

**POLICY****Bars and Venues**Ref No: **BaV-11**

*Capacity and Queue Management Policy*  
April 2024

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## Revision History

Date of next revision:

Revision Version	Previous Revision Date	Summary of Changes	Changes Marked
V01-JB	10Apr23	Reformatting	Update
V02-JB	30Apr24	Minor wording changes	Update

## Introduction

Venue overcrowding can lead to disorder, and increased crime, could create a public nuisance, resulting in the crushing of people and make staff and customers feel unsafe. We believe that we should take several steps to ensure that our premises are welcoming, friendly, and safe environments for our customers.

The Health and Safety Executive states that owning, managing, and running a venue we must think about what may cause harm to staff and customers through crowd movement, dynamics and behaviour as people queue, arrive, enter move around the venues, as well as how they exit and disperse. We must consider customers who could become vulnerable such as young or elderly people and people with disabilities or learning difficulties.

During an evening, past 19:00, there should no longer be individuals under the age of 18 in any of our venues.

## Expected Standards

There are 4 licensing objectives of equal importance:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

## Capacity

Capacity limits must be observed and monitored with the Front Door Log (security), for comfort and safety reasons, and in case there is an emergency evacuation.

Please use your judgement in cases where safety capacity may not have been reached but comfort is significantly compromised, particularly in specific areas and hotspots where capacity is not monitored separately.

The capacity for the Union Bars and their extended spaces are as follows. This is inclusive of staff and caution should be apply for inclement weather (especially at the Institute) and events where capacity won't necessarily be split between multiple spaces (Mully's Karaoke for example).

See Table on the next Page.

NB

\*Lewis Building, cap at 300 for Karaoke or an event that has predominant footfall in Mully's. Cap at 400 on other given nights. Cap at 350 for live music events in Mully's.

Building	Location	Floor	Capacity	
<b>Phineas</b>	Phineas	3rd Floor	400	450 cap at 350 3 <sup>rd</sup> floor only
<b>25 Gordon Street</b>	Gordon St Café Stone Willy's	Ground Floor	50	
<b>Lewis Building</b>	Huntley Bar Huntley Mully's Union StrEAT Café Reception	Ground Floor 1 <sup>st</sup> Floor Basement Ground Floor Ground Floor	30 50 250 150 Entry/Exit	480 – cap at *
<b>The Institute</b>	IOE Bar	Level 4		370- cap at 280 for inclement weather

## What to Look Out For

It is every staff members responsibility to:

- Look out for overcrowding in any internal area of the venue, especially the following locations: Phineas Bar/Fire Exit area; Mully's (everywhere), Huntley Bar area, Institute main external door (with steps).
- Look out for overcrowding in any external area of the venue, especially the following locations: Institute Terrace stairs, Lewis Building entrance/exit, 25 Gordon Street entrance/exit.

## When to Step in and What to Do

Security staff upon starting their shift should be:

- Informed of the capacity of the venue for that night – this differs with certain events, so making all staff aware of what the nights event is, is key.
- Be aware of any capacity limits for individual sections/areas of the premises.
- Issued with footfall counters, one for counting In and one for counting out – or the electronic in/out counter/clicker, so that there's an accurate count of the people in the building.
- Hourly and sometimes half-hourly, but no less, record the in and out numbers on the Front Door Log.

All staff should:

- Have read and understood the individual premises risk assessments and should reread these upon further employment/the RA's being reviewed.
- Informed of the capacity of the venue for that night – this differs with certain events, so making all staff aware of what the nights event is, is key.
- If you see overcrowding, take reasonable steps to eliminate or reduce the risks. The following steps can be taken:

- Inform the bar supervisor/security supervisor/duty manager.
  - Approach the crowd and assess what is causing the overcrowding.
  - Attempt to disperse the crowd by taking active steps to ensure our venues do not become too congested or overcrowded.
  - Check the current capacity levels with the door staff and advise that the count is capped, and a queue should form. This should relieve congestion.
  - Make a record on an incident form which are kept in local venue security boxes (in most cases, a red/pink A4 box).

### All event planners should:

- Risk assesses every event.
- Provide up to date headcounts both prior to the event and upon its commencement.
- Establish crowd management strategies.
  - Ticketing? Avoid doing this in choke points and bottle necks – near fire exits etc.
  - Live music? Provide assurances that customers won't rush the stage area and musicians, to the best of their ability, will arrive prior to the event, so's not be to blocking the entry way for ingress/egress.
  - Seated event? Comedy for example. Avoid blocking fire exits and leave 1.5m gaps between seating to allow for access.

### Managers should:

- Regularly check the security front door logs, in tandem with incident reports, which should be escalated to management no matter the response level.
  - Where overcrowding or queue mismanagement is flagged, work on appropriate outcomes that will reduce those factors.
- When reviewing or planning layout changes consider footfall and flow to avoid congestion
- Consider the use of seating to prevent overcrowding and avoid large groups of standing drinkers.
- Ensure duty supervisors monitor the situation and control it accordingly.
- Ensure the correct numbers of staff are employed at the correct times.
- Limit entry to the premises at busy times to prevent overcrowding.