

Venue Policies

Venue Policies

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Section 1

Provision of Alcohol



Provision of Alcohol

Introduction

KeeleSU is dedicated to providing students and their guests with great entertainment and events that will contribute to the student experience of being part of Keele University. We hope that students and their guests will enjoy their time inside the Students' Union building, however, we are conscious and acutely aware of our responsibilities as a responsible retailer to various national frameworks and codes of best practice. The 'Provision of Alcohol Policy' aims to ensure that Keele SU maintains the highest level of standards in the provision of alcohol and should be considered in conjunction with the Keele SU Code of Conduct, Venue Regulations and Admissions Policies. The Venues Department, within the Students' Union, is responsible for the operational implementation of the 'Provision of Alcohol Policy' in conjunction with the Central Services Department. Together, these departments offer plan, develop, and deploy a broad range of initiatives that aim to promote a mature, sensible, and safe approach to drinking, some of which are explored further in this document.

Definitions

Keele SU refers to Keele University Students' Union, the venue.



Provision of Alcohol

Age Verification

1. SIA Door Supervisor licensed staff are on duty every evening to stop underaged persons entering the establishment after the daytime outlets have ceased trading (e.g. Print Shop, Retail, Coffee House).
2. Bar staff are trained to follow the Challenge 25 scheme and are trained to request photographic identification from any individual they believe to be under 25 years of age, whether door supervisors are present or not.
3. Every till has an age verification prompt before a transaction can be made. There is no access to alcoholic products from the 'Underage' screen.
4. All customer-facing staff are trained in the recognition of valid photographic identification and limited to accepting: Passports, Full Driving Licence, Provisional Driving License and photographic identification bearing the PASS hologram as valid forms of identification. These forms of ID must be physically present. Staff are trained to reject photocopies or any other reproduction of ID. Staff are further trained to ask questions relating to the identification shown, such as querying the postcode, date of birth and middle names.
5. Any persons found to be attempting to purchase alcohol when underage are reported immediately to security.
6. Any persons found to be attempting to purchase alcohol for a minor are refused service and reported immediately to security. Staff are trained to ask whole group for photographic identification if they are unsure if underage persons are part of the group. This is henceforth referred to as proxy sales.





Provision of Alcohol

Age Verification Continued

7. Staff receive comprehensive training on licencing and the legalities of the provision of alcohol, this training is mandatorily renewed each academic semester (in practice, this means every 3-6 months staff undergo full re-training). As part of this, staff are informed that failure to check identification that leads to a minor being served could lead to an unlimited personal fine and 6 months imprisonment. The venue could face a review of its licence and further fines and the personal licence holders for the venue could also face legal action.
8. When external events which allow persons under the age of 18 to attend, a policy of hand stamping will be in effect to indicate whether the potential customer is over 18 or not. Staff are briefed on the evening of the event before doors opening to what system is in place, and to be extra vigilant in ensuring all potential customers are over 18 years of age. Staff are informed to still check identification if there is any doubt over the persons age.





Provision of Alcohol

Drink Driving Deterrents

1. KeeleSU aims to provide a fun and safe atmosphere for everyone to enjoy, including people that are driving home after the event has taken place. KeeleSU uses several deterrents and incentives to try and stop the temptation to drink and drive after visiting the venue.
2. KeeleSU offers a designated driver scheme. The scheme allows the designated driver to have a free drink of post-mix or cordial if they show keys when a round of alcoholic drinks is being bought by the other party members at £6 or over. This is to encourage the potential driver to drink a soft drink rather than join in the likely alcohol based round.
3. Low alcohol options are available to purchase, and all bar staff are trained to discourage any drinking whatsoever by a person planning to drive home. For example, if a customer is asking about the ABV level in different drinks they may be looking for a low alcohol drink to have before driving, or even possibly ask for a recommendation for what to drink, in which instance bar staff have been informed to always recommend a non-alcoholic drink as they do not know the effect any amount of alcohol will have on any individual.
4. Staff are trained to inform security immediately if they believe someone is about to drive after consuming alcohol.
5. KeeleSU offers a free Safety Bus service for any Keele student, not even necessarily a customer on that evening, in order to make sure all students have the ability to get home safely for free. So drivers that intended to drive home but ended up drinking have a free and easy way to get home instead of getting behind the wheel. For more information see the safety bus section of the KeeleSU website.





Provision of Alcohol

Drink Driving Deterrents

6. Taxi Marshals are employed on busy evenings to record taxi and passenger details to ensure the taxis are used fairly and safely.
7. KeeleSU strives to make sure there are always posters and/or campaigns to discourage drink driving.
8. KeeleSU always offers free tap water from each bar, and furthermore, post-mix drinks are always the cheapest items available to buy at the bar to make not drinking alcoholic beverages as appealing as possible. The Students' Union also has a water fountain on the ground floor, which is freely available to all students and guests.



Provision of Alcohol

Combatting Drunkenness

1. Keele SU takes the issue of responsible drinking seriously, and it is regarded as the main tool in maintaining a trouble-free event after the admittance policy. Keele SU also understands the issues regarding customers turning the age of eighteen just prior to arriving at University.
2. When dealing with drinks promotions it is our aim to;
 - Promote responsible drinking.
 - Help prevent the misuse of alcohol.
 - Encourage responsible marketing.
 - Foster a balanced understanding of alcohol-related issues.
3. The frontline defence of these policies are the bars and stewarding team. It is recognised that in the bars environment it is straightforward to pinpoint customers who should be refused service. Part of the training programme for bar staff includes exploring some of the possible symptoms of intoxication. Staff are encouraged to seek the advice of Bar Senior and Bar Team Leaders in identifying intoxicated individuals. Some of the symptoms staff are encouraged to identify when considering if someone is intoxicated are (though not exhaustive):
 - Slurred speech.
 - Excessive bravado/rowdiness whilst at the bar.
 - Unsteadiness, swaying, disorientation etc.
 - Confusion.

When assessing a customer, it is important to consider medical issues that could cause similar symptoms.
4. When a customer is refused service it is common practice to notify the member of bars management working and the security team to prevent service at another bar. Any customer deemed to be too intoxicated will be advised to leave the venue, security staff will offer the services of the Safety Bus to ensure that the customer returns home safely and are monitored during their journey.
5. Particular care must be taken to ensure that a third party does not make a transaction on behalf of someone else. Be this someone underage or who has just been refused service. It is in the power of the bars team to refuse service to anyone if they believe the product will be handed over to someone underage or some that has previously been refused service. A bars team leader/senior must also be notified if a bar host feels the round being bought is excessive.
6. To prevent drunkenness, beyond that which is already stated, bar staff are instructed to never pour more than 50ml of spirit into a single drink. This is to limit the amount of alcohol that one person can consume per order and prevent customers consuming a large amount of alcohol in a short period of time.



