

Public Document Pack



To: Councillor Boulton, Convener; and Councillors Cameron, Lesley Dunbar, Grant, Greig, McLellan, Townson, MacKenzie and Sellar.

Town House,
ABERDEEN Date 13 August 2021

LICENSING BOARD

The Members of the **LICENSING BOARD** are requested to meet in **Council Chamber - Town House on TUESDAY, 17 AUGUST 2021 at 10.30 am.**

JENNI LAWSON
CLERK TO THE BOARD

BUSINESS

- 2.14 Application for Variation of Premises Licence - The Tunnels, Carengies Brae (Pages 3 - 4)

- 2.22 Application for Variation of Premises Licence - The Boardwalk, Sea Beach (Pages 5 - 40)

Should you require any further information about this agenda, please contact Arlene Dunbar ardunbar@aberdeencity.gov.uk 523411

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Afternoon Arlene

As you know I will be down south when this application calls and might not be able to attend the Board Meeting on 17th August virtually.

There is an objection to the application and I thought I would provide you with my clients comments on the application and objection so that they could be circulated to the members with their papers. The application was really just to obtain board consent to "tidy up" alterations and to the Premises carried out whilst they were closed throughout lockdown. Indeed, I thought they might have been treated as a minor variation until the architect advised me there was an increase in capacity because of the changes. None of the works even required a building warrant and have absolutely no effect on noise.

Although the objection does not say, our clients think it might come from a competitor and should be viewed in this light.

I well recall applying for a licence for the Premises in the Town and County Hall some 20 years ago and certainly prior to the new Licensing legislation coming in to effect. The owners remain the same. It was innovative at the time not least because of where it was.

Their architect advises me that significant noise prevention measures were incorporated in to the original building works. In terms of the external walls, two sets of solid core double doors were fitted which form a lobby to the outside. The main doors also have a lobby area where the doors are managed when the premises are operational.

Indeed, both tunnels also have double doors leading in to them which of course reduces further any noise leakage.

Music equipment is controlled by a sound engineer who is on the premises when open. There are noise restrictors fitted to ensure acceptable sound levels are not exceeded.

All these measures were agreed with Building Control when the premises were fitted out many years ago.

There are also installed remote sound monitors used throughout the premises as back up by management.

The result of all this, is that there have been no noise complaints whatsoever during the many years the premises have traded as can be confirmed by your officials.

As you can see the alterations will not produce noise pollution whatsoever. Also our clients cannot think of any residential properties that are nearby and certainly had had no complaints.

In essence I submit the objection is irrelevant to the application and groundless.

I trust this information is of assistance to the Board.

Their architect will be online as well to answer any queries the Board may have.

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The following procedure covers:

- Medical Contra-indications
- Groups of people with disabilities

Medical contra-indications

All customers prior to taking part must complete a waiver form.

All Staff should be familiar with the operator's list of contra-indications to safe participation on medical grounds which should include, but may not be limited to:

- forces and actions that could aggravate physical conditions
- excessive participant weight (which would increase the forces on the participant's body, would could lead to an increased risk of bone and joint damage and would be an indicator of general lack of fitness and appropriateness of the activity for the participant)
- circulatory conditions
- heart or lung conditions
- recent surgery
- back or neck conditions (including Rodded back and Brittle bones)
- high blood pressure
- spine, musculoskeletal or head injury
- Down's Syndrome
- Neck Instability
- Achondroplasia (disproportionate Dwarfism)
- Pregnancy

Customers who have **health problems or disability** may appear to pose a risk. If in any doubt in their ability to safely participate in Battle Bar activities customers should seek advice from their GP prior to taking part in any activity.

Flashing lights might be used in the Battle Bar that might affect some people with epilepsy. Signage is displayed to warn customers.

Where a customer has **epilepsy, which is totally controlled by medication** and has been completely free from seizures for at least one year, no special precautions are necessary. However, the customer must be warned that flashing lights are used. This information should be provided in the safety briefing, by warning signage, and on the website.

Customers with **uncontrolled epilepsy** shall seek their GP's approval for trampolining and other forms of sports participation taking into account the following:

- The type, severity and frequency of seizures
- The presence or absence of warning signs
- Known trigger factors, (e.g. cold Park, stress, excitements, noise or dazzling lights on the Park surface)

Activities should **not** take place if:

- A person with uncontrolled epilepsy feels unwell
- During peak conditions



Groups of people with disabilities

Where **groups of people with disabilities** are using the Battle Bar, extra supervision may be required. As part of the risk assessment the following aspects must be considered:

- The group leaders should be consulted and consider persons with disabilities on an individual basis
- The number of trained staff required
- The number of helpers in the Park to provide support
- The number of other helpers available to provide additional assistance, especially in the event of an emergency requiring evacuation
- The training and competency of helpers
- There will always be a high staff to customer ratio on shift at all times
- The provision, type and location of safety signs and signals (both visual and audible)
- The maximum number of disabled persons that can safely be admitted into, and evacuated from a session with due regard to the above

Written evacuation procedures (PEEPs and GEEPs) should be completed for each individual and session being operated.

Action Required:

- ✓ Ensure that PEEPs and GEEPs are developed for individuals or groups with additional needs or disabilities.
- ✓ Ensure that members of staff are trained in this procedure as part of the health and safety induction training for all staff members and a refresher training programme is in place, the training must be recorded on the members of staff's **Individual Training Record**.

