditorium, asked to remain in reception and reported to the police.
3. Undercover security operate in this venue in addition to CCTV, this policy is for the safety of all patrons and staff.
4. The venue security reserves the right to eject customers acting in an irresponsible manner in order to protect its licence, other members of the public and staff.
5. Persons who appear to be intoxicated, abusive, and argumentative or who demonstrate signs of anti-social behaviour will be asked to leave the premises.

## **Responsible drinks promotions policy**

The venue and its staff have a responsibility to ensure that alcohol is sold and supplied to patrons in a responsible manner.

All staff are aware of what is expected of them in regards to the laws and the service of alcohol to patrons of the venue, as staff can be held liable for offences committed.

1. Ban practices and promotions that may encourage rapid or excessive consumption of alcohol
2. At all times the principles of the responsible serving of alcohol will apply
3. Avoid serving drinks that offer alcohol in non-standard measures

## **Prevention of underage drinking (Challenge 25)**

We operate a strict 'Challenge 25' policy and 'No ID, No Entry' policy in regards to the prevention of underage drinking. Notices regarding these matters will be displayed in every bar in the licence premises.

The Management take a strong stance on this and will deny entry to any person who uses false ID or ID that does not belong to them.

Under 18's cannot legally purchase alcohol - NO PROOF OF AGE = NO SALE

Refusing a sale can sometimes make the customer angry. Here are some tips to help you handle difficult refusals.

**ASK FOR PROOF OF AGE:** This helps the situation as it is not a direct refusal. It says that you will make the sale if they can produce an acceptable and valid proof of age. Only accept proof of age with a photo and only if you are happy it is correct.

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REFUSE POLITELY: If necessary repeat your refusal clearly.

KEEP CALM: Don't get in to an argument.

EXPLAIN BRIEFLY WHY YOU CANNOT SELL: Try saying:

- a) 'I'm sorry, if I serve you I might be breaking the law'
- b) 'We have a policy of no proof of age, no sale'
- c) 'Our company policy is not to sell these products to young people'

SHOW CUSTOMERS NOTICES, POSTERS & STICKERS that indicate you will not serve alcohol to under 18's or sell other age restricted products.

BE POSITIVE IN YOUR REFUSAL: Have a firm tone of voice, be confident and use direct eye contact.

The law is on your side and you are doing the right thing.

CALL YOUR SUPERVISOR OR MANAGER FOR SUPPORT IF NECESSARY.

RECORD DETAILS in the premises' refusals register.

REPORT INCIDENTS where you have felt threatened and/or intimidated.

Acceptable 'Proof of Age' includes:

- a) 10 year passport
- b) Photo driving licence
- c) 'PASS' approved proof of age scheme card

There are fake proof of age cards about so if you are unhappy with a card for any reason, refuse the sale. Items such as birth certificates and National Insurance cards are not recommended. They carry no photo so can be passed between friends. Legally you have the right to refuse to sell to anyone, whether over or under age, if you are unhappy with the sale in any way.

**REMEMBER: BETTER SAFE THAN SORRY - IF YOU SELL AN AGE RESTRICTED PRODUCT YOU ARE RESPONSIBLE.**

- a) Check that the PASS hologram is genuine and flush with the body of the card
- b) Check that the photo matches the person using it and that it is printed on the card not just stuck on top of it. Ask them to remove helmets, hoods, sun glasses if you are not sure
- c) Check that the date of birth is properly printed on the card and that you have calculated the date of birth correctly.
- d) Check that the card has not been tampered with in any way
- e) Check the person. If you are unsure about any of the above you must, and have the right to, refuse the sale.

All staff must carry out their own checks as all individuals can be held responsible should underage sales take place.



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## **Glass collection**

1. Empty bottles and glassware are removed from tables promptly so as to reduce the risk of breakages and their use as weapons.
2. Operationally bottles must be removed from the public area on a frequent basis and transferred to the bottle banks.
3. Broken glass is to be cleared from patron areas quickly to prevent injury to patrons and staff
4. Equipment required to remove hazards (e.g. brooms, dustpan and brush) can be obtained from the cleaning cupboard.
5. Broken glass is disposed of separately from the regular waste in glass bin provided
6. Broken glass not cleared is a hazard to staff and patrons
7. Empty glassware and bottles left unattended and not promptly cleared can be knocked over and break or used as weapons.
8. Empty bottles must be stored, collected and organized in an area out of the reach of customers (bottle bank).

