

## **a) General**

Any incidents on the premises relating to the four licensing objectives are recorded in an online incident log by the appropriate manager and include details of who, when, where and what incident took place and if any actions were taken in response to it.

The theatre has a set capacity for each show and tickets are prebooked and traceable using our online booking system Spektrix.

Risk management processes in place to ensure all risks are mitigated and managed appropriately.

The company is fully insured with public liability insurance.

The company have a Health and Safety Policy that is reviewed in full on an annual basis. Procedure for Health and safety issues to be raised ad hoc and formally through regular meetings. Risk assessments and revisions to policies made as required.

Staff training programme in place to cover issues including First Aid, Fire evacuation, Challenge 25, safeguarding.

## **b) The prevention of crime and disorder**

Private events are invite only and are monitored by staff for any intruders.

At their induction, staff that sell alcohol on the premises are trained to identify underage drinker using Challenge 25 to ask anyone that looks under 25 from purchasing alcohol without providing an acceptable proof of age, such as a driving license or passport. Signs are on display by the bar indicating that this is enforced. Training is refreshed on a 6 monthly basis.

A refusal log is kept whereby a customer has been refused alcohol sale which will include when the incident occurred, who was there and the reason for refusal. Staff will be trained in how to deal with these occurrences.

Management live on sight and there are security lights on overnight to deter intruders from breaking and entering.

There are 3 CCTV cameras than run 24 hours a day and cover the entrances and exits to the site. The recording are kept for 30 days and the system is checked on a weekly basis.

## **c) Public safety**

Fire evacuation procedure in place. Weekly fire alarm tests are carried out and fire evacuations are practised at regular intervals and recorded.

Procedure in place for all health and safety checks to be undertaken by the duty manager prior to every performance. This ensures any issues are managed appropriately in advance of public arriving on site. Weekly general checks of full site and buildings undertaken by Housekeeping and Maintenance team.

Servicing of the fire alarm happens on a bi-annual basis, emergency lights are checked monthly and fire extinguishers are serviced annually.

Staff with responsibilities in the event of a fire or emergency are given training at induction and fire marshal training is established and refreshed.

Water safety notices and equipment is in place based on recommendations from an independent risk assessment with staff trained to deal with any incidents

There are clear access routes for emergency vehicles.

A number of staff are trained in first aid and there are first aid kits in multiple places around the site and a defibrillator by the theatre entrance in case of emergencies.

All our electrical equipment is PAT tested annual to ensure they are safe.

Water is available in the theatre and bar area for any customers using the premises.

All pathways and exits are maintained and kept clear and sufficient bins shall be provided for customers which are checked daily and emptied as necessary.

#### **d) The prevention of public nuisance**

All external events have a noise management plan and management inform Environmental Health of these events at least one month in advance. Noise levels are monitored and recorded on the premises, but also on the boundaries nearest neighbours in every direction in order to ensure levels are kept at a respectable level in consultation with Environmental Health.

Alcohol is not sold outside after 9:30pm.

Communication to audience via preshow email and theatre programme to ask them to leave the premises quietly out of respect of our neighbours.

Bins are located inside and outside the premises for the disposal of all rubbish prior to leaving the site and staff direct customers off the premises

Customers are advised that the serving of alcohol will cease half an hour before closing time.

The premises has parking on site as well as having an overspill car park a 50 metre walk from the main gate so that theatre customers do not park in the village.

No glass bottles are disposed of after 10.30pm.

#### **e) The protection of children from harm**

At their induction, staff that sell alcohol on the premises are trained to identify underage drinker using Challenge 25 to ask anyone that looks under 25 from purchasing alcohol without providing an acceptable proof of age, such as a driving license or passport. Signs are also up by the bar indicating that this is enforced.

Trained safeguarding officers oversee all policies and procedures, make recommendations and consult with the West Berkshire Safeguarding Children Board if necessary. All staff are aware alert to potential risks and report any behaviour of concern immediately with a procedure in place to act accordingly.

At induction, all staff are spoken to about safeguarding and read the safeguarding policy.

All staff that work with children or vulnerable adults are DBS checked.

Age guidance for relevant events published in publicity, brochures and on the website.