Associated Forms:

- Individual Training record

Associated Risk Assessments:

- Disabled Users and Groups Risk Assessment
- PEEPS and GEEPS
- Arcade
- Crazy Pool
- Seating Area
- Shuffle Board
- Electronic Darts
- Beer Pong
- Axe Throwing



Associated Guidance and Legislation:

- British Gymnastics, Health and Safety, Safe participation
- Downs Syndrome UK
- BSI PAS 5000:2017
- Control of Admissions Procedure
- Emergency Action Plan

Training on this procedure is required for the following staff:

- All Staff
- All Managers
- Receptionists and Multi Skilled Staff

Updates of procedure:

Revision	Issue	Description of Amendments	Date	Action By
2	1	None - First Issue	May 2021	Train designated staff and incorporate the procedure into QMS.

Date of Next Update:

This procedure is reviewed every two years or updated as and when necessary, the next review is January 2023.

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AXE SAFETY

BATTLE BAR

2021

Safety Of Equipment and Field

Definitions

- Section 1 - Throwing
- Section 2 - Equipment and field
- Section 3 - Participants
- Section 4 – Coaching
- Section 5 – First Aid

Definitions Participant

Any person on the premises not actively holding an axe.

Thrower: Any person currently holding an axe, with or without the intent to throw

Coach: Any person that has completed the axe throwing certification process, usually a staff member.

Lane: The throwing field where axes are thrown. Includes floor, ceiling, side walls, and target

Trick Shot: Any throwing technique listed in Section 5 that does not meet the requirements of throwing techniques listed in Section 1. All trick shots must be accompanied by a coach.

Section 1A- Throwing (Separated Lane Facility)

- No axes are to be thrown until a coach has given full instruction and demonstration to all participants
- Axes may be thrown no closer than 12ft and no further than 16ft from the target
- A thrower must have forward foot inside of throwing range while throwing
- Axes may only be thrown by holding the handle and never by holding the blade.
- Radius Rule - No participants may be within 4 feet of another participant while throwing an axe
- A coach may stand near participants while training but must stand a minimum of 2 ft away and may not stand directly behind or in front of participant.
- Axes may only be thrown in a vertical orientation, raising the axe above the head and releasing forward. "Side arm" style throwing is prohibited.
- Thrower must always face target while throwing. Backwards throwing is prohibited
- Thrown axe should only complete approximately one rotation when thrown.
- A thrower may only throw one axe at any time

- No participant shall be beyond the marked safety line while a thrower is active in the lane.
- Axes are not to be handed off between throwers. Always place an axe in a designated place and allow the next thrower to pick it up.
- If at anytime, a participant or thrower feels that conditions have become unsafe, it must be reported to a coach immediately.
- If participants are to miss the target member of staff will retrieve the axe

All Participants are shown on how to remove the Axe at the start of session and also posters with step-by-step procedure on how to remove the Axe. During this time a trained member of staff will be present.

Section 1B - Throwing

- No axes are to be thrown until a coach has given full instruction and demonstration to all participants
- If participants miss the target they must take further instruction from a trained member of staff. If the axe is to bounce back there is sufficient space for participant to move out the way.
- Sufficient space of 16ft in the lane and also space for the approach to the lane
- Floor markings to guide participant so they remain a safe distance from the axe throwing wall
- Axes may be thrown no closer than 12ft and no further than 16ft from the target
- A thrower must have forward foot inside of throwing range while throwing
- Axes may only be thrown by holding the handle and never by holding the blade
- Radius Rule - No participants may be within 3 feet of another participant while throwing an axe
- A coach may stand near participants while training but must stand a minimum of 2ft away and may not stand directly behind or in front of participant.
- Floor markings and a barrier to ensure participant stays within the safe distance
- Technique - Axes may only be thrown in a vertical orientation, raising the axe above the head and releasing forward. "Side arm" style throwing is prohibited.
- Thrower must always face target while throwing. Backwards throwing is prohibited
- Thrown axe should only complete approximately one rotation when thrown.
- A thrower may only throw one axe at any time
- Only two active throwers may be beyond the 20 ft safety at any time
- Axes are not to be handed off between throwers. Always place an axe in a designated place and allow the next thrower to pick it up.
- When removing an axe from a target, a thrower should place two hands on the handle to prevent injuries
- A thrower may not proceed to the target until both throwers have completed their throw and all axes have come to a complete stop
- If at anytime, a participant or thrower feels that conditions have become unsafe, it must be reported to a coach immediately
- Participants MUST NOT touch the blade only the handle should be used. Posters will displayed reiterating this to participants

Section 2 - Equipment and Field

- All equipment in the Axe Throwing will be expected start of play, end of session, before and after. This will be logged in an 'Axe Throwing Inspection' log book.
- Axes- Axe conditions must be solid and unbroken without observable imperfections or weaknesses.
- Wooden Handles - No splinters or cracks. Handle is securely seated in axe head and does not wiggle or move. Smooth to the touch or taped. Steel Handles. No burrs or sharp edges. All steel handles must be wrapped or encased in a soft material such as rubber or tape
- Axes with fiberglass handles are not suitable for throwing, therefore are not permitted
- Blade must not have any noticeable burrs or damage capable of injuring a participant while throwing or handling the axe
- Axe must weigh no less than 1.5lbs and no more than 3.5lbs
- Axe length must be no less than 14 inches and no more than 20 inches
- Lane must be clear of all obstacles that could pose a danger to other participants during play
- Walls between lanes must be substantial enough to protect participants in adjacent fields during play from the direct impact of a thrown axe.
- Separator walls must protrude no less than 8 feet from target
- Construction -Each field of play must be a minimum of 20 feet in length, 10 feet in height, and 4 feet in width
- Side Walls - Side walls shall be a minimum of 10 feet high
- Side walls must be top tied into either the facility or each other with a spacing of no more than 8' between each brace.
- Target Walls 1. Target walls should be a minimum of 1-3/4" thick wood (typ. 1-3/4" backer board) covering the target wall to 9' above floor. A minimum of 3/4" thick wood should cover any area above 9' for the remainder of the target wall.