## **Plastic glasses**

1. Polycarbonate, shatterproof glasses are to be used for safety and durability at the management discretion.

## **Preservation of a crime scene**

In order to assist with police investigation of a crime, we are required to preserve the crime scene until police arrive by following this procedure.

1. Prevent patrons from walking through the area and disrupting evidence
2. Identify possible witnesses and provide the information to police
3. Don't move or touch anything
4. Be observant and make note of what you see and hear

## **Capacity - how to prevent overcrowding**

In order to maintain a safe, fun and efficient environment, we must deny entry when the premises are at or getting near our licence's capacity limit and outlined below are the various methods adopted.

1. The venue control and monitor overflow guests by having them form an orderly line rather than allowing them to gather as a group outside the licensed premises.
2. Customers that are intoxicated are not permitted into the premises
3. Hand held 'clicker' counting devices are used by staff designated by the venue manager for counting people in and counting people out to ensure that the maximum permitted number (2500) is not exceeded.

A computerised event booking system is also used to record the number of customers expected or invited to the premises for all events.

The reception desk manager or deputy is responsible for ensuring that a written record of customers and guests entering the premises including the date and type of event plus the maximum number of customers and guests present and the numbers of staff on duty are recorded.

The venue manager is responsible for ensuring that such information is being maintained and are available for inspection at any time and records are retained for 12 months.

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If people are standing shoulder-to-shoulder, it's too crowded, inform the premises manager immediately. If one area is dangerously crowded, the management should ask people to move to another area and close off the overcrowded area to new entrants until the crowd thins out. We must also ensure that this "migration" does not result in overcrowding in another area.

## **How to deal with drunks and drunkenness**

We are dedicated to our customers' safety, pleasure and satisfaction. When it comes to serving alcohol however, our staff will not serve alcohol to patrons to the point of intoxication or who appear intoxicated. Nor will we serve patrons who are troublesome, dangerous or under the legal drinking age. To support this position, our policy is as follows:

1. Entry will be denied to any person whom appears to be intoxicated, belligerent or troublesome. We reserve the right to refuse entry to any person who matches this description.
2. Each member of the bar staff will be following the challenge 25 procedure
3. Staff will encourage that food be eaten when drinking alcohol and we offer a wide variety menu.
4. We offer non-alcohol and low alcohol beverages
5. Staff will gladly assist customers in finding a safe way home and reception staff have details of local taxi companies.
6. Under 18's are welcome however they will not be allowed to consume alcohol.
7. In the event that a customer becomes intoxicated or is acting dangerously, staff will carefully and politely deal with that person and may ask them to leave the premises.
8. Patrons involved in troublesome behaviour will be asked to leave the premises. Troublesome behaviours include vandalism, fighting, selling/using drugs, sexual harassment, physical or verbal abuse, belligerence or other similar behaviours. We reserve the right to ban entry to these patrons.
9. Customers are not permitted to bring their own alcohol on to the premises except by agreement with the management.

## **PUBLIC SAFETY**

### **How to deal with disorder policy**

Safe working procedures are issued for customer attendants and door staff

Door supervisors should attempt to isolate the troublesome person from others and immediately contact the club manager. They and customer attendants are also responsible for making sure:

1. Entrances and exits are well lit and that immediate surrounds are safe and allow good visibility.
2. Good surveillance systems are on and working, such as closed circuit television systems, on premises.
3. All staff and door supervisors are clearly identifiable (for example, distinctive t-shirts, uniforms, name tags etc).
4. At specified events drinks served in containers which minimize potential harm to customers
5. Cooperation with Police and Local Authority on ways to improve public safety
6. Prevent criminal activity and disorderly conduct from occurring on premises
7. Notify police immediately something illegal or suspicious does occur

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## **Coats and bags**

Where cloak room facilities are required by the management or hirer cloakroom have sufficient capacity to store all customer items and cloak room attendants typically safeguard coats, hats, bags and return them to the owners when they leave.