Provision of Alcohol

Refusal of Service

1. KeeleSU is dedicated to providing a safe environment for customers to enjoy an evening. The first step of achieving this is making sure only persons of 18 years or age or older are able to purchase alcohol from the bar. We have an Age Verification Policy which explains the identification process included in this document. When any potential customer is asked for photographic identification and fails to produce satisfactory identification Bar Staff are trained to refuse this individual and then record the refusal of service using the tills. Part of this includes recording any pertinent details relating to the refusal, such as the individuals name or date of birth (if this information is available).
2. Furthermore, Bar Staff are trained to identify and refuse service to people they believe are intoxicated. Details of which are provided in the Combating Drunkenness part of this document. Bar Staff are instructed to fill in the Refusal of Service form which is available on every till.




Provision of Alcohol

Drinks Promotion

1. All Licensed Trade marketing activities will be in keeping with both the letter and the spirit of all applicable national laws. The Venues department will be responsible for ensuring this.
2. The Company will ensure that drinks promotions will encourage responsible consumption by those adults who choose to drink and will not support activities which encourage excessive consumption.
3. All promotions will be at a price level where a pint of Pepsi, Pepsi Max, Tango and Lemonade are the cheapest drink available from the bar. Free tap water is always available at the bar.
4. All promotional activity will comply with the Portman Group policy on commercial communications and should therefore avoid:
 - Association with antisocial behaviour.
 - Purchase or sale to under 18s.
 - Appealing particularly to under 18s rather than adults.
 - Suggestion of sexual success or prowess.
 - Association with illicit drugs.
 - Encouragement of illegal, irresponsible or immoderate consumption.
5. In addition to activity which is not in line with our General Principles, the following promotional activities are not acceptable;
 - Any promotional activity which implies drinks being 'downed in one' or which incentivises speed drinking.
 - Promotions that involve drinking games.
 - All inclusive promotions including large quantities of, or all drinks, in the admission fee.
 - Any promotion that involves an initial payment to obtain reduced price alcohol for a sustained period.
 - Promotions which refer to the effects of intoxication in any favourable way, e.g. referring to consuming alcohol to recover from previous overindulgence, or glamourising excessive or irresponsible drinking.
 - Use of image/symbols/characters or persons in promotional material that appeal to those under the legal purchase age.
 - Direct or indirect references to drug culture or illegal drugs.
 - Association with violence or anti-social behaviour.
 - Activity which presents abstinence in a negative light.
 - Sampling activity involving staff under the age of 18.
 - Sampling activity which offers more than 1.5 units of alcohol per person.



6. The following represents examples of good practice;

- Round-buying promotions.
 - The inclusion of responsible drinking messages and alcohol units where appropriate.
 - Promotions that are run over periods of time to ensure prizes such as drinks vouchers that can be redeemed later, not just on the day they are won.
 - Promotional activity that incorporated a soft drinks offer.
 - Any time limited promotion should be for 24 hours or longer.
 - People shown drinking in marketing and promotional activity should appear to be over the age of 25.
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Provision of Alcohol

Glass Safety

1. To keep customers as safe as possible Keele SU operates a Glass Safety Policy to restrict the amount of drinking glasses and bottles in the building that could cause, or be used to cause harm to any person.
2. When a member of bar staff on glasses begins a shift, they must complete a perimeter check of the building to ensure that there are no glass bottles, rubbish or suspect items around the building. This is to ensure that no bottles have been hidden to be accessed later in the evening or after an event. This must be recorded on the Daily glasses Cleaning Sheet.
3. They must also do a sweep of the building once the bar has switched to plastic glasses, to ensure there is no glass present in customer populated areas,
4. All glassware must be cleared from customer populated areas.
5. Keele SU has also taken the step to incorporate the trade of popular products in PET bottles rather than the traditional glass bottles.
6. On regular student evening events, no glasses are to be used and all glass bottles must be decanted into plastic cups.
7. Pint and half-pint glassware will only be used during quiet daytime and evening periods. All drinks will be served in plastic cups at least one hour before any event takes place to allow all glass to be cleared in a timely manner before the event starts.
8. Glass boxes are made available in all cleaning cupboards for safe removal and disposal of any glass.
9. Stewards are also on shift on an evening to support with the clearing of any broken glass.
10. When collecting glasses, staff are encouraged to use the caddies provided.






Provision of Alcohol

Prevention of Glasses and Bottles Leaving the Building

1. While KeeleSU has a number of other measures in place, there is still the chance that customers may attempt to leave with glasses or bottles, for which this policy is designed to prevent.
2. KeeleSU prevention measures:
 - KeeleSU has adopted a no alcohol policy on the ground floor. This means that alcohol (including bottles and glasses) are stopped on the main stairs as customers make their way to the exit on the ground floor. Stewards are positioned on the main stairs stopping alcohol going down.
 - Signs are in place informing customers not to take bottles or glass out of the building.
 - Door supervisors are placed on all exit doors. Door supervisors actively monitor customers leaving and must stop anyone attempting to leave with bottles or glasses.
 - CCTV cameras are positioned on all exits and outside the building and activity monitored.
 - On all large events KeeleSU are to use plastic cups and decant all bottles.

Spillages

1. To ensure health and safety practices are upheld, spillages should be cleared up as soon as possible after they occur.
 2. During daytime operation, on duty bar staff are responsible for any spillages that occur.
 3. When Stewards are on shift they are primarily responsible for any spillages that occur.
 4. Where possible, the member of staff who identifies a spill should ask someone to bring the mop and bucket to their location and should stay by the spill to ensure customers avoid the spill.
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Provision of Alcohol

Litter Disposal & Litter Prevention

1. To prevent litter build up in the area outside the Students' Union, bins are provided in the queue line and no drinks are allowed in the queue line.
2. Once door entry is closed, a sweep should be done by box office staff of the outside area, bins emptied and returned to the building.
3. Any smashed glass should be dealt with using a glass box, dustpan and brush by persons trained to do so and disposed of in a glass disposal bin.
4. Bins in the bin area should be rotated regularly, not overfilled and closed after each use to prevent spread of litter by the wind and animals.
5. Inside the building, sufficient bins will be provided for customer use.
6. Glasses teams will also be on shift on busier nights to reduce the amount of litter build up in the building.
7. To reduce litter leaving the building, no drinks are allowed on the ground floor of the students' union during student events and stewards are deployed to help support this.



Section 2

Searching



Searching

Introduction

Keele University Students' Union as a licenced premises has a zero tolerance policy with regard to the misuse/handling of drugs and weapons, as explained in our code of conduct. To ensure we maintain a safe environment Keele SU has this search policy in place to ensure that illegal activity like bringing drugs or weapons into the building is stopped. Our search policy is in place to act as a deterrent to customers and to prevent illegal and dangerous items being brought into the venue.



Searching


Venue Searching

Keele SU as a matter of routine will search the entire venue every day prior to opening. The searching of the venue is for several reasons as set out in other associated policies (health and safety, fire regulations, building defects, prevention of terrorism, crime prevention etc). One of the main purposes is for the detection of drugs and weapons. Keele SU Security staff will conduct a thorough search of the venue. This search will be documented in the daily venue check. The check lists all areas of the building in order to prevent the search party missing a certain area. The check is completed to search for concealed or discarded drugs or weapons. Search parties should pay special attention to confined spaces, toilet cisterns, bins to name just a few of importance.

