

Management plan

Site: SN15, Station hill, Chippenham SN15 1EQ

The main focus for the management plan is to ascertain how the venue and management will uphold the licensing conditions based on a series of policies and procedures that must be carried out at all times.

Hierarchy Roles and Responsibility:

Policy:

D.P.S.

General Manager

Security

Bar Supervisor

Bar staff

Bottlers/Glass collectors

Cleaners

Photographer

DJ/s

Everyone needs to know what the exact roles and responsibilities of their position entails. In order to have a safe working environment the correct person/s need to be made aware of any issue/s pertaining to their roles. There are a wide variety of issues or tasks that need to be either made aware of by the correct person, or dealt with the correct person. All staff will be fully informed of their roles and responsibility when commencing work and if needed, training given and signed for and records kept. This will be, but not limited to, an induction before the job commences.

As well as having an understanding of the job role for each department, each member of staff must follow our strict health and safety policies and our fire safety policies. All staff are to undertake

regular training and to sign off that they understand all policies and procedures thereof. All copies of these will be in separate documents – but all must be kept at all times.

Hierarchy Roles and Responsibility

Procedure:

D.P.S.

The role of the D.P.S. is to firstly uphold the four licencing objectives;

- Prevent crime and disorder
- Ensure public safety
- Prevent public nuisance
- Prevent harm to children

It is to be solely responsible for everything pertaining to the premises. Any incident/accident in the club although possibly dealt with by members of staff, the D.P.S. has to ensure all procedures are in place to account for any incident/accident and to ensure these are upheld. As well as ensuring these procedures are followed correctly and records kept regularly and kept up to date.

The role though is not limited to incident/accident procedures; it is to ensure the safety of staff and customers and members of the public in the premises and within the vicinity of the premises.

The D.P.S is the person identified on the premises Licence as the person who supervises the premises. Any premises where alcohol is supplied under a premises licence must have a DPS. They will be named in the premises licence, a summary of which must be displayed on the premise. The Act and Guidance requires DPS and personal licence holders to have responsibility for the sale and supply of alcohol because of its impact on the wider community and on crime and disorder and anti-social behaviour, as this carries with it greater responsibility than that associated with the provision of regulated entertainment and late night refreshment. A personal licence holder can supervise the sale of and authorise such sales and supplies. The D.P.S. must be informed of all issues, and must therefore be in constant communication with security and staff during operation.

The D.P.S must undergo adequate training; the recommend course is the BIIAB Award for Designated Premises Supervisor, as well as both on going training in house and out.

General Manager

The General manager's main function is to supervise the bars and staff in the premises. Recruiting, training and motivating the rest of the staff, and to ensure all the policies and procedures laid out in this document and agreed by D.P.S. are all up to date. Doing regular stock-takes and ordering as necessary, along with handling deliveries. It's to also maintain the condition of all the stock. Keeping up to date with licensing legislation, and along with D.P.S, liaising with the authorities. Enforcing health and safety rules to all members of staff and ensure procedures are being adhered to ensuring safety of public and staff. Adhering to budgets, increasing profits and managing cash flow. Dealing with difficult customers and reporting incidents/accidents. Also to verify age of patrons and monitor the behaviour and conditions of patrons as well as knowing when to call for help either from D.P.S. or from security. Every incident the General manager has been involved with must be recorded. The General manager must be in constant communication with either security or D.P.S.

Security

All security must be SIA registered, they must have their badges on their persons clearly visible, by wearing a high visibility arm band. Licensed door security supervisors provide a safe environment for people who enter the premises and people in the vicinity of. They also reduce the incidences of under-age drinking. The Association of Chief Police Officers' policy lists three pieces of acceptable I.D. for proof of age. The acceptable forms of proof are a passport, photo card driving licence or a proof-of-age card. Door security supervisors are taught about this Proof of Age Standard Scheme (PASS) during their training. They are to Adopt the Challenge 25 policy and are therefore to ask for identification from anyone looking or seeming to be under this age.

They are to either resolve any issues or problems pertaining to the safety or well-being of members of the public or staff. This can be through conversation or removal of anyone concerned of causing harm to themselves, members of the public, staff or the premises itself, this removal must not be excessive and must be in line with current legislation and training. Security are to sign in and out with their names and badge numbers on every shift worked. They are also to ensure incident logging is carried out correctly, And to ensure they remain on the front door for no less than half an hour after the last customer has left to act as a deterrent for any trouble in the vicinity of the premises.