Section 3 - Participants

- Age -All participants must be over the age of 18
- All participants must complete a waiver
- Strength -All participants must be able bodied enough to, without physical assistance, throw an axe from the minimum 12ft mark and strike the target wall without the axe touching the floor first.
- Consent- All participants must have read, understood, and physically or digitally agreed that they have a full understanding of the dangers of axe throwing, including dangers that are created both by the participants and not, such as misuse of equipment or equipment failure.
- Any consent and waiver presented to a participant must have been previously approved by a local legal expert.
- Apparel - Close toed shoes are required to throw axes
- Any excessively loose clothing that could obstruct a thrower's movement or vision while throwing an axe is not permitted.

Section 4 - Coaching

- Any person that will be instructing participants in axe throwing must have completed the axe throwing safety certification process prior to instructing.
- A staff member of an axe throwing facility that has not completed the certification process is still considered a participant and is not eligible to instruct other participants

- A staff member in training may instruct throwers, but a coach must be present at all times.
- Coaches must inspect the throwing lane and all equipment before allowing participants to throw. See section 2 for inspection details
- Coaches may stand no closer than 2ft from a thrower and always stand behind and to the side while coaching. Never directly behind or in front.
- Coaches may hand axes to participants within the lane but never by holding the blade. Always pass an axe by holding higher on the handle so the participant can grab the handle.
- A thrower should never be active where a coach cannot actively see the thrower
- Coaches must communicate the “Main Safety Rules” to all participants during instruction:
 1. No throwing until approved by a Coach
 2. ONE Axe ONE Lane - unless accompanied by a Coach
 3. Do not hand an axe off. Always lay down and pick up.
 4. All non throwers MUST stay behind the marked safety line
 5. Never touch the blade - Use only the handle of the axe
 6. Axes MUST be thrown by holding the handle in a vertical orientation
 7. Single rotations, forward facing throws only
 8. Forward foot must be inside marked throwing range (12ft-16ft)
 9. Report any unsafe conditions or activities to a coach or staff member IMMEDIATELY
- Coaches must remain with the coaching area to ensure throwers are maintaining proper safety technique at all times.
- A coaching area must be clearly marked at the end of each lane
- Accidents to be recorded in the Accident Book

Section 5 - First Aid

- In the event of an injury during participation, it is the responsibility of the coach to assess the situation and act accordingly.
- If the participant is awake and talking, explain who you are and ask them if it is ok for you to help.
 1. Always wear body substance isolation equipment (e.g. latex gloves) when dealing with any body fluids such as blood.
 2. If the injury appears minor to the participant, provide access to first aid kit on premises.
 3. If the participant perceives the need for basic or advanced care beyond the capabilities of the first aid kit, call emergency services (999).
- If the participant is not conscious or appears to have an altered level of consciousness, call emergency services (999).
- Every facility must have at least one easily accessible and clearly marked first aid kit
- Every first aid kit must be inspected and resupplied no later than the first day of each month and after each use.
- If there is ever any doubt about a first aid situation, call emergency services (999)

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Axe Throwing Rules

All participants must be over the 18 to enter the Battle Bar.

Waiver & Clothing Information

All players/participants must read and sign the waiver before taking part in axe throwing. All Players/participants must have a wristband before being allowed to throw. Closed-toed shoes are also required.

Axe Throwing & Axe Catching

At no point should an axe try to be caught. If an axe bounces back from a target, quickly step backwards and to the side in your lane. Do not point or gesture with the axe. If any mishandling of an Axe or horseplay will not be tolerated and will result in removal of the participant from the activity.

Players Stay Safe in all Areas of Axe Throwing

The must be only one person in a lane at any one time. Participants must not enter the lane until it is completely cleared. When entering a lane, step directly into your lane.

Players/participants must not wander into another players station. If you are not throwing, you must remain behind the fenced/marked off area at all times. Any participants under the influence of alcohol and drugs will be allowed to participate in Axe Throwing. The physical and mental fitness of the participant will be assessed at the entrance of the Battle Bar as well as by the member off staff working on the Axe throwing department.

Just one Axe at a time

In each lane only one axe is thrown at a time. Whether the axe sticks or not, retrieve the axe that is thrown before starting another turn. Staff monitoring the lanes must ensure lanes aren't entered mid throw.

Axes out the fence/lane

The axe SHOULD NOT be removed from the throwing area. All axes remain in the fenced area at all times.

Keep Off the Fence

Players/Participants must not touch or grab the fence, either in the spectator area, or especially when picking/retrieving the axe off the ground.

Axe Handling

Players/Participants must be made aware that handing off an axe might take your hand off!! Do not hand another player/participant an axe especially on another lane. When done throwing, replace your axe in the wood block and exit the area safely following signs. The axe should be placed in the wooden block provide and exit the area accordingly. The next player can then select their own axe when entering. The next player/participant should not be allowed in the area until current player has left the area completely.

No Food or Drink

The Battle Bar will have designated areas for food and drinks. Please use them accordingly before beginning the axe throwing. No food/drinks, especially alcohol should be consumed or brought into the lanes.

See It, Say It

Players/Participants must let us know if they need the board replaced. Also, advise staff onsite if there is any damage to the axe, board or lane. At the Battle Bar we want our customers to have the best experience possible, and want to provide the equipment and environment to do so.

Axe Throwing Waiver

AXE THROWING SAFETY INFORMATION -Axe throwing is an activity that involves physical exertion. All participants must be over the age of 18.