Throughout opening hours regular toilets checks should take place. During day time hours where risks are reduced these are completed by cleaning staff and members of bar staff hourly. During an evening, toilets should be checked every 15 minutes by Security and Stewarding staff.

Security staff also should make random routine checks of the venue.

Upon closing of the venue, security staff should complete another search of the venue checking again for drugs, weapons, drugs paraphernalia and signs of drugs use. Any findings must be documented as an incident on Topdesk.






Searching

Standard Entry Searching

Keele SU operates as standard a “Random” 1 in 10 search policy on most event nights. This is increased to full searching where the event maybe deemed higher risk in an advance planning meeting (see below).

- Searching is only conducted by SIA Licensed door supervisors. All searches are witnessed by another door supervisor.
 - Females will only be searched by female staff, and vice versa for male customers.
 - Customers will always be asked for consent before commencing the search.
 - Customers will be asked at first to empty the contents of any bag or container and trouser/coat pockets in view of the staff performing the search.
 - All searches will be performed in view of a CCTV or Body Camera.
 - Although the door supervisor cannot enforce a search, refusal to allow a search will result in refusal of entry and/or ejection from the venue.
 - Any illegal items found during a search will be confiscated and the police informed.
 - The use of hand-held metal detectors may be used as well as or in addition to a standard body search and they are designed to ensure maximum safety to the staff conducting the search.
 - Entry searches are as standard undertaken just inside the main entrances to KeeleSU
 - Customers can request to be searched in private (out of view of other customers) This will always be conducted in the Duty Manager office as this is covered by CCTV with a minimum of 2 door supervisors (one to search and one to witness).
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Searching

Standard Search Requests

Customers may be requested to be searched once inside the venue if Keele SU security staff receive any intelligence or have a suspicion that a customer maybe involved in an illegal activity, or in possession of an illegal item.

Customers in this situation will always be approached discreetly by 2 members of security staff. They will be requested to accompany the staff to the Duty Managers office where the search can take place, or if this is not possible then they will be requested to go to a quiet discreet location, always covered by CCTV or Body Camera by the witness. The search will be conducted with consent as details above for a standard entry search. 'Stop searches' of this nature will always be recorded in writing as an incident on Topdesk along with the outcome of the search.


Enhanced Entry Searches

On certain occasions KeeleSU will conduct a full search policy. This would involve any person wishing to enter KeeleSU to be requested to be searched upon entry. Refusal to a search will result in refusal of entry. These searches will still be conducted in the same manner as a standard search.

A full search policy will be implemented for the following:

- For an event where the nature of the event may impose a great risk of illegal substances been brought into the venue or the risk of higher illegal activity. This would always be agreed in advance with security staff, Duty Managers and DPS.
- On advice/request from the Police, other emergency services, local licensing authority or government department etc.
- In times of heightened level of security .e.g. where there is a national or local risk or terrorism or other such illegal activities.
- Upon a decision based on intelligence/info from other local resources or establishments (an example of this would be if it was deemed at the time there is the potential of a major security risk due to risks happening in the local area or establishments. Example of sources of intelligence in this area may include University security, other Keele venues, pubwatch etc).

The above is clear examples of when a full search policy may be implemented but it is not an exclusive list.





Searching

Searching of Staff, Security, Artists, Contractors etc.

In order to be open and transparent and in order to ensure that there is no risk from internal sources of Keele SU, this policy fully applies to staff members (including security personnel), artists (including DJ's, guests and artists) and contractors, etc. (As follows referred as "Staff etc.")

In the interest of staff etc searches will be held discreetly however it is important to note that to be open and transparent, staff maybe requested to be searched in front of customers. This may arise in the following:


Standard entry search – As staff etc enter the venue for work or other business/reasons they may be requested to be searched by security upon entry. In this situation customers may hear the request and for this reason, it is hoped that the individual will consent to the search which will be conducted there in the same manner as a customer search. On this basis customers may witness the search. As with customers the staff member etc. can request a search in private and this will be respected.


Full entry search – As with customers during a full entry search all staff etc will be searched upon entry. Again, in this situation customers may hear the request and witness the search but once again as with customers staff etc can request to be searched in private.

Standard search request – Staff etc as with customers may also be requested to be search once inside the venue and while at work. This would be based upon intelligence/info that the staff etc member is in possession of an illegal substance or taking part in an illegal activity. As with customers if a staff etc member is requested to be searched on this basis this will be done discreetly and in private usually in the Duty Managers office.

For internal Keele SU staff, security or the staff member who is being requested to be searched can request the relevant line manager (or in their absence appointed supervisor) to be present during the search. For external e.g. contractors, artists (there staff/guests) etc then they can request an official from there organisation/company or other witness. This must be someone available at the time of the search.

All searches are only designed to ensure the safety of all persons who use the venue. They are not designed to exploit a certain member of staff etc for no reason.






For searches of security personnel in all types of searches, the search will be requested and completed by the Duty Manager and the DPS and/or one of the operations managers will also be present as an external official/manager to the Venues department. For searches of the security co-ordinator this will be completed by the DPS and/or the operations managers and vice a versa. To be open and transparent searches can be completed at all levels. Before these searches of managers (e.g. Duty Manager, DPS) and senior managers commence it will be agreed if another member of staff will be present in order to set example to other staff and customers etc that KeeleSU is open and transparent at all levels.

N.B for all internal staff this search policy is designed and implemented from a licensing and security objective. It is separate to any staff contracts, staff terms and conditions and staff disciplinary procedure.

If any staff etc is found to be carrying any illegal items when a search is completed they will be dealt with under UK law and refused entry/asked to leave the premises. Police involvement may pursue. For internal Keele SU staff, notification will be sent to the Senior Leadership Team and line manager of the outcome of the search which may then involve staff disciplinary action dealt with under separate policy. A full report will be made by security or the person who conducted the search.

Staff etc do have the right as with customers to refuse a search. Upon refusal however again this will result in refusal or entry and again dealt with under UK law. Police involvement may pursue. Again, for internal KeeleSU staff notification will be sent to the Senior Leadership Team and line manager of the refusal of the search with any reasons given and the grounds as to why the search was requested. This may then involve staff disciplinary action. A full report will be made by security or the person and or conducted the search.





Searching

Advertisement of this Policy

The following notice is displayed at all entrances. It will clearly state at the top if we are currently operating a "Random" 1 in 10 search policy or a Full search policy at that time.

KEELE SU IS OPERATING A _____ SEARCH POLICY

FAILURE TO PERMIT TO ANY SEARCH WHEN ASKED BY OUR SECURITY PERSONNEL OR THE POLICE WILL RESULT IN REFUSAL OF ENTRY AND OR EJECTION FROM THE BUILDING WITH NO REFUND.

FAILURE TO CO-OPERATE WILL RESULT IN POLICE INVOLVEMENT.

ANYONE FOUND BY SECURITY OR THE POLICE IN POSSESSION OF WHAT IS BELIEVED TO BE ANY ILLEGAL SUBSTANCES OR SOMETHING CONSIDERED BEING A WEAPON WILL RESULT IN REFUSAL OF ENTRY AND OR EJECTION FROM THE BUILDING WITH NO REFUND.