Bar Supervisor

There must be a bar supervisor positioned on every bar during operating hours of the venue. This is a responsible person supervising the staff and those customers to which they are selling to – so assessing everyone at the bars, as well as behaviour and attitude. It is to also be linked up directly to General manager and to security and inform the appropriate person of any issues or concerns. They are also to ensure the correct serving of the bars are carried out, and all systems set by management are achieved as well as serving the bars the same ways as bar staff.

Bar Staff

The main duty will involve serving drinks to customers. They must also adopt the Challenge 25 policy and therefore be able to verify age of patrons. They must at all times keep the bar area clean and tidy, and with the aid of bottle collectors, keeping the bar stocked up and cash handling.

They are to have constant communication with the General manager, and report any incident straight away. Bar staff must be vigilant when assessing the intoxication levels of the people they are serving, and should never serve anyone intoxicated. If they believe someone is intoxicated they are to contact either the General manager or security to assess and deal with the situation. Anyone seemingly to be intoxicated will be given water, and security will then assess the correct course of action. They are therefore also to report straight away any incident pertaining to the safety or well being of customers, or staff.

Bar staff are to have cellar duties which will involve but not be limited to changing barrels, changing gas and changing post mix. Therefore correct training must be given and signed for.

All staff are to undergo regular in house training sessions. They are to be trained on a number of bar procedures, as well as regular health and safety procedures, and fire safety/evacuation procedures. All procedures are to be kept in individual staff documents, illustrating individual training achievements and are to be signed off and kept filled. As well as regular in house training sessions, all staff are to undergo external training, at minimum all staff at the earliest convenience must undergo the BIIAB Level 1 Alcohol Awareness Course. As well as all appropriate staff to be encouraged to undertake the Level 2 NVQ hospitality course.

Cleaners

The cleaners are to work throughout the day, whilst the premises isn't open, they are to ensure the cleanliness of the bars, dance floor, toilets, V.I.P. Area, and any other duties requested by D.P.S. Or General manager. They are to follow basic health and safety guidelines and must use protective equipment if the duty states to that effect. They won't have to incident report in the same way as the club will be closed during cleaning, however if anything is found, which could be but not limited to lost property, narcotics etc. the D.P.S. Must be informed and a report must be made.

Photographer

The photographer is to be solely concerned with taking photos of the club whilst open, and uploading them. However as a member of staff any incident seen must be reported to either General manager, security or D.P.S. Straight away - according to the nature of the incident, and must be recorded at the time. The photographer is also responsible for their own health and safety whilst working and must follow the premises basic health and safety procedures.

DJ/s

The DJ/s are to be solely concerned with the running of the DJ booth. All equipment must be understood, and a good knowledge of our systems must be present before attempting to use anything in the DJ booth. The DJ is also responsible for their own health safety whilst working and therefore must be versed in basic health and safety policies, but also health and safety of the equipment used. Whether they are a member of staff, or out sourced, any incident seen must be reported to either General manager, security or D.P.S. Straight away - according to the nature of the incident, and must be recorded at the time.

Front door/Reception/Security

Policy

The front door/reception area is the main entrance and exit for the premises. Although there are side exits, these are primarily emergency exits. A lot of issues are raised at the front door, due in part to the volume using it, and to the nature of it. We must ensure certain procedures are followed for a number of reasons;

- The front door is the first assessment of people's ages.
- The front door is the first assessment of people's intoxication levels and potential behaviour.
- The front door is the defensive line stopping potential trouble from entering the premises.
- The front door must keep live records for the premises in operation.
- It is the location for the fire alarm control unit.

Therefore we must ensure that all procedures are correct, understood, and recorded throughout operation of the premises.

Front Door/Reception/Security

Procedure

- ❖ Firstly we must ensure there is at least one member of security on the front door during required times, wearing suitable, identifiable clothing and registered SIA badge visible.
- ❖ During required hours once security has arrived, they must sign in, in the security sign in sheets with name, time, date and badge number. These documents, once completed to be filled and kept for record. The Premises must not open before this has been completed.
- ❖ We operate a Challenge 25 scheme, therefore every patron seeking entry to the premises must either be assessed by security to be over 25, or identification must be produced. The only forms of identification we use will be driving licence,

passport, proof-of age. Security must assess as to the authenticity of each identification based on training provided by relevant body. Touch2ID will also be in used during venue operation - a system with little to no room for error for ascertaining a patrons age and identification.