The activity you are about to participate in has potential high risks due to handling objects that could cause potential harm if not used correctly. Any participants believed to be intoxicated will not be allowed to take part in Axe Throwing.

In consideration of participating in the activity of Axe Throwing, I represent that I understand the nature of this activity and that I am qualified, in good health, and in proper physical condition to participate in the activity of Axe Throwing.

I acknowledge that if I believe the activity of Axe Throwing at the Battle Bar conditions are unsafe, I will immediately discontinue participation in the activity. I fully understand that this activity involves high risk of bodily injury which may be caused by my own actions, or inactions, those of others participating in the activity, the conditions in which the activity takes place and that there may be other risks either not known to me or not readily foreseeable at this time: and I fully accept and assume all such risks and all responsibility for losses, costs, and damages I incur as a result of my own participation.

The Battle Bar does not accept any liability unless due to our negligence.

To minimise risk please:

- All Jewellery and piercings that may be seen as a hazard must be removed
- All long hair must be tied back before entering the lane and remain tied back at all times
- Bring any medication needed to the activity for your own safety. This must be declared below.
- Closed toe footwear must be worn at all times when participating in Axe Throwing
- Suitable clothing must be worn at all times
 - Participant must declare of any Mental Health Conditions which may affect their ability of activities within the Battle Bar
- Please give details of any health conditions and medication, if unsure please consult your doctor for approval to participate.

I acknowledge that I have been provided with safety rules and advice of the Company in relation to the activities and that I have read and fully understand the above and accept the terms of participation freely and voluntarily without any inducement prior to signing/submitting this form.

You are personally responsible for your own well-being.

I confirm that the participant has read and will abide by all the information provided on this waiver and that the medical information provided regarding him/her is true to the best of my knowledge.

Printed Name of Participant _____

Signature of Participant _____

Phone#: _____ Date Signed: _____

Date of Birth: _____

E-mail: _____

Home Address _____

Battle Bar

Dispersal Policy

1. PURPOSE

This policy is designed to provide guidance for the management and employees and set out the terms for the dispersal of customers from the premises safely.

The purpose of this policy is to set out the reasonable steps the premises will undertake to prevent unnecessary avoidable disturbance to residents, services and other businesses operating in the vicinity of the premises.

It is the stated intention of the premises to operate in a manner which causes the minimum impact from noise nuisance and anti-social behaviour from our customers to neighbours and other members of the public.

To this end all relevant staff will be trained in this policy and other appropriate skills to achieve an orderly and safe dispersal from the premises.

All staff are compelled by their contract of employment to comply with and actively implement this dispersal policy; where their job role includes these responsibilities. It is the responsibility of the Designated Premises Supervisor to ensure that this policy is enforced at the premises and to regularly update the policy to meet the requirements of the business

1. LOCAL CO-OPERATION

The premises will work in co-operation, where appropriate, with other premises in the area to ensure that local policies are co-ordinated.

The premises will, where practicable, work in partnership with Responsible Authorities through to share information and best practice.

2. DISPERSAL

Dispersal shall take place through the front door(s) of the premises onto Esplanade. All conditions relating to dispersal included in the Premises licence will be enforced and relevant staff will be trained in these conditions, as well as the terminal hours and operating hours outlined on the premises licence.

Opening Times

Monday	11am-12am
Tuesday	11am-12am
Wednesday	11am-12am
Thursday	11am-12am
Friday	11am-1am
Saturday	11am-1am
Sunday	11am-12am

Allocation of staff in the last 30 minutes prior to closing will be reviewed, to ensure that the collecting of glasses and the clearing of other waste is prioritised; this provides a message to customers that the premises is in the process of closing and encourages them to finish their drinks and prepare for departure.

A suitable member of staff or a Door Supervisor will be visible at each public entrance / exit to control the dispersal, to remind people to leave quietly and to prevent patrons from re-entering the premises.

Action Points:

- Ring a bell at the end of the evening to encourage patrons to disperse gradually and to leave the premises quietly.
- Ensure adequate signage is available at each exit asking people to leave quietly and not to congregate outside or in the local area; direct patrons attention to these signs as they leave.
- Remove drinks and glass vessels from patrons as they leave to ensure no glass leave the premises.

3. DOOR SUPERVISORS

Door Supervisors Licensed by the Security Industry Authority will be employed by the premises based upon the risk assessment carried out in relation to the following factors:

- Size of the venue
- Expected attendance
- Type of event taking place
- Location of the premises
- Time of year
- Special occasion (New Year, Halloween, Local Festivals etc.)
- Premises Licence Conditions

Door Supervisors will be tasked with:

Management of the Queue to Enter the Premises. Where a queue forms they will monitor to ensure the behaviour of those queuing is conducive with the entry policy.

Any person who appears to be drunk or intoxicated will, where possible, be removed from the queue prior to them reaching the front.

While monitoring the queue the Door Supervisor should remove alcohol from anyone consuming alcohol while queuing or if they are unwilling to give up their alcohol remove them from the queue and advise them they will be refused entry as a result.

An appropriate member of staff should also ask people to have their ID ready to show at the door.

Door Supervisors must seek to control the noise from any person queuing outside the premises in order to reduce the potential for noise to disturb people living and working in the local community. This is achieved by politely reminding customers that anyone not complying with the request will be refused entry to the premises.

Dispersal from the Premises. During the 'soft closure' period and once the premises is closed, the Door Supervisors shall assist with the dispersal of customers from the area. The purpose of an effective dispersal is to ensure that patrons leave the area quickly, quietly and in an orderly manner. Ensuring the customers leave safely in the correct direction.

The most effective approach to dispersal is to be friendly and helpful, understanding that one of the effects of alcohol is to inhibit the effective decision-making ability. What may seem obvious and logical to a sober person, may seem confusing and complicated to a person who has consumed alcohol.