KEELE SU RESERVES THE RIGHT TO REFUSE ENTRY.

THE USE OF HAND-HELD METAL DETECTORS & SPECIALIST TRAINED DOGS MAY BE USED AS WELL AS OR IN ADDITION TO A STANDARD BODY SEARCH.

Keele SU Security Personnel are here for your safety and your co-operation is required at all times. Searches are regularly conducted for customer and staff safety. All customers attending the venue agree to comply with the KeeleSU venue regulations, KeeleSU code of conduct as displayed at the entrances and published on www.keelesu.com/yoursu/aboutus/governance. Copies are also available from KeeleSU Security and Advice and Support at Keele (ASK).





Searching

Complaints

If a customer has a complaint relating to a search this should be directed to the Duty Manager . If a person has an objection to the person searching them once the reasons have been listened too then another door supervisor can be sought to complete the search (if consent is then given).

If customers are not happy with the dealing of the complaint by the Duty Manager and wish to escalate or wish to complain to someone outside the Duty Manager then the complaint should be made to su.feedback@keele.ac.uk

For staff etc at the time of the search or request of search can complain direct to the Duty Manager. After a search has been conducted for internal Keele SU staff they can complain direct to their line manager and/or senior management. For external (contractors, artists etc) again after the fact should contact the relevant person within Keele SU for the nature of business at Keele SU (e.g. artists booked to perform at KeeleSU should complain to Venue Manager who would have being the person who booked the act). This can be escalated to the Senior Leadership Team.



Section 3

Lost Property & Cloakroom



Lost Property & Cloakroom

Lost Property

Any lost property handed in to the Students' Union can be collected from reception during our opening hours.

As we only have limited space for lost property the following procedures will be upheld.


- Bank/Debit/Credit cards will be returned to the local branch after 2 weeks.
- Passports and driving licences will be returned to the home address on them after 2 weeks.
- Keele cards are sent back to IT Service Desk in the library on a weekly basis.
- Accommodation keys are sent back to the Accommodation Office in Barnes on a weekly basis.
- Any other item including clothing and jewellery is kept for 4 weeks and then donated to charity if not collected and it appropriate to do so.

We will make every attempt to contact you if an item of lost property is handed in and is identifiable.

You will be required to supply us with ID upon collection of any item.

If you have lost any item please notify SU Reception ASAP giving as much detail as possible along with your contact details.


If for whatever reason an item that contain personal information cannot be returned to the issuer or owner, the item will be destroyed in such a way that complies with the Data Protection Act 2018 (GDPR).





Lost Property & Cloakroom

Cloakroom

1. ONE item is permitted per hanger and each hanger is charged at the current advertised rate.
 2. KeeleSU reserves the right to refuse items.
 3. KeeleSU will NOT accept to be stored in the cloakroom: alcohol, food, weapons, illegal substances, flammable or explosive material, living objects etc.
 4. Cloakroom staff will take reasonable care of items left.
 5. Items will either be checked in via Keele Card or a ticket (as advertised by staff upon checking in the item).
 6. Cloakroom and/or KeeleSU accept no liability for loss, theft or damage to any goods/items left.
 7. Cloakroom staff will keep your property in the cloakroom until the end of the event.
 8. You cannot claim items without a valid Keele Card or ticket.
 9. Without a Keele Card or ticket (depending on how you checked your items into the cloakroom), items can be collected at the end of the event from security (when all other items have been collected). A clear description must be given, identification shown and contact details left with security. If a clear description cannot be given then you should return the next day to reception. If the staff are not sure that the item is yours it will be retained and the matter passed to the duty manager. Reasonable care will be taken of the item until the owner is correctly identified.
 10. Items not collected at the end of the event will be stored securely in the Cloakroom.
 11. Cloakroom, security and KeeleSU accept no responsibility for items not collected on the same night as items were checked in.
 12. Any items left unclaimed for six weeks, will be sold or donated to charity. Any proceeds from the sale will go towards administrative costs.
 13. KeeleSU reserves the right to search any items placed in the cloakroom if there is reasonable suspicion they may contain a prohibited or illegal item or to help establish the owner of the item.
 14. By placing your item(s) in the cloakroom you are agreeing to the above conditions.
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SECTION 4

Admission, Capacity & Age



Admission, Capacity & Age

Introduction

Keele University Students Union is a multi-purpose building which provides a number of services and facilities. Although open to the general public for certain facilities, events etc it is here for the students. As Keele SU is led by elected officers who are elected by students and therefore is aimed and designed for Students of Keele. This policy predominantly looks at admission to Keele SU as regards the licensed/ entertainment side of operations which is mainly based in the evenings.

NB: When KeeleSU Security are referred to in any part of this policy it includes Duty Managers and a contracted in security agency working on their behalf.

Admissions, Capacity & Age

Opening Times

Current Building Opening Times

General Term Time Opening Hours of Keele Students' Union Building are:

- Monday to Friday 08:00 – 04:00
- Saturday and Sunday 12:00 – 04:00

Only closing during the Christmas & Easter breaks and out of term time opening hours will be agreed by management and advertised.

Licensed (Bar/Entertainment) Opening Hours – As specified in KeeleSU's Premises License 3276

With reference to the Licensing Act 2003 the operating times as indicated by Newcastle Under Lyme Borough Council are as follows for The Venue.

Week Day	Time From	Time To
Monday	8.00am	4.00am (the following morning)
Tuesday	8.00am	4.00am (the following morning)
Wednesday	8.00am	4.00am (the following morning)
Thursday	8.00am	4.00am (the following morning)
Friday	8.00am	4.00am (the following morning)
Saturday	8.00am	4.00am (the following morning)
Sunday	8.00am	4.00am (the following morning)

An additional hour is permitted for the Sunday preceding a Bank Holiday. Extended hours terminating at 06:00 for 5 Special events per annum, the dates of which will be confirmed to Newcastle Under Lyme Council and Staffordshire Police not less than 14 days in advance.

The closing time for the Venue and service of catering is 1 hour after the above timings. The restrictions upon this license are not limited to the above times, these can be found in the Premises License. Also licensable activities outdoors (the Outback) are restricted to the following end times:

Mon + Tues	Until 2am
Wed to Sat	Until 3am
Sun	Until 1am



Admissions, Capacity & Age

Admission During the Day

Days are usually regarded as 8am to 7pm (except where certain events dictate otherwise).


KeeleSU is open to the general public throughout the day and at weekends. There is no set entry control unless deemed necessary by Central Services at times of heightened security risks and or specific events taking place. Although at all times the building is monitored by staff and CCTV. KeeleSU maintain the right to refuse entry to any person at any time. If entry control is deemed necessary, then security personal will man entrances and may check identification or conduct searches in line with KeeleSU Search policy. On set events where entry is only open to certain individuals then either tickets or identification will be checked

Admission During the Evenings for Normal Events

Evenings are classed as after 8:30pm until closing time. Normal events are considered as weekly events aimed at Keele Students.