- ❖ If an individual's identification is believed to be fraudulent security will then ask the individual some personal details stated on the form of identification. If further information is required, security may ask an individual to give an example of their signature to see if it corresponds to that of the identification. If it is still at this point deemed fraudulent, security will ask the individual to surrender the identification to be passed onto the police for further inspection. A record of this must be made at the time, with the security members name, badge number, and as much detail from the individual as possible. The record must hold the information of the surrendered card, and once it has been handed into the police – the record must be updated and signed off by a police officer.
- ❖ If ejection is warranted, a report must be made at time of occurrence with as much detail as possible, including securities name, badge no. and date and time as well as information about the ejection. This must be filled and kept as reference.
- ❖ Security must also asses the intoxication levels of persons seeking entrance to the club and persons already in the club. Assessment must be made on the person's appearance, behaviour, ability to hold a conversation, the way he/she holds themselves etc... If entrance is refused or removal is necessary a record must be made, filled and kept as reference including securities name, badge no. date and time.
- ❖ If removal is deemed necessary either by management or security, security with registered S.I.A. badges must be the ones to remove – no member of staff are allowed to do this. It is to be done as appropriately and calm as possible and in line with governing bodies and correct training. Every action is to be recorded immediately with time, date, incident details and security details.

- ❖ Security along with management is to ensure the capacity of the premises is kept. Security is to use hand held clickers to count the number of people entering and leaving the premises. Also to ensure that the numbers of customers in the premises are recorded every half an hour, this document is to be kept on the door and filled and stored after every night.

Drugs Policy

This Venue runs a zero tolerance on drugs. No drugs are to be brought onto the premises at all.

Procedure

- ❖ If a person on the premises is believed to be in the possession of illegal drugs, a drugs search may be requested by security, the D.P.S./General Manager must accompany the security whilst doing this.
- ❖ The individual will be asked to come to a private room which will be in front of CCTV. They will then be asked to empty everything from their pockets, asked for anything they may have that could cause a threat to security or themselves. Pockets will then be searched along with all items, wallets, bags etc... The individual will then be patted down to ensure nothing else is hidden, all carried out by security and done within accordance to correct training, Males will search males and females will search females only.
- ❖ If illegal items are found or anything indicating drug use or selling i.e. inexplicably large amounts of money, two responsible members of staff (i.e. General Manager and security) are to record what happened and what was found, and to both witness the found items are locked in a security safe within a sealed envelope. As soon as possible they are to be given to the police, and a police signature has recorded the collection of the items. The individual will remain in the custody of the security until police arrival. All items found are to be recorded on the official found items documents – signed in by responsible persons and signed out by a police

officer. It must also be written up in the incident report with as much information as possible as well as any CCTV burned off to be handed to Police Officers.

- ❖ To ensure as little drug use happens, as possible; door staff are to do routine and agreed walk a rounds, and surveillance of all areas of the premises. This can be aided by bottle collectors keeping a close eye out on movements of patrons, and constant disturbance of all secluded areas will help move any unwanted behaviour on. Any members of staff that notice anything are strictly not to intervene and to go straight to security or D.P.S. and they are to remain away from the incident so as to not put them in any dangerous positions. Security must also fill in area check sheets – to ensure these areas are being regularly checked, and these documents must be kept on file.
- ❖ Anyone refusing to be searched should either be detained for the police, or ejected and barred from the premises at the management's discretion.

Lighting, Projector Policy

Lighting in the premises needs to be taken into careful consideration. All badly lit and difficult to see areas can cause a number of issues;

- Could create a health and safety issue, trip hazards, slip hazards etc.
- If there are black spots in the club, this can encourage drug use/dealing

The Projectors are less of a safety issue. But a dispersal procedure will be in place – and the projectors, will aid with that.

Lighting Procedure

The illumination of the premises should try to reduce all dark spots as much as possible. Careful consideration needs to go into the placement of all flashing lights, to ensure maximum illumination. As much of the premises need to be clear and illuminated during opening hours.

All emergency exits need to have clear indication, emergency must be checked once a week a logged in the fire manual as to working correctly. There must not be too much smoke from the smoke machine at any point during the night so as emergency exits become unclear. Regular checks through the night must ensure this is the case.

As well as ensuring through operational hours all lighting is correctly working, to stop regular black spots in the premises, and comfort zones for drug dealing or hidden bad behaviour main lighting must be regularly moved around. This should help to stop a safe environment for those wanting to misbehave.

