



At the last Community Liaison Meeting on 16th February 2010, queries were raised concerning the late night opening of the Students' Union and whether it possibly contributed to disturbances that may occur from time to time. It was outlined at the meeting that the College and SU joint approach has been that, with late-night drinking established in licensing law and late-night extensions available to premises in the local area, it would be appropriate for the SU to offer this facility on campus and to encourage students to drink there. The SU operates a fully-regulated and non-profit making environment which has won awards for its safe provision and enjoys full support from the Police and Local Authority. Although we appreciate that the whole concept of late-night drinking may not be popular with all local residents, now that it is established in law, we are confident that the current Student Union provision represents a most responsible approach. The Students' Union also plays a role in helping to regulate the behaviour of our students and guests. We thought it might be helpful for us to highlight some of our internal procedures to you in order to promote greater mutual understanding of the regulatory role

we play, the services we offer and also the valuable role played by the Students' Union in promoting the overall well-being of our community'

The Students Union would like to emphasise that we take our licensing responsibilities within the community very seriously indeed. This is evidenced by the following;

- We only permit the purchase of alcohol on Wednesday and Friday nights until 2am. The venues can remain open during the first two terms until 3am in line with the recommended best practice around dispersal i.e. to allow students time to disperse in smaller groups to minimise the impact of any disruption. We would exercise discretion on whether this hour was needed depending on the numbers of customers on any night. We also continue to serve food from 2am to 3am to further help reduce the impact of people returning through the community early in the morning.

- We adhere to a strict signing-in policy for members and their guests so that we can keep track of everyone on our premises at any one time.

- We have a strict members disciplinary policy which can result in up to a lifetime ban from our premises depending on the severity of any offence within our premises.

- We operate a strict refusal of entry policy for any customers who try to gain access to our premises when they are inebriated. We also operate a refusal of service policy as appropriate within our premises.

- Any alcohol being carried by someone within our queue is immediately confiscated. We also operate bag searches to ensure compliance. Any refusal of search leads to non-admittance.



- The Students Union commercial environment has changed considerably from what people may remember from their time. We do not permit any drinking games or drinking competitions, and we already conform to recently implemented government legislation on drinks promotions. Any sports clubs initiations have to adhere to a strictly regulated procedure.

- All of our external areas are fenced and staffed in order to minimise any disruption.

- Contrary to popular belief, our average spend per customer indicates that our students really only purchase 2 or 3 drinks on our premises. There is a broader social issue across the UK of young people drinking

more before they actually go out as a result of cheap supermarket pricing policies. However, as stated, we operate a strict refusal of entry policy for any customers who try to gain access to our premises when they are inebriated and we also operate a refusal of service policy as appropriate within our premises.

- The Students' Union operates a heavily subsidised, non-profit making non-residential safety bus which takes the students home. As well as providing a safer route home, this also helps reduce the noise in the local area from groups walking home. Last year, the Students' Union subsidised this service to the tune of £42,000.

- The Students Union is also one of the largest employers of students in the local area (around 250) and provides first class training to all its employees including; first aid, manual handling, equality and diversity, fire safety & responsible licensing. The social return from this employment feeds back into the local community.

- In addition to the external security we employ on our Wednesday and Friday nights, we also employ a dedicated team of student security staff who are MAYBO trained (conflict management / resolution). We train our security staff to a higher standard than that which is required as best practice guidelines. Last year our security staff provision cost in excess of £100,000. These staff have responsibility for ensuring the safety of our customers and they conduct regular venue checks, log the number of people in the buildings and also deal with any disciplinary matters as well as the completion of both incident and end of night reports.

- We are members of Pubwatch and work with the local police and licensing to ensure our participation in this valuable initiative. In addition, to this we have been the recipients of Best Bar None awards for the past 4 years and our organisation has also recently won a silver award in a national environmental initiative for the second year running.



- The extent to which the Students Union already takes its responsibilities was evidenced by the fact that we already comply with the stricter licensing provisions to encourage responsible drinking that were introduced in April of this year.

- All of our Bar & Venue Managers are trained to hold personal licences. In addition, our Commercial Development Manager is a 'fellow' of the British Institute of Innkeeping

- All of our premises are covered by CCTV to help ensure the safety of our customers and staff and we continually monitor the noise levels within our premises to help minimise any disruption.

- We operate to a minimum pricing policy which ensures that we are selling our drinks at responsible prices e.g. Typically, a pint of Fosters Draught costs £2.40 and a glass of wine costs £3.00

- We also operate to the Portman Group Best

Practice guidelines which can be viewed here. <http://www.portmangroup.org.uk>

The responsible 'social provision' to our student membership is an important element of what the Students Union is about. However, we are not just about bars, events and entertainment, we are also about:

- providing for over 90 clubs and societies who participate in sporting and cultural events throughout the year;

- the provision of student advice, support, welfare and educational representation;

- offering media opportunities through our lively publications and radio station;

- providing a fair and safe workplace for our student and permanent staff;

- enabling vibrant and successful community volunteering.

Each of the above activities is fundamental to the success of the student experience here at Royal Holloway and the revenue generated by the social activities of the Students Union is crucial in helping to support these activities.

The Students Union is an integral element of the fabric of community life. Imagine for a moment what life in the community would be like without the controlled, regulated on campus bars and entertainments currently on offer to our members i.e. Up to 3 thousand students per week during the busiest part of term time socialising in the unregulated, open community – just think how many more house parties in the community this might equate to and what potential issues may arise from this.