The cloakroom attendant's main duties are to:

1. Attached tickets to items
2. Issue customers with a matching ticket
3. Safely store items on hangers or racks in a set order, so items do not get mixed up
4. Return items to customers on receipt of the matching ticket
5. Accept payment and give customers their change
6. Remain on duty, safeguarding items until customers return

## **Risk assessments and hazard identification**

The premises are maintained as safe as possible for all of our visiting public, staff and contractors.

Risk assessments are completed for all new works and activities. Hazards are identified in a daily monitoring programme and are isolated or rectified immediately or as soon as practicable. All risk assessments are held by the health and safety department and are reviewed annually or as circumstance dictates.

A risk assessment will be completed for each event which is not assessed within the current site risk assessment prior to the event by the Safety Officer and any controls implemented.

## **Door supervisors**

Door staff ensures that customers are dispersed safely in an emergency remembering the crowd may be leaving the premises at the same time and ensure egress routes are clear and they are aware of exit routes.

All door supervisors receive induction training which includes but not limited to the following.

1. Roles and responsibilities
2. Orientation of the site
3. Fire exits

At the beginning of each event a briefing is carried out by the venue manager or deputy and covers the following points (not exhaustive)

1. Crowd capacity
2. Crowd profile
3. Procedures for the night e.g. role/responsibility
4. Start and finish time of event

Sector fire marshals are appointed to safely control the evacuation of the customers within their sector and ensure that no overcrowding take place.

Be familiar with the type of event, layout of the site and be aware of their role in the event and to ensure that overcrowding does not take place in any part of the building.

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Sufficient door supervisors are provided at events in accordance with the events schedule and are licensed by the Security Industry Authority (SIA). All licences will be checked at the start of shift by the venue manager.

The venue manager is responsible for ensuring that a pre-event staff briefing is carried out and that there are sufficient door supervisors and that they have signed in.

## **Customer attendants**

The following are the customer attendant main duties and responsibilities (not exhaustive)

1. Showing customers to their seats or tables
2. Keeping the isles and emergency exits clear from obstruction
3. Generally helping to keep the licensed premises orderly
4. In the event of an emergency acting as fire evacuation marshal

## **Fire and Emergency arrangements**

The Company as an employer of staff working at premises where licensable activities are taking place is, in terms of fire safety, the 'Responsible Person' as defined in the Regulatory Reform (Fire Safety) Order 2005. The Company therefore owes duties to relevant persons such as employees, and other persons lawfully on the premises.

Surrey Fire & Rescue Service have been consulted and the premises complies with the requirements of BS 9999-2008

If the building is to be evacuated in the event of an emergency then the fire and emergency plan will be followed and staff are made aware of this at induction and at briefings.

Sector fire marshals and all staff are trained in the evacuation process and will be on hand to direct customers to the nearest fire exit and to the assembly point.

The above procedures will be reviewed annually or as circumstance dictates, the Safety Officer is responsible for carrying out any review.

## **Managing Queues at the bars**

1. The number of bar staff will be adequate to ensure no customers are kept waiting for an undue period of time, and staff will be trained to acknowledge waiting customers thereby creating a positive and friendly atmosphere, which could go a long way to reduce the likelihood of problems occurring.
2. Sufficient staff will be on hand at peak trading periods to ensure that queues are managed so that gangways can be kept clear.
3. All staff need to be aware that the licensed premises kept orderly at all times

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## **Disabled people**

1. When disabled people are present, adequate arrangements must exist to enable their safe evacuation in the event of an emergency.
2. Staff must be aware of disabilities and react according to a pre-determined plan
3. Disabled people on the premises must be made aware of the arrangements in place to enable their safe evacuation in the event of an emergency.
4. All wheelchair and disabled visitors must be chaperoned by a carer who will assist and are made aware of the evacuation procedures which is explained at the time of entry to the premises.
5. The venue manager is responsible for briefing all staff and attendants prior to the beginning of events.