People loitering may be doing so because they are unable to make a decision or easily access the information they require; often they will disperse when they are given this information. Many patrons will move on if they can be helped to achieve one of the following outcomes:

- How to get home?
- Where they can go next?
- Where they can get some food?

Staff trained to approach customers in the correct way to obtain the above information.

By providing this information it can encourage them to leave the immediate area more quickly. Just because someone arrived using one form of transport, do assume that transport option is still available to them or that they can remember immediately how they arrived. Give them options, and offer assistance:

- Call a local taxi – Agreements will be set up with local taxi companies to frequent the taxi rank directly outside the Battle bar.
 - Provide information on local bus - Door Supervisors to have local bus times and routes to hand
 - Help to locate their friends
 - Call someone for them
-
- Door Supervisors will be easily identifiable. The law requires Door Supervisors to display their SIA Licence, however the use of a clear uniform or high visibility jacket will provide greater awareness of their presence.

Action Points: Door Supervisors can expediate the dispersal of customers with their actions both at closing time and throughout the night by:

- Controlling the level of intoxication of customers throughout the night and acting appropriately when people become intoxicated. Anyone who becomes too intoxicated to be served at the bar, shall be removed from the premises and not allowed to re-enter at any point the same night.

- Encourage customers to leave gradually via the appropriate exits at the end of the night; try and avoid large numbers of customers all leaving at the same time.
- Provide information about the transport options from the premises. Taxi Card/Bus times/timetable/Map Route to town
- Remove drinks and glasses and bottles from those leaving the premises
- Remind people who are leaving to do so quietly and direct their attention to the signs displayed
- Ask customers not to assemble or loiter outside the premises once they have left; politely reminding people who do not comply that they may be refused entrance in the future if they fail to disperse

4. SIGNAGE & LIGHTING

The following signs will be displayed at the premises:

- Signs highlighting the Entry Requirement of the Premises
- Signs requesting customers to Leave Quietly and Respect the Neighbours
- Signs to inform customers that drinks may not leave the premises at any time. These signs are to be displayed prominently at every public entrance and exit from the premises.



(Internal) – The premises will turn on the House Lights 30 minutes prior to closing time; the time by which every customer must have left the premises; this coincides with the closing time of the bar. Turning the house lights on is a clear indication to customers that the premises is in the process of closing and generally encourages customer to leave gradually over the following 30 minutes (often referred to as a ‘drinking up time’). There is a distinct advantage to customers leaving of their own free will as they are much more likely to leave and disperse, then if they are asked to do so.

Lighting (External) – External lighting should be sufficient for customers to leave the premises safely. Providing sufficient lighting in the external areas of the premises will encourage customers to leave; customers may be slower to leave if it is brighter inside than outside.

External lighting will be regularly reviewed to ensure it is not a cause of nuisance to neighbours. Both internal and external lighting will be regularly reviewed to ensure it does not impede the effectiveness of CCTV.

TRANSPORT

In order to facilitate the dispersal of customers from the premises, customers will be provided with information on the various means of transport available from the premises:

Taxi & Taxi Ranks – The premises shall display the number(s) of a local taxi company and the location of any taxi rank located in the proximity of the premises. The local taxi company whose numbers are displayed will be contacted to advise them of the location of the premises and informed of the appropriate collection point; they will be asked not to sound their horns on arrival. Where a taxi has been called for a customer, those persons will be asked to wait just outside the exit doors.

For organised events, guests will be advised to pre-book taxis and advise the taxi company of the correct pick-up location along with instructions on how to minimise disturbance to local residents.

- Local & Night Bus Services – <https://bustimes.org/services/15-airyhall-craigiebuckler-sea-beach-circular>
- Local Taxi companies –

<p>Aberdeen Taxis 3.1 ★★★★★ (198) · Taxi service Aberdeen 01224 200200 "When in Aberdeen we always use Aberdeen Taxis."</p> <p>WEBSITE DIRECTIONS</p>	<p>Aberdeen Tiger Taxis 1.0 ★★★★★ (1) · Taxi service Aberdeen 07788 802363</p> <p>DIRECTIONS</p>
<p>TP Taxis 5.0 ★★★★★ (4) · Taxi service Elgin 07920 837311</p> <p>WEBSITE DIRECTIONS</p>	<p>Aberdeen Taxis No reviews · Taxi service Aberdeen · In Colin's Tyres 01224 200200</p> <p>WEBSITE DIRECTIONS</p>
<p>Rainbow City Taxis Limited 3.1 ★★★★★ (243) · Taxi service Aberdeen 01224 878787 "Best taxi company in Aberdeen, sad to see all the..."</p> <p>WEBSITE DIRECTIONS</p>	<p>Central Taxis Aberdeen 3.0 ★★★★★ (9) · Taxi service Aberdeen 01224 890089</p> <p>DIRECTIONS</p>
<p>Aberdeen Taxi Service No reviews · Taxi service Aberdeen 07908 319000</p> <p>DIRECTIONS</p>	<p>Official Aberdeen Airport Taxis 4.0 ★★★★★ (5) · Taxi service Aberdeen · In Aberdeen Airport 01224 725725</p> <p>WEBSITE DIRECTIONS</p>
<p>enturing in ublic Safe ea at The f drinks, gl</p>	<p>People Cabs 4.3 ★★★★★ (8) · Taxi service Aberdeen 01224 876768</p> <p>DIRECTIONS</p>

Once customers have finished smoking they should be directed back inside the premises to reduce the noise generated outside the premises. The smoking area will be closed 30 minutes after closing time of the bar to smoke in a designated area whilst waiting for transport.