At these times restricted entry will be in operation. KeeleSU security personal will control all entrances that are open. Admission eligibility is based on a person being in possession of a valid Keele Student Card, with the ***** with the 'My ID' tab on the Keele SU app. Staff Keele Card holders may enter also but must sign themselves into the venue. Keele Students when granted admissions are also entitled to sign in two guests per evening. (Please see below).

All admissions are "counted" into the venue using the MSL door entry system and persons leaving "counted" on the same system. Also capacity is monitored by the MSL door entry system. All students are scanned in and guest's details recorded so that accurate numbers are recorded on the system. An attendance report is generated daily and monitored live via the system. Also the CCTV can be monitored with each entrance having its own dedicated CCTV camera which can be used to monitor and count customers.





Admissions, Capacity & Age


Guest Signing In

On “normal” evenings as stated above Keele Students only are entitled to sign in two guests per evening. The terms of this are as follows:

- Each valid Keele Card holder is entitled to sign in a maximum of two guests per event (all entry is at security staff discretion).
- All guests must show a valid form of identification (Passport, UK Driving Licence or “PASS” approved card) from which their full name and other details will be taken and recorded by door entry staff through use of the Scannet system. **NOTE:** photographs of identification documents are not accepted.
- Each guest signed in must pay an additional minimum of £1, unless they are a UK student holding a valid NUS card in which case the charge is waived.
- NUS card holders from other universities can sign themselves in, however they cannot sign in any other guests and must have a separate valid form of ID as listed above.
- The guest(s) signed in and the student must still pay the entrance charge.
- All persons (Keele students and their guests) must abide by the Keele SU Code of Conduct, venue regulations and UK licencing laws.
- All Keele students that sign in guests are fully responsible for their guests behaviour within the building.
- If any guest breaks the Keele SU Code of Conduct, venue regulations or any UK licencing laws they will be sanctioned as per Appendix 2 in the Keele SU Code of Conduct. The student will be disciplined for the behaviour of the person they signed in.

Keele SU Code of conduct and venue regulations are displayed at the entrances and are also available online at keelesu.com

These terms are always displayed by all entrances and also available on the Keele SU website. With these terms Keele SU venues/licensee does however under current UK licencing Laws have the right to refuse entry if they deem necessary. Entry will always be refused to anyone attempting to enter who appears too intoxicated. Also, entry will be refused on the basis of intelligence or warnings from Keele University Campus Safety, the Police and other licensed venues at Keele.





Admissions, Capacity & Age

Admission to Private Parties

A private party is considered as a private individual hiring a certain part of the venue for them to use.

When a private party is taking place, admission will be based on the terms set by the hirer. Keele SU Venues will control entry and admit people based on the terms set by the hirer. Keele SU venues/licensee does however under current UK licensing Laws have the right to refuse entry if they deem necessary. Also, a valid identification may be asked for to prove identification and/or proof of age (please see the identification section below). All entry (regardless of the terms set by the hirer) is on the basis of Keele SU Code of Conduct and Venue Regulations. Entry will always be refused to anyone attempting to enter who appears too intoxicated regardless of it being a private party or not. Also, entry will be refused on the basis of intelligence or warnings from Keele University Campus Safety, the Police and other licensed venues at Keele.


It is recommended that the hirer produces tickets/invites for their event. Keele SU Venues will also have guest list from hirers in order to make admission for their guests as trouble free as possible.

Admission to Events Open to the General Public

Certain events at Keele SU are open to the general public. These events are either arranged in house by Keele SU or a private hirer (see admission to private parties above). These are normally Bands/concerts etc. On these events the admission procedure must be agreed in advance. The two main types are:

- Ticketed events – These are normally sold in advance and then left over sold on the door. With this an actual hard ticket must be issued and then it ripped on the door where the stub is retained by Keele SU and the main part retained by the customer. For the majority of events, this will now be an e-ticket which will need to be scanned and redeemed on the door.
- Non-ticketed events – These are normally pay on the door. Where a set price is specified, and customer pay on the door the set price to gain entry.

With any type, Keele SU venues/licensee does under current UK licensing Laws have the right to refuse entry if they deem necessary. Also, a valid identification may be asked for by Keele SU Venues team to prove identification and or proof of age (please see the identification section below). All entry (regardless of the event being open to the general public) is on the basis of Keele SU Code of Conduct and Venue Regulations. Entry will always be refused to anyone attempting to enter who appears too intoxicated regardless of it being open to the general public or not. Also, entry will be refused on the basis of intelligence or warnings from Keele University Campus Safety, the Police and other licensed venues at Keele. Also these events are pre-advertised. Normally as a Keele Student only bar will be provided for Keele Students this part of the venue will be based on “Admission during the Evenings for normal events” section above.





Admissions, Capacity & Age

Admission Age Policy

During standard events, children under the age of 14 must be accompanied by a responsible adult and may enter the licensed areas but must vacate the premises before 21:00. Children 14-17 years of age who are not-students must be accompanied by a responsible adult. Children 14-17 must not be on the licensed premises after 23:00.

For all normal evening events, Keele SU restricts entry to 18 and over. Only exception to this is known Keele Students who are under the age of 18. Full details and photographs are provided regularly by the University and copies kept on display to security and bar staff. These students must vacate by 23:00. Although admission is granted they, under UK legislation are not permitted to purchase or consume alcohol. Bar staff make checks of all customers (regardless that they have being granted admission) when they serve them, as under Keele SU's provision of alcohol polices etc).

For private parties or events open to the general public a decision in advance is made by Keele SU or the hirer (however Keele SU can insist to hirers at time of booking regarding ages allowed) as to if the event is 18 and over only or open for 14 and overs. If it is agreed 14 and overs are allowed admission to the event then 14-17 year old must be accompanied by an adult and must vacate the premises by 23:00 (only 18 and overs can remain in an event after 23:00). Standardly events open to 14 and over are restricted time wise to finish at 23:00 in order to ensure the condition of all 14-17 years old vacate by 23:00. If the event is planned to run later then Keele SU Venues conduct a sweep of the entire venue requesting all under 18's to leave. For events open to 14 and overs a different handstamp will be given to 14-18 year old and 18 and overs to give a clear indication of the persons age status.

For events where only 18 and overs are allowed anyone under 18 will be refused entry.





Admissions, Capacity & Age

Admission During Emergencies

Admissions will be stopped/refused at all times where an emergency is taking place which directly affects KeeleSU e.g. fire, bomb scare, terrorist threat etc. (See other associated policies) or upon direction of the emergency services during a major incident. A decision to stop/refuse admission may also be based on intelligence/info from Keele University Campus Safety, the Police and other licensed venues at Keele where there may be an emergency or major incident taking place; or on other areas or licensed premises which may then later pose a threat to Keele SU.

Training

Predominantly all Keele SU security staff will be trained on an annual basis in the details of this policy. This mainly applies to door supervisors. Bar staff also receive training in relevant sections. This policy is designed to be in line with compulsory door supervisor and licensing training and designed to give a clear policy to customers and the staff enforcing it as to our terms and rights of admission and conditions imposed.