During closing, the lights are to be turned on in sections so as to move customers in groups through the exit, but not allow them all to leave in bulk right at the end.

Dispersal Policy

It is acknowledged by This Venue that there may be a conflict between entertainment and other services provided by the premises, and the right of neighbours to enjoy their homes and businesses without disturbance.

This Venue also acknowledges that popular venues are potential sources of nuisances, antisocial behaviour and crime which may create concern for the immediate neighbourhood, its residents and relevant authorities.

Therefore we operate a dispersal policy; this is not to be confused with the evacuation procedure. It's purely a system policed by This Venue to ensure as little nuisance to neighbours is caused at the time of close of business.

Dispersal Procedure

We will consider usage of volume levels, type of music played and usage of lighting levels to encourage the gradual dispersal of customers during the last part of trading and during the drink up period.

Highly visible notices are placed in the foyer and all across this venue, requesting exiting customers to leave quietly and to respect our neighbours and their property, they will also be greeted by the message from security while exiting this venue.

Security will remain on duty on the front door until the last customer has left the premises to ensure customers leave the area in a quiet and orderly manner, and to act as a deterrent for any bad behaviour.

Security will encourage customers to drink up and progress to the exit throughout drink up time.

Bar staff will give out free tap water to customers during the drink up time allocated.

Customers will be given taxi company details whilst exiting and will be asked politely to take notice of all signs pertaining to the manner in which we expect them to behave as they leave.

Security will ensure no drinks are carried out of the front door, at any time during operation but particularly at the end of the night.

Staff will go out as a rubbish patrol and ensure all flyers, cigarette butts, and rubbish in and around our vicinity is cleaned up including any sick or spills and staff will ensure no bottles, glasses or bins are emptied on a night but the morning after – to ensure no excessive volume is caused.

DJ Booth Policy

As one of the main focal points for customers as well as physically having one of the best views the DJ must keep watch over the dance floor whilst the premises is operational. They are responsible for monitoring the sounds levels along with management. They must play music responsibly, and adhere to the closing procedures for the club. They are the ones creating the atmosphere on the night, so this needs to be regularly checked to ensure a good, fun, lively atmosphere, rather than anything negative.

DJ Booth Procedure

During operational hours the DJ must make regular checks on the dance floor and around the club, as having one of the best viewing points in the club – he must ensure no inappropriate behaviour is going on – and if it is, they are to alert management or security immediately.

The Dj must not play music that will encourage inappropriate behaviour or encourage it any way through speaking on the microphone or playing anything on the projectors that directly go against the Licensing objectives, or wellbeing of staff and customers.

The Dj, as much as appropriate must try to play in session throughout the night, therefore trying to stop a certain type of negative behaviour being encouraged. If a particularly heavier set has been played – the DJ must ensure this is followed by a much mellower, softer session therefore bringing all the hype, excitement and adrenaline people may feel throughout the session to calm down. This is especially

potent at the end of the night. Half an hour before the main lights on the dance floor are turned on, the DJ must start playing “happier”, mainstream music with a soft baseline, again calming customers down, so they are not leaving the club all hyped up.

The DJ booth is to be manned constantly throughout the night, so should the DJ need to leave for a short time, either management or security must be present. Also whilst the DJ is playing, the barrier must be up, stopping customers getting too close to the equipment, they are allowed to talk to DJ, and put requests down – but this must be monitored, and they must not step beyond the boundaries.

Only the DJ may touch the equipment, and they are completely responsible for it during the night, if anything damage happens to it – they could be liable. So DJ's must illustrate a good knowledge and must read this document, sections concerning DJ's/Booths.

Bars Policy

The Bar policy will encompass all aspects of the bar, staff, bottlers, training, health and safety, cashing up, stock control and much more. Due to all the separate documents that must be constantly filed in it will be to mainly ensure these are understood and done regularly.

Bars Procedure

Firstly; All Staff must go through induction training before even stepping behind the bar to work they must also go through NVQ level 2; hospitality and Alcohol awareness level 1. There are inductions check sheets to go through which must be checked off, and filled in and signed off as well as the Staff Induction training folder signed and gone through. This is to give all staff the necessary information for safety, responsible serving, all relevant information on the club as well as evacuation procedures and anything else that would be relating to their role in the company.

Every bar in the venue will always have a supervisor present during operation – this will be a person of responsibility and must be radio linked to general manager and to security. Any problems or issues bar staff have – the supervisor of the particular bar must be informed and inform that of either management or security depending on particular issue or concern.