The closing of the smoking area at this time will aid dispersal and prevent confusion between those in the smoking area and those leaving the premises. It will also mean that anyone wishing to smoke must leave the premises and no re-entry is permitted after this time. This also allows supervisors to keep control of customers 'whereabouts'

BOTTLES, GLASSES & LITTER

The premises will maintain the area immediately to the front of the premises clear of bottles, glasses and litter by regularly sending a member of staff to the area to clear these items.

No glasses, bottles or other drinks are permitted to leave the premises and it is the responsibility of the Door Supervisor to ensure this rule is enforced. This includes preventing such items being taken into the smoking area or away from the premises at the end of the night

Effective house-keeping of this nature reduces the chances of glasses and bottles breaking or causing potential accidents. Consideration should also be given that such litter causes a nuisance to neighbours and while much of this may not originate from the premises an effort should be made to clear such litter as is reasonable by way of being a good neighbour.

- Place signs at the exits reminding customers that drinks may not be removed from the premises or be taken into the smoking area

CONTROLLING CUSTOMERS & PREVENTING LOITERING

There are a number of solutions already described earlier in the policy on strategies which will help move people away from the premises and disperse them. However additional consideration can be given to the following:

- Making announcements
- Lighting
- Notices and signage
- Staff allocation
- Thanking customers on the way out; this also encourages them to return by ensuring their final interaction with staff is positive.
- Staff should be aware when leaving after their shift, where background noise may no longer drown them out, staff can be a source of nuisance themselves.
- Consideration should be given to additional training for key staff. Intoxicated customers may react more positively to messages from staff other than Door Supervisors. People who are intoxicated are instinctively adverse to authority figures, such as the police or door supervisors. While the Police and Door Supervisors are trained to handle conflict, the vast majority of customer are not involved in conflict and for them a more positive outcome may be achieved by other staff providing them with the messages and information they require.

The following procedure covers:

Plan

- Responsibilities

Do

- General Information
- Tips on diffusing volatile situations
- Action Plan for dealing with violent incidents
- Banning Customers
- Guidance on the legal position for Managers
- Note

Measure

- Incident Reporting

Review

- Incident Analysis

Impact

- Results

Plan

General Managers Responsibilities

To ensure that staff have the knowledge and confidence to deal with aggressive customers.

Health and Safety Competent Person Responsibilities

To complete a risk assessment on dealing with difficult customers and implement suitable control measures.

Staff Responsibilities

To follow the information, instruction and training given in this procedure, try to avoid confrontation in the first instance, and to be able to deal with a difficult situation should it escalate.

Do

General Information

Staff may be at risk from a non-staff member in a number of ways, e.g. verbal abuse, physical assault or a robbery.



It is the objective of The Battle Bar to ensure that staff members react to situations involving potential violence in a manner which minimises the risk of injury. In particular staff members should adopt a “no hero” approach in the event of instances such as robberies or fights between customers.

Following a risk assessment, a work instruction for staff members should be devised with appropriate training including:

- Recognition of potential incidents and how to avoid violence and aggression
- Managing and calming volatile situations
- Tips to minimise the severity of incidents.

Following any incident of violence against staff members, will discuss post support with the Human Resources Department. This may include temporary relief from duty and in some instances counselling.

Tips on diffusing volatile situations

Please refer to **RD-Doc – Tips on diffusing volatile situations**.

Action Plan for dealing with violent incidents

Refer to the Emergency Action Plan procedure for detail.

Violence to staff members is reportable under RIDDOR, refer to the Accidents, Incidents, Dangerous Occurrences and Near Misses procedure.

Banning Customers

Staff are enabled to ask a customer to leave the facility, if the customer will not leave the facility, the staff will call the police and inform them of threatening behaviour from a customer.

If a member of staff feels that a customer should be excluded from the facility, they must refer the request to the Manager to deal with.

Guidance on the legal position for Managers

The General Manager is the lawful occupier of the company’s facilities. A General Manger acting on behalf of The Battle Bar is also regarded as the lawful occupier.

This gives the Manager, the right to exclude from the premises anyone you do not wish to admit. Needless to say any exclusion should be dealt with in the most tactful and reasonable way possible.

Once admitted you have the right to ask people to leave if this is considered appropriate. You should obviously do this in the most tactful and reasonable way possible but you are not obliged to give any reason.

When asking people to leave you should avoid any physical handling of the person.

In accordance with The Battle Bar “no hero” policy any physical handling should only be used as a very last resort and to prevent an already dangerous situation becoming worse.

If someone refuses your reasonable request to leave the premises you should contact the Police. By contacting them you are preventing a potential breach of the peace and the Police should respond to your request.



Note

Managers may pass onto other local managers of facilities managed by The Battle Bar details of an individual they do not wish to accept as a customer.

An exemption from General Data Protection Regulations (GDPR) should not routinely be relied upon or applied in a blanket fashion. You must consider each exemption on a case-by-case basis. In line with the accountability principle, you should justify and document your reasons for an exemption so you can demonstrate your compliance.

Measure

Incident Reporting

Staff who experience a difficult or aggressive customer must report it to their Line Manager or General Manager and it must be recorded on an incident report form. If there were witnesses, they must complete a witness notes form. Staff must complete their Personal Notes relating to the incident.

Review

Incident Analysis

Management will review the incident report forms quarterly and complete an analysis. Any trends will be discussed at Management staff meetings and any risk assessments reviewed, training delivered or control measures put in place.

Impact

A well trained team will reduce the severity of difficult situations or diffuse them completely.