Identification

At all times and all different types of admission valid identification can be requested by any Keele SU Venues personnel to any person admitted into the building. Failure to produce a valid identification will result in refusal of entry.

The only accepted forms of identification accepted by KeeleSU are:

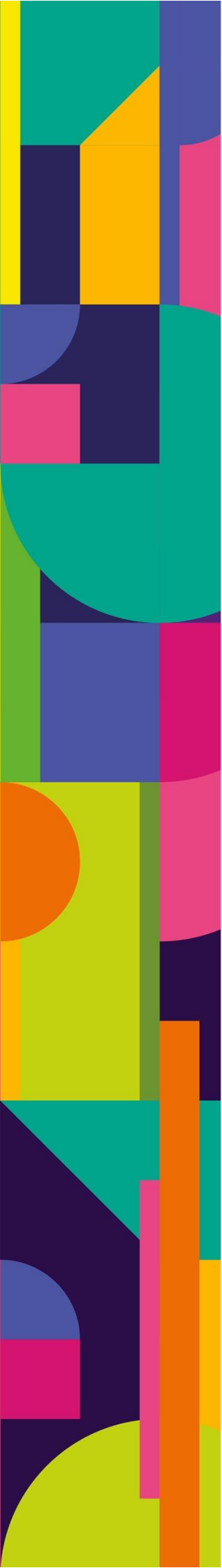
- Current Passport
- Current UK Driving License
- Current "PASS" approved card.
- Current EU/EEA ID card

If the validity (including if the ID produced is in date) of one of the above is in doubt by Keele SU then they can refuse it. NOTE: photographs of identification documents are not accepted.



SECTION 5

Illegal Substances & Weapons



Illegal Substances & Weapons

Introduction

This procedure should be applied to any found substance that is suspected of being a controlled drug, weapon or other illegal substance. This procedure must be exacted only by the senior member of Security staff present or otherwise a Licensee or member of senior Management, with a senior member of KeeleSU staff present as a witness.

This procedure is intended to comply with the following:

- Health & Safety at Work Act (1974)
- Management of Health and Safety at Work Act (1999)
- Licensing Act 2003
- Misuse of Drugs Act 1971
- Staffordshire Police Agreement

Illegal Substances & Weapons

General Procedure of Handling

1. The Duty Manager should be notified, where possible, immediately if a suspected controlled substance or weapon is located.
2. The Duty Manager exacting the procedure should immediately appoint another member of staff as their witness before proceeding. This ideally should be another member of security.
3. The substance or weapon should only be handled with the use of protective gloves/equipment provided, even if it is wrapped or contained in another material, taking care not to inhale close to the substance.
4. The substance should be transferred to a Police Evidence Bag (available from the Security office drug/weapons safe) as soon as possible. All weapons must be placed into a Police weapons tube and then sealed in a Police Evidence Bag.
5. The member of staff handling the substance should then complete the required parts of the evidence bag (from description to signed) giving a clear description of the substance or weapon and or identification of the substance if this has been confirmed by a witness or any person the substance has been seized from. **THE BAG MUST BE SEALED!**
6. The member of staff, and witness, should then complete the Illegal substances and Weapons log (available from the Security Office) before locking the evidence bag and substance in the Drugs/Weapons safe and not reopening until the arrival of the collecting Police Officer.
7. The event **MUST** be logged on Topdesk under SU Security>Drugs Seizure/Weapons Seizure. In the Name of the Caller should be the evidence bag number e.g. Bag No N07784036. Additionally, a photograph of the substance or weapon seized should be upload to the case.




Illegal Substances & Weapons

Additional Procedure for Seizures from a Person

If a drug or weapon is actually seized from a person then it is important the following points must be completed also:

1. As with the general handling, the Duty Manager must be informed immediately.
2. The Duty Manager must make an informed decision as to if the drugs are considered to be for personal consumption or with intent to supply. This should be based on past knowledge and experience of drugs and dealing with incidents. If in doubt treat as possession with intent to supply.
3. If there is suspicion the person maybe in possession with intent to supply then the person **MUST** be detained and 101 called for advice. If the person is uncooperative, abusive, violent and or there is risk to staff or others then 999 should be called.
4. If it is considered for personal consumption only then security staff must attempt to obtain personal details. This must include full name and keele card number for students. Non-students the full name, date of birth and if possible full address obtained. Once personal details are taken then the person can be released, refused entry and in the case of students sent to a disciplinary hearing.
5. If no personal details are obtainable then the person should be detained and 101 called for advice. If the person is uncooperative, abusive, violent and or there is a risk to staff then 999 should be called.
6. For weapons, if it is deemed as an offensive weapon then the person should be detained and the police called

Disposal to the Police

1. If the Police were not called to a detained person and the drugs remain in our possession then the Duty Manager must ensure the Deputy Venue Manager (Security) is aware of the incident and we have drugs/weapons on site.
 2. 101 should be called to arrange collection of the drugs/weapon.
 3. Upon the arrival of the collecting Police Officer, the member of staff should witness the Officer complete the remaining requirements on the front of the evidence bag and witness the Officer sign the illegal substances and weapons log to confirm that the substance has been properly handled and disposed of.
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SECTION 6

Noise



Noise

Introduction

Noise at work can cause hearing damage that is permanent and disabling. This can be hearing loss that is gradual because of exposure to noise over time, but also damage caused by sudden, extremely loud noises. The damage is disabling as it can stop people being able to understand speech, keep up with conversations or use the telephone.

Hearing loss is not the only problem. People may develop tinnitus (ringing, whistling, buzzing or humming in the ears), a distressing condition which can lead to disturbed sleep.

Keele SU is committed to the responsible management of noise in the workplace to protect employees, contractors and visitors from the effects of noise induced hearing loss and other ill health.

It is recognised that there could be potential exposure to noise from the following sources within Keele SU:

- Theatrical or music performances
- Amplified spoken word
- Discos
- Club and bar environments

In order to establish accurate data relating to these activities Keele SU will carry out a regular program of noise surveys across the building.

Also, when discussing noise, Keele SU is committed to certain noise prevention measures in order to not cause a nuisance to our local area and community.

Noise

The Law

The Control of Noise at Work Regulations 2005 require that employers eliminate or reduce risks to health and safety from noise at work. Depending on the level of risk, employers should:

- Take action to reduce the noise exposure; and also
- Provide employees with personal hearing protection.

Other duties under the Regulations include the need to:

- Make sure the legal limits on noise exposure are not exceeded;
- Maintain and ensure the use of equipment provided to control noise risks;
- Provide employees with information, instruction and training;
- Carry out health surveillance (monitor workers' hearing ability).

The Regulations apply where work activities expose people at work (employees or other workers affected by work activities) to risks to their health and safety from noise.

The Regulations do not apply where people who are not at work are exposed to risks to their health and safety from noise related to work activities; however, the general duties of section 3 of the Health and Safety at Work etc Act 1974 may apply in such cases.

Exposure Action Values

The Noise Regulations define 'exposure action values' – levels of noise exposure which, if exceeded, require specific action. There are 'lower' and 'upper' action values.