## **Public announcements**

Announcements are made at the beginning of events to inform customers of the action to take in the event of an emergency evacuation of the building.

## **Emergency vehicle access**

The areas directly in front of the main doors are left clear (and regularly checked) for emergency vehicles (police, fire, and ambulance) including unmarked emergency vehicles on production of suitable ID.

## **Accident book and incident log**

Certain accidents must be reported to the Local authority under the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). This can be done via contacting the Incident Contact Centre:-

By telephone: 0845 300 9923 (8.30am – 5.00 pm)

By internet: [RIDDOR](#) (anytime)

By email: [riddor@natbrit.com](mailto:riddor@natbrit.com)

By post:

Incident Contact Centre

Caerphilly Business Park

Caerphilly

CF83 3GG

All injuries to employees must be recorded in the accident book, accident, incident or dangerous occurrence that involves customers, contractors or others whilst on the premises must also be recorded and reportable under the above Regulations.

The venue manager is responsible for carrying out an accident investigation and for seeing that the accident investigation reports are being filled out completely, and that the recommendations are being addressed.

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The following investigation procedures will be followed:

1. Implement temporary control measures to prevent any further injuries to employees
2. Review the equipment, operations, and processes to gain an understanding of the accident situation.
3. Identify and interview each witness and any other person who might provide clues to the accident's causes.
4. Investigate causal conditions and unsafe acts; make conclusions based on existing facts
5. Complete the accident investigation report
6. Provide recommendations for corrective actions
7. Indicate any need for additional or remedial safety training

## **First Aid**

During public opening hours there are trained company first aiders available and adequate first aid equipment which is checked regularly. An alcohol and drug experienced first aider will also be in attendance at the licensed premises.

First aid kits are stored in the front office, if you sustain an injury or are involved in an accident requiring minor first aid treatment:

1. Inform your manager
2. Administer first aid treatment to the injury or wound (if trained)
3. If a first aid kit is used, indicate usage on the accident investigation report
4. Access to a first aid kit is not intended to be a substitute for medical attention
5. Provide details for the completion of the accident investigation report

## **Incident logs**

1. Maintain a register of all safety incidents noting the time, date and nature of the incident in and around the premises and the response by staff and management.
2. All relevant staff trained on how to use the Incident book

## **Smoking**

The building is a completely non-smoking area. Smoking is only permitted in designated area only (smoking marquee).

No smoking signage are maintained by the health and safety department and replaced as necessary.

## **Communications**

Radio will be used to provide two way communications between door staff, customer attendants and venue manager using same frequency. Radios are checked for operation prior to events.

The venue manager is responsible for ensuring that all radios are fully charged and in working order prior to events.

## **Opening and closing safety inspection**

Pre-opening safety check is carried out by the venue manager or deputy to ensure that the premise is safe to accept customers and visitors.

Closing check is also carried out at the end of each event to ensure that the premises, is left in a safe condition and all customers and visitors have vacated the premises.

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## **Building maintenance**

There is a defect reporting system in place to ensure that all defects, whether caused by accident or otherwise are reported promptly, enabling rectification work to be implemented. To support this position, our policy is as follows:

Any employee identifying a defect in either building or equipment will record details of the defect onto the defect form and the pad containing these forms is kept available at all times.

Action by employee:

1. Complete part 1 of defect form
2. When the repair/action is complete obtain signature from the repairer and countersign, accepting equipment/item as safe for use.

Action by Repairer:

1. Carry out repairs as requested by site
2. Complete Part 2 of the form detailing work carried out
3. Sign Part 2 and obtain site signature accepting equipment/item as safe for use.

The buildings manager together with his team is responsible for ensuring that any defects are rectified in a timely manner.

## **Toilet checks**

Toilet checks are carried out by employees at frequent intervals at least once every hour during trading hours. These checks help ensure that they are clean and maintained and no illegal activities take place in these areas.