Associated Forms:

- Accident, Incident, Dangerous Occurrences and Near Misses - Incident Report Form
- Accident, Incident, Dangerous Occurrences and Near Misses - Witness Notes
- Accident, Incident, Dangerous Occurrences and Near Misses – Personal Notes
- Continuous Improvement - Accident Trend Analysis.

Associated RD-Docs:

- RD-Doc Tips on diffusing volatile situations.



Updates of procedure:

Issue No.	Description of Revision	Date	Review Due Date	Action By
1	None - First Issue	<Insert Date>	<Insert Date>	Train designated staff and incorporate the procedure into QMS.

Emergency Action Plan

Personal Threats (Violence to Staff)

- In the event of a personal threat, the Staff Member must:
 - Keep calm and do not argue
 - Keep reactions and hand movements to a minimum
 - Summon assistance if possible
 - Comply with any demands, make it clear you will co-operate
 - Keep a clear distance between yourself and the assailant
 - Try to stand side on to the assailant
 - Provide opportunities for the assailant to back down without losing face
 - Recognise if the situation is worsening and attempt to slowly back away
 - Try to remember as much as possible about the assailant.
- The staff member must not:
 - Be hostile, aggressive or patronising
 - Take abuse personally
 - Lose their temper
 - Not take any personal risks.
- The Duty Manager must be alerted immediately after the assailant has left and contact the Police
- The staff member who is the victim must:
 - Be taken out of the customer's view straight away
 - Be offered immediate support, it may be necessary to send the Staff Member home
 - First aid treatment may need to be administered
 - The staff member must not be left alone
 - It is important to listen to the victim and not to ask any questions until the arrival of the police.
- Formal counselling for the staff member may be necessary
- The Duty Manager must complete an Incident Report Form.
- Violence to staff is reportable to the Health and Safety Executive under RIDDOR if injury is caused

Disorderly Behaviour

- Any behaviour, which is likely to cause a nuisance or is dangerous to other customers, shall be stopped immediately
- Customers must be spoken to in an assertive manner indicating reasons why the behaviour is inappropriate:
- If the behaviour persists, further warnings must be given
- Arguments must be avoided
- If the warnings have no effect, or if the behaviour becomes serious, the Duty Manager must be called to assess the situation and ask the offender to leave, if deemed necessary
- Continuation of the offence could lead to the Duty Manager calling the Police
- The Duty Manager must complete an Incident Report Form
- Violence to staff is reportable to the Health and Safety Executive under RIDDOR if injury is caused

Mental Health Procedure

Traits to look for in a participant

- Participant looking/showing signs of being sad (crying, body posture)
- Confused thinking or reduced ability to concentrate during the briefing
- Excessive behaviour showing fear or nerves – excessive sweating
- Extreme mood changes from high to low within a short space of time
- Withdrawal from friends, activities or crowds of people
- Significant tiredness, low energy or problems sleeping
- Erratic behaviour and showing signs of being distressed
- Panic attacks - Signs of a participants breathing becoming heavy

Staff will have been through enhanced training for mental health to then take the appropriate steps to manage the situation with a participant dealing with mental health struggles.

Training available Online;

- Mental Health Awareness
- Mental Health Awareness for Management
- Resilience Training

If a member of staff is concerned and believe the environment has become unsafe for the participant they must follow the Action Plan below;

Action Plan

- Remove object from the Participant in a calm manor (How to approach the customer will be highlighted to staff within their training)
- Set them aside with no distractions avoiding loud or big groups of people
- In a calm, friendly manor a member of staff must remove participant to seated, quiet and private area - **Staff must avoid confrontation at all times**
- Let the participant share as little or as much information as they want (keep the environment calm as possible)
- Member of staff must keep questions open ended to ensure the participant doesn't feel pressured/stressed as this could escalate the situation
- Incident report to be completed with participant to cover the events
- Areas to be covered with the participants on how they wish to move forward i.e. exit the premises, continue play.
(within the staff training it will cover whether they are deemed 'mentally and physically fit enough' to continue the activity)
- If the participant doesn't wish to continue the said activity the staff member dealing with participant must take the appropriate measures to ensure the participant is

escorted off site safety (Refer to the dispersal policy on the steps taken to ensure customers are removed from site safely)

Staff will receive regular training and update log books to ensure they are able to deal with all scenarios surrounding mental health and to ensure a safe environment for all participants.

Policy to Assess Sobriety

Before entering the Battle Bar/Premises all customers will be assessed for sobriety from either alcohol or drugs. The purpose of this is to protect staff, other customers and the premises as a whole.

Refusing entry

A licence holder has the legal right to refuse entry to whom he/she chooses, provided the refusal is not on grounds of sex, race, disability, gender, sexual orientation and religion or belief. A “public house” is not a “public place” and a member of the public cannot insist on being there. Being refused actual entry to premises is a simple extension of the right of refusal to serve. A door supervisor is acting on behalf of, or under instructions from, the licence holder and therefore can exercise the right of refusal on the licence holder’s behalf. No reason need be given. A drunken person must always be refused entry

How to monitor signs of physical impairment;

Various indicators would alarm staff such as staggering, slurred speech or loss of control with movement. Staff will complete Customer Service training so they have a wide understanding on how to deal with a customer in such event. Customers that appear intoxicated will be refused entry of the Battle Bar.

Within the ‘Difficult Customer’ procedure it advises the steps Shift Managers & Staff should take to resolve the situation effectively if a customer believes to be intoxicated.

Staff to complete online training and re-visited yearly to ensure they have full knowledge on how to assess intoxicated situations.

How to assess?

- Use a breathalyser to identify whether the customer is heavily under the influence of alcohol before entering the premises.
- Door Supervisors to have permissions to do searches for drugs on customers. Signs stating this is a measure that could be taken at the entrance

Door Supervisors will have SIA licenses. All Door supervisors will have completed the appropriate training so they will know what to look for in a customer believed to be intoxicated.

