

General Management Document

Performers Application

Performers complete an application via a website providing information below.

- Full name
- Date of Birth
- Postal address
- Contact details: Telephone / Email address
- Upload copies of ID documentation

All information must be supported by Photographic I.D such as passport or driving licence which includes prove of address.

Once various checks have been completed, including right to work checks (with original copies of ID to be provided before performers are permitted to begin work), performers receive an email to confirm the application has been approved.

Events

Registered performers receive an email regarding up-and coming event/s offering them the opportunity to request to work a venue/event.

Only emails with the registered email addresses are considered, all performers when applying to register agree to update any changes to their details.

Confirmation on working

If after checking suitability of the applicant the performer is accepted for an event/venue, an email is sent offering night/s with information including the venue, dates, times and a copy of the house rules.

A copy of the house rules is made available in writing and verbally upon the performer checking in. It is made clear they will be expected to comply with the house rules, if they do not comply with the house rules their contract can be terminated.

Performers check-in

The venue opens up to 2 hours before event itself is open to customers.

SIA security are on duty from the time the venue opens.

The two-hour period prior to the event starting is to process performers details. Performers details are confirmed and checked against the records and copies of original photographic ID are taken. Performers then sign their contract and are issued with a unique numbered wristband.

The wristband confirms they are registered to work at the specific event, that they have completed all checks, contracts, house rules have been signed, and ID proof has been provided on check in.

No performer can work without a unique numbered wristband.

Any new performers will receive a guided tour of the venue with an introduction regarding how the system operates from one of the house mothers.

Changing Rooms:

- The changing rooms will have facilities provided and at no point can a customer gain access to the changing room area which is only open outside of the operating hours of the event (i.e when there are no customers within the venue).
- A refuge area is available to performers at all times during the evening which can also be used as a changing room. At no point can a customer gain access to the refuge area and it is manned by an SIA member of door staff.
- Within the refuge area and/or the changing room area, literature and contact details of organisations that provide advice and counselling on matters relating to:
 - (a) Modern slavery,
 - (b) Domestic abuse,
 - (c) Coercive control,
 - (d) Rape and sexual assault,is made available to performers free of charge.
- There is also a secure separate bag area/ cloakroom where performers can stow their belongings and their wrist band number matches the number assigned to their bags so no one else has access to their belongings. This area is staffed at all times.

Private Performer only Smoking Area:

- A member of door staff is stood at the exit to the garden with dressing gowns and performers are not permitted out into the smoking area unless they are wearing a dressing gown or suitably covered up.

Transactions

Performers will take the customer to the booth payment reception area, where payment is taken, and which is recorded on video. The receptionist receives payment, by cash or card from the customer directly

- The performer does not take any cash payment.
- The performer does not touch the customers card at any time.
- The performer does not touch the PDQ machine or enter the customer's pin.
- All larger than normal payments must be signed off by manager on duty.

- Receptionist will contact duty manager about any concerns regarding unusual customer spending.

Approved transactions

- A Chip/token is given to the performer for a cash payment, made by customer.
- A voucher/cheque is given to performer for PDQ payment made by customer .
- The customer and performer are shown to a numbered booth, the computer timing system sets the time allocated for the performance which is monitored by SIA security staff.

Performances

The booth area is patrolled by SIA registered booth walkers for the entirety of the event.

The booths themselves are of a steel frame structure with curtains to the back and sides. At the front of the booth there are net style curtains which are see-through, always giving a clear view into the booth.

The curtains have large gaps at the top and the bottom of the booths.

Within the booths there is one chair set at the back of the booth.

The dimensions of the booths are calculated so that the operator is able to be compliant with the licence condition that there must be no physical contact between the performer and any member of the viewing public. These calculations take account of the specific dimensions of the rooms within which the booths are constructed.

There are no solid doors or locks or mechanisms of any kind on the booths.

Booth walkers' duties include monitoring the timing screen located in the booth areas and ensuring the safety of both performers and customers. At the end of the allotted performance time, the booth walker directs the customer to the exit while performer dresses.

Cashing Up

At the end of the night all the performers go to the office to cash in the tokens/vouchers received for performances. For the safety of the performer, they are paid via cheque so they are not carrying large amounts of cash.

Courtesy bus service

The courtesy bus service allows performers and indeed any member of staff, female or male the opportunity to use this service.

This is not only at the end of the night leaving the venue , but also travelling to the venue. For example:

- To and from train/bus station, their hotel, accommodation and safe transportation to and from parked cars.
- Performers and staff are made aware of this service and are encouraged by management to make use of this service.

Signage on vehicle/s allows:

- Performers able to identify the vehicle.
- Local authorities and police to identify vehicle
- Taxi drivers to identify this is not an illegal taxi service

Courtesy bus history

The service has been in operation for over 12 years and was created initially for the safety of the performers visiting Cheltenham. See below list of reasons for developing the courtesy bus service:

- No available taxis
- Unlicensed taxis operating in and around Cheltenham
- Long waits for a taxi
- Taxis not turning up
- Expensive charge out rates
- Peoples safety within the town – safe travel to and from venue.

Customer courtesy bus service

During Cheltenham race festivals this service became more and more popular each year with customers.

- Both visiting the venue and when leaving venue.
- Customers wishing to avoid antisocial behavior in and around the town.
- We are experiencing more women using the courtesy bus service also.
- Assists with customer dispersal.

Leaflets

Promotional Staff in the Town handing out the courtesy bus printed material are briefed at the beginning of the shift on how to approach people and to pick up all disregarded printed material.

They are all briefed on how to identify intoxicated people and any vulnerable people that may need assistance. They also undergo bystander training. If an individual needs assistance, the promotional staff can phone the promotional manager with the incident which is relayed to the front door of the venue where door staff then inform the police over the radio of the incident.