They are then to undertake regular training every few months done by management and signed off on the refresher check sheets.

As well as regular training regular meetings are to take place generally after each shift to update bar staff of any relevant information.

Staff must fill in relevant Health and Safety documents and be trained fully by management on all practices and any special equipment needed. These will be checked off on separate check lists and all evidence illustrated and fully signed off.

Staff are to ensure they are versed with all fire precautions, all alert alarms, all fire extinguishers and what to do in the instance of a fire or emergency and this is to be done regularly and checked and signed off in the relevant fire safety booklet.

Staff are to ensure responsible serving, so no one under the influence of alcohol is to be served an alcoholic drink – and free tap water must be provided. Should staff suspect a customer of being intoxicated they are to alert security or management immediately, and staff are to also ensure, once a refusal for service has occurred, it is entered immediately into the Refusal Log behind the bar with as much detail as possible.

Staff are to be trained in all policies and procedures relating to their roles, and signed forms are to be regularly maintained.

Staff are to ensure half hourly checks are carried out of the premises, looking for any health and safety issues or hazards. They are to check all toilets and ensure everything is cleaned to their best ability and any issues whilst doing these checks are to be brought to either the managements or securities attention immediately. These checks are to be signed on the sheets kept every night behind the main bar.

The majority of the cleaning of the bars are to be undertaken by the staff, however there are certain things that need cleaning, maintenance which will only be done by management during closed times of the premises. Such things as the beer lines will be done once every two weeks by management. Cleaning out the ice machine will be done once a month, again by management.

Also stock deliveries will be done by management; all items are to be double checked as they are received, the condition of the items are to be checked as well as the quantity. Stock taking is to be done once a month using the till system to upload and check off all inventory. On

delivery days, stock is to be inputted into the till system by management only. Regular checks on the till counts can be done live through the back office of the till system during operation.

All staff will sign in when they start work, and sign out when they finish. This will then be updated on an electronic database by management and sent to our head office to do payroll.

CCTV Policy

The CCTV of the premises needs to cover approximately 80%. It needs to be in fully working order every time the premises are in operation.

CCTV Procedure

To ensure the CCTV is constantly 100% operational, it is to be checked daily. Every camera is to give a good clear image with no obstructions. They are to be in focus at all times during operation of the premises. The hard drive must be regularly checked once a week to ensure its operation. All extractor fans must be checked as well as operation of hard drive must be ensured to be in full working order as well as the recording facility.

All cameras are to be positioned throughout the club so maximum coverage is achieved and all known "hot spots" are covered. Once positioned they are to be mapped – this document can be found at the end of the Management plan and must be agreed upon by local authorities.

Incident reporting Policy

All incidents that happen on the premises must be recorded immediately either in the log book or straight into the main incident report log located in the office and use of the RIDDOR system must be used in accordance with guidelines. Although these are mainly for the clubs benefit, it should be clear and help local authorities with any information they may require.

Incident reporting Procedure

At the time of the incident on the premises a log should be made with as much detail as possible. It should include everything about what physically happened, a description of those involved, time and date, door staffs name and badge number, what action was taken and if any emergencies were called. All this must be logged clearly and correctly in the incident log book kept in the manager's office.

If an incident takes place that causes harm to someone, someone gets injured be it accidental or through the actions of another; a separate log should be made on the log report sheets and CCTV footage should be burned off immediately, all referencing one another. Should the authorities need it – it will be ready to be handed over and signed for – in the log book, as well as updated on the RIDDOR system.

Noise Policy

It is This Venue's responsibility to avoid any nuisance through noise escaping the premises vicinity to any neighbours. Care and consideration should be given during operation of the premises.

Noise Procedure

To ensure This Venue reduces the amount of nuisance caused by noise appropriate sound proofing must be done of the club. This can be through many ways; multiple doors through exiting, or sound proofing material etc.

Noise levels from the DJ need to be checked and the limiter set to an appropriate level so this cannot be exceeded throughout the night.

Also the noise level needs to be checked at regular intervals throughout the night. Checks are done at half hourly intervals throughout operation of the premises at various locations stated on the Noise check database. These must be updated after every night of operation. Through this we are able to keep under the HSE set guidelines for noise levels.

NB.

As the venue is looking to include a light food menu to their nights provisions will be made for this once decisions on what is needed, as well as what is wanted. But a note of this is to be included into this document once that has been finalised.