Steps to take on how to handle customer conflict

- Validate Your Customer
- Avoid Arguing
- Be Assertive
- Focus on a solution

Staff onsite

Staff to complete appropriate training which will advise the process to take when to stop serving customers if they are believed to be intoxicated. This is done on face value opinion with on shift manager. This can then be reviewed/investigated if believed to be correct or incorrect decision.

Intoxication Marshall

An intoxication Marshall has a proactive roll in monitoring the intoxication of customers inside and outside the premises.

Responsibilities;

- To identify customers or potential customers who are intoxicated
- To identify the level of intoxication the customer or potential customer is at
- To take care of the customer, who is intoxicated
- To have knowledge of ABVs and Alcohol units
- To assist a customer getting home
- To communicate with management and/or door staff at all times
- To write a brief statement of the night to give to the manager at the end of the night

Measures taken to ensure the Battle Bar is a safe environment

- Ensure that all staff (including your door staff) are trained to look for the signs of intoxication
- or evidence of preloading
- Refuse entry to anyone who is or appears to be drunk
- Making sure staff have knowledge of ABVs and Alcohol units. Staff will have knowledge of all the drinks for sale on the premises, particularly the most popular
- Be vigilant with customers buying on behalf of drunken people. It is an offence for a customer to buy alcohol on behalf of someone who is already drunk
- Ensure all promotions are responsible and do not encourage drunkenness. We will consider the Government's sensible drinking guidelines. Promotions should not encourage speed drinking or condone or encourage excessive or irresponsible drinking
- We will keep track of social media relating to your premises. Customer may unwittingly have become known as a place where it is acceptable to be drunk. Customers may have become an enforcement target for the police and local licensing teams



Relevant Legislation

- None relevant

General Information

The actions of staff members can diffuse a volatile situation and may prevent an assault on you or your colleagues.

If there is a threat of violence, the following tips may be of use:

DON'T

- Be hostile, aggressive or patronising
- Take abuse personally, often the anger is directed at the organisation
- Enter into an argument, back off!
- Lose your temper

DO

- Keep calm
- Keep reactions and hand movements to a minimum
- Summon assistance if possible
- Consider your position and give yourself room to escape
- Try and prevent the agitator 'playing to the audience' but without isolating yourself
- Give the agitator space, keep your distance
- Try to stand side on to the agitator as standing square on makes you a bigger target
- Be aware of your vulnerability, when working alone or in remote areas - always plan how you can escape or raise the alarm
- Observe if the agitator appears to be under the influence of drugs or alcohol
- Reassure the agitator even if they do not appear to listen
- Provide opportunities for the agitator to back down without losing face by providing options and asking for suggestions or solutions
- Recognise if the situation is becoming out of control
- Consider moving the situation into the sight line of a CCTV camera.

This RD-Doc MUST be read in conjunction with the following organisation documentation:

- Customer Feedback procedure
- Emergency Action Plan

MAKE SURE YOU HAVE DEALING WITH DIFFICULT CUSTOMERS COVERED!!

For more info and templates on dealing with difficult customers, email us at info@rightdirections.co.uk

or give us a call for a chat on **01582 840 098**

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The following procedure covers:

- Pre Axe Throwing Safety Brief
- Safety Briefing Introduction
- Preparing for the briefing
- Safety Briefing Understanding

Pre Axe-Throwing Safety Brief

- All Participants must listen to a full demonstration from an enhanced trained member of staff prior to taking part
- Closed-toed shoes are required to throw. No loose clothing, hoodies, or brimmed hats. High heels are prohibited (boots are OK)
- All Jewellery seen as potential hazard should be removed before entering Axe Throwing
- Participants must remove clothing that could potentially obstruct their throw
- Follow ALL of the experts directions
- Never enter the throwing area without permission from an expert.
- Never cross the throwing line until the expert approves
- Never throw until you are behind the throwing line and given instruction to do so
- Never leave the throwing lane with an axe
- No food or beverages in the Axe Throwing area
- No roughhousing or horseplay.
- Our insurance prohibits all guests from bringing their own axe
- Participants must listen to the member of staff at all times and following all rules
- Participant must throw forwards at all times

Safety Briefing Introduction

The Battle Bar recognises that the Safety Briefing is a key aspect in ensuring users are aware of potential hazards, and to act responsibly at all times when in the facility.

All users must view a safety briefing prior to being let onto the activity.

Preparing for the briefing

The briefing may be repeated more than once for each session.

Safety Briefing Understanding





After the Safety Briefing the Staff are responsible for delivering the briefing will ask questions to ensure that they have understood each aspect of the safety briefing and also to allow any questions to be asked of them prior to entering the activity.

Customers must be asked if they understood the information. Anyone unsure must be offered another safety briefing.

Action Required:

- ✓ Ensure that Scripts area available from the briefing
- ✓ Ensure that members of staff are trained in this procedure as part of the health and safety induction training for all staff members and a refresher training programme is in place, the training must be recorded on the members of staff's ***Individual Training Record***.

Associated Forms:

- Individual Training record
- Copies of the Safety Briefing script

Associated Risk Assessments:

- Arcade
- Crazy Pool
- Seating Area
- Shuffle Board
- Electronic Darts
- Beer Pong
- Axe Throwing

Training on this procedure is required for the following staff:

- All Staff

Updates of procedure:

Revision	Issue	Description of Amendments	Date	Action By
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2	1	None - First Issue	May 2021	Train designated staff and incorporate the procedure into QMS.

Date of Next Update:

This procedure is reviewed every two years or updated as and when necessary, the next review is January 2023.

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