## **Cleaning up bodily fluids**

1. Limit staff and patron exposure to potential health risks
2. Promptly clean up bodily fluids (vomit, blood, etc.) by putting on disposable gloves
3. Wipe up blood or body fluids with paper towels.
4. Place contaminated paper towels in a new plastic garbage bag.
5. Clean and rinse area with paper towels and disinfectant
6. Wipe the surface with a cloth or paper towels and bleach
7. Dispose of the cloth or paper towels into the same plastic garbage bag along with your gloves; removing gloves last.
8. Secure the bag with knot or tie. Dispose of plastic garbage bag
9. Wash hands thoroughly with soap & water for 5 minutes. Rinse under running water and dry hands.

## **Managing smoking area**

1. Ensuring patrons smoke only in the designated smoking area
2. Monitoring customer behaviour (ensuring they are not bothering other patrons who are smoking or entering or exiting the smoking area)
3. Ensuring the area is clean and tidy (ashtrays are supplied and not overflowing, cigarette butts picked up)
4. Wash hands prior to returning to work if handling food or beverages.

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## THE PREVENTION OF PUBLIC NUISANCE

### Noise

1. The lobby doors at the premises must be kept closed except for access and egress, staff must supervise to ensure that the doors are maintained closed as far as possible when public entertainment is taking place.
2. The use of fireworks and pyrotechnics is restricted to the hours of 18:00 to 23:00 hours
3. Prior to collection empty bottles must be deposited in the bottle banks which because of their design, contain and minimise noise.
4. Transfer to external bottle bank must not be undertaken after (10.00 p.m.) to minimise noise disturbance to neighbouring properties.
5. No glass or material or bottles shall be deposited in any bottle bank, bin or other container of a like nature, located in the open air outside of the premises, between the hours of (22:00 hours) and (08:00 hours) and any such bottle bank, bin, or container shall not be removed from the premises between those hours.
6. Clear and legible notices must be displayed at exits and other circulatory areas requesting patrons to leave the premises having regard to the needs of local residents, in particular emphasising the need to refrain from shouting, slamming car doors and sounding of car horns must also be discouraged.
7. Play relaxing or calming music towards the end of an event and allow customers' hearing to adjust before they leave the premises which will mean they are more likely to be quieter as they leave.

### Music volume policy

Equipment will be installed which will be linked into the electrical supply which feeds the music systems and will cut the supply if the reading exceeds an unacceptable level (100db)

### Odour

1. Kitchen extract ventilation passes through grease eliminating filters to reduce the risk of odour and noxious smells occurring and such systems are maintained on a regular basis.
2. Kitchen extracts are located away from neighbouring properties
3. Opening windows and doors should be avoided where possible
4. External waste bins with closable lids provided to contain and control waste and area cleaned as required.
5. Waste is collected on a regular basis by a reputable/licensed waste carrier
6. External storage areas and waste bins are cleaned as required

### Litter and waste

7. External waste bins with closable lids provided to contain and control waste to prevent attracting rats and insects and therefore reduce potential for public health risks and slips, trips and fall injuries.
8. Waste and refuse are removed in a timely manner to a licensed waste disposal facility to prevent any over spill from containers.



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## **Light pollution**

1. Internal and external lighting provided for the purpose of customer and staff safety and for the security of the premises are positioned so as not to cause nuisance to neighbouring properties.
2. Lighting associated with activities of entertainment are positioned so as not to cause nuisance to neighbouring properties.
3. Lighting provided externally to promote advertising of the premises or activities associated with the premises are of intensity, such as not to cause nuisance to neighbouring properties.
4. Trees along neighbouring fence line also help to reduce any potential light intensity

## **Dispersal policy**

1. Ensure that there is strong management and staff presence in the customer area and at all exit points during the dispersal period to ensure that customers leave quietly.
2. Routinely place signage at exit doors asking customers to respect the rights of our neighbours to the quiet enjoyment of their homes. Where it is deemed appropriate we can provide customers with site-specific information on how they can get home safely.
3. Where customers require individual assistance in obtaining safe transport from our premises we do whatever is reasonably possible to help, for example by providing details of bus routes, taxi hire operators to them.