	Lower exposure action value (decibels)	Upper exposure action value (decibels)
Daily or weekly personal noise exposure	80	85
Peak sound pressure	135	137

- Hearing protection must be made available upon request at no cost to the employee for levels of noise above the lower exposure action value.
- Employees who are exposed to levels of noise above the upper exposure action value **MUST** wear hearing protection provided at no cost to the employee.



Noise

Information, Instruction & Training

Employees should be provided with training so that they understand the risks they may be exposed to, and their duties and responsibilities. Where they are exposed above the lower exposure action values you should at least tell them:

- Their likely noise exposure and the risk to hearing this creates;
- What we are doing to control risks and exposures;
- Where and how to obtain hearing protection;
- How to identify and report defects in noise-control equipment and hearing protection;
- What their duties are under the Noise Regulations;
- What they should do to minimise the risk, such as the proper way to use noise-control equipment and hearing protection;
- Our health surveillance systems.

Assessment of Exposure


On an ongoing basis, parts of Keele SU are monitored to determine noise levels within areas that have been identified as having the potential to expose employees, contractors and visitors to significant noise. These areas will be assessed and will be based upon the noise level data gathered at each venue.

As a rough guide, a noise assessment should be carried out where employees have to raise their voices to hold a normal conversation when they are two metres apart from each other. Due to the large variety of entertainment output produced within the building, activity related noise measurement will be based upon sampling types of activity and the implications of the noise output on areas throughout the premises. It will then be possible to designate areas requiring mandatory use of appropriate hearing protection and areas in which hearing protection will be optional or not required.

Shows/activities are categorised under three main headings:

- A – Loud amplified live music
- B – Loud amplified recorded music
- C – Medium amplified spoken word.

Where managers are conducting risk assessments of activities, noise should be considered as a hazard and control measures put in place where reasonably practicable.





Noise

Hearing Protection Zones

For the purpose of complying with the Noise Regulations, KeeleSU has outlined hearing protection zones for general evening/night entertainment events. Three types of zones have been created:

- Mandatory hearing protection zone

Any employees or contractors working in these areas must be issued with hearing protection. It has been identified that these areas frequently exceed the upper exposure action level.

- Voluntary hearing protection zone

Any employees or contractors working in these areas may request hearing protection. It has been identified that these areas frequently exceed the lower exposure action level.

- Low risk zone

Any employees or contractors working in these areas are not required to wear hearing protection.

If at any point while working employees or contractors feel that they require hearing protection, they should contact their line manager; who will be able to arrange appropriate protective equipment to be issued.

Assessment of Exposure

Managers should dynamically risk assess activities to determine whether hearing protection is required. As a general rule:


- If employees need to shout to talk to someone who is 2 metres away from them the probable noise level will be 85dB.
- If employees need to shout to talk to someone who is 1 metre away from them the probable noise level is 90dB.

Managers should also minimise the potentially harmful effects of excessive noise by implementing staff rotation to reduce the length of time that employees spend in high noise areas.

Where employees are exposed to noise levels at or above 80dB, but below 85dB, they are entitled to request ear protection. This will be provided free of charge by their managers.

At or above exposures of 85dB, managers must provide hearing protection and consider rotation of staff. Managers must ensure hearing protection is used.

Careful consideration should be given to the selection of hearing protection. Noise levels must be attenuated to less than 85dB at the ear.





Noise

Health Surveillance

In accordance to the Noise Regulations Keele SU has a responsibility to provide health surveillance for all employees who are likely to be frequently exposed above the upper exposure action values, or are at risk for any reason, e.g. they already suffer from hearing loss or are particularly sensitive to damage.

Managers should encourage employees to report any hearing issues that could have resulted from workplace activities. All reports should be recorded and forwarded to the Workplace Safety Advisor and Deputy CEO (Operations).

External Noise Prevention

Monitoring internal noise helps reduce external noise caused from the speakers in the venue, to support this, external doors and windows should remain closed whenever noise levels are high.

To support the Keele community, Keele SU also has a duty to minimize the noise caused by customers towards the end of the night. To do this, Keele SU uses the following methods:

- Closing the smoking area before the end of the night.
- Serving food to help any intoxicated customers sober up in an alcohol free zone.
- Encouraging customers to go home at the end of a night, supporting this with the safety bus service and taxi marshalls.



Section 7

Customer Traffic, Queue Management & Dispersal



Customer Traffic, Queue Management & Dispersal

Introduction

Keele SU's environment can change from night to night. With different parts of the venue open and different events the numbers of people in the building can vary. In each case a different approach to controlling customer traffic must be adopted.



Customer Traffic, Queue Management & Dispersal

General Control of Traffic

In all cases, all passageways throughout the venue (e.g. 1st floor landing, K2 corridor, and main stairs) must be kept clear of persons and equipment/personal belongings. This is to keep a good flow of traffic through the building and if persons loiter or items block this type of area's this can impede this flow. Also, in case of evacuation these areas are already clear to aid in the evacuation process.

Stewards and Door Supervisors have a duty to police these areas and keep them clear. Polite but direct requests should be made to customers to keep these areas clean and to promote good customer service, an explanation given. On busy evenings where the whole venue is open these areas can be difficult to police. On specified nights (mainly Wed and Fri) a steward will be assigned to heavy traffic areas (K2 corridor, main stairs) and be responsible for relieving congestion and ensuring passageways remain clear. Also, signs will be placed to assist this process.

In "bar" areas, all entrances and fire exits must be kept clear at all times to conform to fire regulations. Stewards and Door Supervisors will also police these areas to ensure all exits are kept clear. Also, to assist in traffic flow through the bar, general areas are advised to act as traffic ways. These areas, although are not defined to customers, seem to automatically form due to the design of the building.

General passageway areas in certain areas are as follows:

Ballroom – Stage Left and Right under the balconies and the front of House area.

Squirrel Bar – Central part of the room from the main doors though to the doors though to K2

K2 – From the bar entrance through past the raised seated area and in front of the cloakroom.





Customer Traffic, Queue Management & Dispersal

Control of Traffic at the End of a Busy Night

A busy evening can be assigned as the whole venue open or the Ballroom and Squirrel open. At the end of a night where all parts of the venue are open the following should take place:


- One Steward (one who has been in a floating position or in the Ballroom) should position at top of stairs to stem/manage flow, stop in case of individual emergency (First Aid, etc.) and prevent persons going to the top floor. This position should be taken approx 10 mins before closing time.
- Approx. 10 mins before closing times customers should be requested to play last games on the pool tables. The approx. 5 mins before closing time all games machines/TV's etc should be turned off
- All bars will close and entertainment stops at the specified closing time.
- K2 should be cleared first at closing time by door supervisors. Customers should be cleared to the main entrance via K2 corridor then the Squirrel. The steward in K2 corridor should assist by ensuring customers keep moving towards the exit in the corridor. On specific (pre-arranged) nights where it is predicted to be very busy K2 entrance maybe used as the exit point for K2 leaving the main entrance for customers from the Ballroom, Blueprint and Squirrel. When this takes place 2 door supervisors (that would normally be in the Squirrel) should be positioned on K2 exit to instruct people to leave via K2 exit and conduct normal monitoring (e.g. disorder, drinks leaving the venue etc).
- 2 door supervisors and 2 stewards positioned in the Squirrel should also just after closing start clearing customers to the exit. On nights where K2 exits this way this will be more important to act faster to keep people moving towards the ground floor main entrance.
- Ballroom and Blueprint should be left until K2 and the Squirrel is well under way of been cleared. Door supervisors should clear these areas. (up to approx 10 mins after closing time)
- More encouragement should be made for customers to move through Blueprint Bar as there is more space to queue, more space to filter, and less pressure from crowd build-up.