## **THE PROTECTION OF CHILDREN FROM HARM**

### **Children as customers**

1. In case of doubt the same rules for asking for proof of age as other staff apply and if proof of age cannot be provided then the person(s) will not be served any intoxicating liquor.
2. No children under the age of 18 years must be allowed access to premises during any time when an activity or entertainment of a sexual nature is being provided. For the purposes of this condition, entertainment of a sexual nature includes but is not limited to striptease (sometimes referred to as exotic dancing), lap dancing, pole dancing or any other entertainment of a similar nature including foul or abusive language, nudity or violence or subject matter which is likely to offend against good taste or decency.
3. Only children coming as spectators and supervised by at least one responsible adult will be allowed entry to the licensed premises.
4. All staff working at the licensed premises will be subject to a basic criminal record bureau (CRB) disclosure check.
5. The performance of children in shows is regulated by the Children (Performances) Regulations 1968. The show venue must be large enough to safely accommodate the children backstage. All chaperones and production crew must receive the fire instruction procedures applicable to the venue prior to the arrival of the children. You must consider the adverse effects of special effects upon the health and safety of children. Children must be supervised by an adult at all times.
6. The management have adopted the 'Challenger 25' campaign to reinforce the prevention of under aged drinking and bar staff are instructed not to serve anyone who cannot prove that they have reached 18 years of age. Children will not be allowed in the areas marked red on the plan (May 2012 drawing 01 revision B)

# BOB POTTER LEISURE LTD

## **Children in performances**

1. The manager and the production company will ensure that the back stage facilities will be large enough to accommodate safely the number of children taking part in any performance.
2. All chaperones and production crew on the show will receive instructions on the fire procedures prior to the arrival of the children. Evidence of appropriate CRB checks must be produced prior to the event taking place.
3. Children performing in productions will be kept under adult supervision at all times by the production company including transfer from stage to dressing room and anywhere else on the premises.
4. Children will be accounted for at all times by the production company in case of an evacuation or emergency and must comply with the emergency action procedure in force at the time.

## **GENERAL**

### **Pub Watch**

The company is a member of the Pub Watch scheme, which has the key aims of achieving a safe, secure and responsible social drinking environment in all licensed premises throughout the borough helping to reduce alcohol-related crime.

### **Layout and plans**

The room and table layout at events with a full capacity will be in line with plans and seating layout submitted and agreed with Surrey Heath Borough Council as part of the license variation (May 2012 drawing 01 revision B) and the responsibility for this lies with the booking staff and the club manager. A copy of the licensed and authorised plan is available in reception at all times.

### **Key Contacts**

<b>Name</b>	<b>Role</b>	<b>Number</b>
Mary Brown	Club Manager	
Danny Wallace	Group Safety Officer	
Joanne Potter	Health and Safety Supervisor	

# BOB POTTER LEISURE LTD LAKESIDE COUNTRY CLUB

## OPENING SAFETY CHECKLIST

**As you inspect:**

- Check all items on the list and tick 'yes' if ok 'no' if defect is found or N/A if the item does not apply to the area.
- If you can eliminate a hazard during the safety walk then do so (e.g. trailing cable, blocked fire exit). **This should only be done if it is safe to do so.**

**After completing the safety inspection:**

- If a hazard is a maintenance issue (e.g. flashing fluorescent tube) please contact the maintenance team and enter details in the defect book.

**Do not admit people until all problems have been rectified or made safe  
Follow up the status of corrective actions**

DESCRIPTION	Checked <input type="checkbox"/>			Comments
	Yes	No	N/A	
<b>1</b>	<b>FIRE AND EMERGENCY</b>			
1.1	Fire exits unlocked			
1.2	Lights (and step lights) and emergency lighting working.			
1.3	Fire extinguishers / blankets all in appropriate place.			
1.4	All fire safety signs are adequately illuminated.			
1.5	All escape routes and exit doors inside and out are clear.			
1.6	Curtains across emergency exits drawn.			
1.7	Emergency 'grab bag' and content present, e.g. torch, hi-vis vest and loud haler.			
1.8	Ash trays available in smoking marquee and all sides open.			
<b>2</b>	<b>STAFF</b>			
2.1	Staff briefed on duties and aware of any problems.			
2.2	Staff wearing appropriate shoes for work.			
2.3	Door supervisors signed in and badges in date.			
<b>3</b>	<b>CCTV</b>			
3.1	System is operational and accessible to relevant staff.			
<b>4</b>	<b>TOILETS</b>			
4.1	Hot and cold water working at wash hand basins, stocked with soap and hand drying facilities present.			
4.2	Check toilets are clean and appropriately stocked.			

# BOB POTTER LEISURE LTD LAKESIDE COUNTRY CLUB

DESCRIPTION	Checked ✓			Comments
	Yes	No	N/A	
<b>5</b>	<b>FIRST AID</b>			
5.1	First aid kit fully stocked and first aiders available.			
<b>6</b>	<b>GENERAL</b>			
6.1	Floor, stairs and carpet are free from defects, obstructions or articles that may cause slips, trips or falls			
6.2	Table lamps in working order and undamaged (visual check)			
6.3	Tables, furniture and floor all clean with no damage.			

## CLOSING SAFETY CHECKLIST

DESCRIPTION	Checked ✓			Comments
	Yes	No	N/A	
<b>1</b>	<b>GENERAL</b>			
1.1	Check all areas to ensure all customers have left the premises (check toilets and areas people could hide)			
1.2	External and internal areas are clean.			
1.3	Incident and other applicable logs completed.			
1.4	Cash in safe (if applicable)			
1.5	End of night debrief to staff on any issues highlighted during the shift.			
1.6	Doors / windows secure (including fire escapes)			
1.7	Staff have left the premises safely (no lone workers)			
1.8	Smoking marquee checked for smouldering cigarette ends.			
1.9	Alarm system switched on and lights turned off.			

**Other risks or hazards:** (please continue on a separate sheet if necessary)

Specific area of hazard/risk	Comments

<b>Name: (print)</b>	<b>Date:</b>	<b>Signature:</b>

# BOB POTTER LEISURE LTD

## ILLEGAL DRUGS OR WEAPONS LOG SHEET

Name of premises		Date	Time	
<b>Illegal drugs or weapons found</b>	<b>Where found</b>	<b>Incident logged by (print name &amp; sign)</b>	<b>Police called? Incident ref, Name &amp; Collar of Police Officer if involved</b>	<b>Action taken/Comments</b>



**BOB POTTER LEISURE LTD**

**REFUSAL OF SALES LOG SHEET**

Name of premises					Date	Time											
Description of the individual refused and reason for refusal	Product (alcohol etc)	ID produced (if any)	Captured on CCTV? Y/N	Refusal logged by (print name & sign)	Action taken & outcome												

# BOB POTTER LEISURE LTD

## VIOLENT INCIDENT REPORT FORM

<b>Date of report</b>		<b>Date of incident</b>		<b>Time of incident</b>	
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<b>Person reporting incident</b>		<b>Job title</b>	
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<b>Details of offender</b>	
<b>Employee(s) involved</b> (name, age & sex)	
<b>Activity/task at time of incident</b>	
<b>Type of incident</b> (physical injury, verbal abuse, sexual/racial, threatening behaviour, damage to property)	
<b>Location of incident</b> (attach sketch if possible)	
<b>Outcome</b> (assailant apprehended, police called, first aid treatment/medical attention, lost time, distress, legal action)	
<b>Relevant events which preceded the incident</b> (including any contributing factors)	
<b>Details of witnesses</b> (attach statement if possible including name & address)	
<b>Other relevant information</b> (Preventative/remedial action etc.)	

<b>Details of offender</b>					
<b>Sex</b>		<b>Race</b>		<b>Age</b>	
<b>Height</b>		<b>Weight</b>		<b>Build</b>	
<b>Glasses</b>		<b>Facial Hair</b>		<b>Eyes</b>	
<b>Tattoos</b>		<b>Identifiable markings</b>		<b>Hair</b>	
<b>Clothing</b>					
<b>What was said?</b> (include any distinguishing accent/features etc.)					
<b>Vehicle description</b> (include make & model if possible)				<b>Registration number</b>	