Customer Traffic, Queue Management & Dispersal

Control of Traffic at the End of a Busy Night

- After first floor areas are clear, staff from assigned areas should assist clearing people to the ground floor then themselves make their way to the ground floor and assist in clearing customers from the venue. (1 door supervisor should be positioned on the main balcony to monitor the crowd leaving and all others should standby if needed).
 - Use of entertainment systems to play a “leaving tune” to keep crowd happy and distract them from their now primary goal of leaving a.s.a.p. (NB: this would have to be music they would not ordinarily dance to).
 - It should not be expected that crowds of between 600 and 1600 can be moved out of the building in the shortest time possible in the safest environment possible.
 - An accurate risk assessment of the dangers to crowds moving down the Main Stairs should be conducted, as well as for any ideas put forward to combat this problem, before any change to normal procedure is implemented.
 - The building should always be fully cleared, checked and secured no longer than 30 mins after closing time.
- 




Customer Traffic, Queue Management & Dispersal

Control of Traffic on Quieter Nights

The quieter nights can be; Squirrel only and K2 only. For a night where only the Squirrel is open the following should happen:

- Approx. 10 mins before closing times customers should be requested to play last games on the pool tables. The approx. 5 mins before closing time all games machines/TV's etc should be turned off
- The bar will close at the specified closing time and all entertainment should stop.
- The Duty Manager will lock the main entrance doors and ensure the ground floor is clear of all people.
- The Duty Manager and 1 steward will be in place in the Squirrel monitoring customers as normal.
- At approx. 5 mins past closing time staff will politely ask customers to start finishing drinks.
- At approx 10 mins past closing time staff will politely ask customers to start to leave the venue via the balcony. All customers should be out of the Squirrel by 20 mins past closing time at the latest.
- Stewards after checking the Squirrel and toilets should assist in furniture as normal.
- All customers should have left the building by 30 mins past closing time (Legal drinking up time)

For K2 events the following should be adopted:

- At closing time in K2, the bar should close and entertainment stopped.
 - 1-2 door supervisor(s) should be positioned on K2 exit and others inside K2.
 - At closing time staff should start encouraging customers to leave. After approx. 5-10 mins clearing should take place.
 - By 15-20 mins K2 should be clear and staff once K2 is checked and secure should move outside to actively monitor customers outside the venue.
- 

Customer Traffic, Queue Management & Dispersal

Duty Manager

The ultimate responsibility for the security operation (Stewards, First Aid, Transport and Door Supervisors), general health and safety and welfare of all guests and members of Keele SU falls to the acting Duty Manager. As such, as the Duty Manager must monitor, directly and via delegation through staff, the control of traffic and crowds in and around the venue. To achieve this the Duty Manager must ensure they regularly monitor the event, be active and mobile throughout the various areas in which it takes place, effectively use CCTV systems and other staff, and then take appropriate measures upon discovering and/or ideally, pre-empting an issue.

Queue Management

With a capacity of 2435, the queue on a night-time can quickly build up. To counter this, the following measures will be put in place for ticketed student events.

Expected Attendance	Measures & Staffing
<500	1-2 Box Office Staff
500-1000	3 Box Office Staff
1000-1500	3 Box Office Staff, Spare Till Ready, 1 Queue Management Staff
1500-1800	5 Box Office Staff (2 K2), 2 Queue Management Staff
1800+	6 Box Office Staff (2 K2), 3 Queue Management Staff

In the event of inclement weather, extra box office staff may be deployed in order to reduce queue size and speed up entry.

When expecting more than 1500 customers, K2 should be ready to open to diffuse a larger queue. This entrance should be used for pre-bought tickets only and will usually finish an hour before the main door. The Duty Manager on shift is solely responsible for the opening and closing of the K2 entrance.

Alongside the above measures, students should be encouraged to pre-buy tickets wherever possible to speed up the entry on the door. This can be done before the event starts or whilst they are queueing. Members of staff on queue management should encourage people in the queue to buy their tickets before getting to the door and direct them to the most suitable queue to reduce wait times.

Bins should also be placed at various locations along each queue to reduce risk of smashed glass and to keep the area tidy. On nights with queue management staff, they should stop any drinks from entering the queue line.

Section 8

Crime & Disorder



Crime & Disorder

Introduction

Keele SU is dedicated to reducing crime and disorder within its building and the surrounding areas.

This policy should be used alongside several other policies:

- Searching
- Member Code of Conduct
- Lost Property
- Illegal Weapons & Substances
- Provision of Alcohol
- CCTV

Crime & Disorder

Prevention of Crime & Disorder

The following is a list of processes and procedures Keele SU implements to prevent crime & disorder:

1. Customer facing staff should all be trained in dealing with disorderly conduct. This is more prevalent in those who carry out shifts in the evening.
2. All staff should be trained in correct communication pathways should they witness any crime or disorder.
3. At any time Keele SU is open, an SIA Door Supervisor is to be one site. On larger nights, more door supervisors should be deployed.
4. Stewards and Door Supervisors should be in correct uniform and in key locations around the building to help prevent crime and disorder.
5. Duty Managers should continuously assess areas of crime and disorder and relocate staff accordingly to help prevent it.
6. All customer facing staff should have a brief understanding of the policies and procedures in place for dealing with disorderly conduct, even if they are not the ones who implement it.
7. Staff should be pro-active in dealing with situations of crime and disorder, ideally stopping it before it happens.
8. Any incidents of crime & disorder should be managed effectively and as per training, so that they can be dealt with efficiently and prevented from escalating.
9. CCTV should be monitored regularly to ensure any incidents out of site of staff are picked up.
10. A Member Code of Conduct is in place, with large emphasis on repeat offenders, so as to discourage crime & disorder.

Reporting of Incidents

If you have had to deal with an incident of violence, even if in your opinion it was a relatively minor incident, it needs to be recorded. Keele SU has an obligation under the Law to monitor and continually assess the risks to its employees, and thus needs to know if the frequency of hazards are increasing (or decreasing) so as to best implement measures to control or eliminate the risks. It may also be deemed necessary in some cases where staff have been subjected to violence to offer after care support with the aim of minimising the distress suffered. September 2019

The reporting of any incident should be done initially through the immediate supervisor of the employee involved and the Duty Manager. A report can then be made where any further action necessary will be considered. In cases of serious assault, the Duty manager will contact the police on the staff member's behalf and inform a Senior Leadership Team Managers

