



## **ZERO TOLERANCE AND SAFE SPACE POLICY**

<b>Officer Champions</b>	<b>President (Education &amp; Wellbeing) President (Sports)</b>
<b>Staff Champions</b>	<b>Advice and Campaigns Coordinator The Lounge General Manager</b>
<b>Approval bodies and date passed</b>	<b>Board of Trustees, 20th October 2017</b>
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## **1. Introduction**

- a. Christ Church Students' Union ('CCSU' or 'the Union'), Elinor, and Canterbury Christ Church University (CCCU) are committed to providing high quality services to Members and customers and to protecting staff, customers and visitors from anti-social behaviour as part of our joint work under the 'Expect Respect' banner.
- b. This Policy clarifies the systems in place for the withdrawal of services in response to anti-social behaviour occurring at The Lounge or any Union, Elinor and Club Chemistry arranged licensed events.

## **2. Background**

- a. Anti-social behaviour is defined by the Home Office as 'Acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons'.
- b. The Union and Elinor recognise that discrimination can occur wherever it is not consciously challenged.
- c. This Policy supports the Union and Elinor in efforts to meet the licensing objectives, particularly promoting public safety, the prevention of crime and disorder, and the prevention of public nuisance.
- d. This Policy supports the Union and Elinor in adhering to best practice and NUS guidance for the promotion of Zero Tolerance towards all forms of discrimination and sexual harassment.
- e. This policy is in line with Union, Elinor and CCCU values of equality of opportunity, promoting diversity and challenging discrimination.
- f. The Union and Elinor expect all students, staff, visitors and affiliates to adhere to this policy which also extends to all online and social media activity.

- g. The Union and Elinor recognises their responsibility to ensure that managers and staff employed in their licensed premises receive adequate training in licensing issues and customer care, as well as their legal responsibilities such as health and safety and equal opportunities. To this end the Union, Elinor and CCCU commits that all licensees will be thoroughly qualified in licensing and first aid as well as adequate training in conflict management to enable them to perform effectively and fairly.

### **3. Safe Space**

- a. The Union and Elinor recognise that systematic oppression excludes certain groups whilst providing another with unequal power. This Policy is designed to protect oppressed groups and enable their full participation in all activities. The Union and Elinor are committed to operating in a manner which is inclusive and supportive and no forms of discrimination are tolerated. All forms of racism, homophobia, biphobia, sexism, transphobia, disablism or prejudice based on age, ethnicity, nationality, class, gender, gender presentation, language ability, immigration status or religious affiliation are unacceptable and will be challenged. This list is not exhaustive.
- b. The Union and Elinor recognise that individuals should be responsible for their own behaviour, but upholding this policy is a collective responsibility and people should be confident in challenging any behaviour that contravenes this Policy.
- c. If you think this policy has been breached and appropriate action should be taken then please speak to a member of Union or Elinor staff as soon as possible.

### **4. Guidelines**

- a. Please be aware of the following Safe Space guidelines:
  - i. Be aware of the connotations of your language. Many common expressions use discriminatory language so think before speaking and be aware of the language you use in discussion and how you relate to others. Try to speak slowly and clearly and use uncomplicated language;
  - ii. Do not make assumptions about gender, pronouns, sexual preference, abilities, ethnic identity, survivor status, or life experiences. Do not be derogatory to anyone about the above; again this list is not limited or exhaustive;
  - iii. Do challenge hateful, discriminatory, or oppressive language;
  - iv. If you are challenged, do not become defensive, but listen and think and learn;
  - v. Respect each other's physical and emotional boundaries; always get explicit verbal consent before touching someone or crossing boundaries;
  - vi. If a discussion becomes personal, we trust that participants will keep what is said confidential and behave with kindness and consideration when responding.
  - vii. Be considerate of how much you are speaking to avoid dominating the conversation, and avoid interrupting other people who are sharing their views. Encourage people to listen to views which differ from their own, but feel confident in expressing opposition in a non-confrontational way; and

- viii. Harassment, hostility and aggression will not be tolerated in any form and may result in the withdrawal of services.

## **5. Searching**

- a. The Union and Elinor reserve the right to search entrants to all licensed events, as is best practice and is proven to assist in safe operations of events, subject to the following conditions:
  - i. Only Union and Elinor appointed Security Industry Authority (SIA) trained security staff will conduct searches;
  - ii. Searches will be done at random and without any form of discrimination;
  - iii. It will be communicated to the customer clearly that they have been selected for a random search;
  - iv. A search will include searching any bags the customer may have on them, requesting the customer to empty their pockets and then to be lightly frisked to ensure they are not hiding anything in their clothing;
  - v. Searches will never include the removal of clothes, other than over jackets/caps; and
  - vi. Searches will, wherever possible, be conducted by those of the same gender.
- b. If a customer refuses to be searched they will be refused entry to the premises/event without exception.
- c. If a prohibited item is found on or in a person's belongings then, depending on the item it will either be seized and returned to them at the end of the evening, or seized and the Police may be called.
- d. Items which should be seized and returned (this list is not exhaustive) are; drinks bottles (as these can contain alcohol or drugs), hats (as these obscure the face for CCTV), marker pens, any items which may possibly be used as a weapon (such as chains attaching wallets to jeans and standard pen knives).
- e. Items which require the attention of the Police include all classes of drugs, any blades and any other offensive weapons. This list is not exhaustive. If items like these are discovered, the Duty Manager will call the Police on 101 immediately and report this, temporarily detaining the customer until the police arrive. The individual will be subject to the withdrawal of services as detailed below.

## **6. Withdrawal of services**

- a. Where the aims and objectives of this Policy have been breached by an individual or group, the Union and Elinor reserve the right to withdraw services, or even exclude said individuals or groups, on a temporary or permanent basis, from all Union-run licensed events.
- b. The withdrawal of services has the objectives of:

- i. Ensuring the law, and specifically the laws relating to licensed trade premises, is adhered to at all times and that the licenses are not jeopardised under any circumstances;
- ii. Staff are able to operate in a safe and secure environment and have the authority to exclude customers under the circumstances outlined below;
- iii. Members and visitors feel welcome and able to enjoy the facilities in safety and comfort regardless of gender, race, sexuality, ethnic or national origin or any other distinction.
- iv. Acting as a deterrent to anti-social behaviour;

## **7. Service withdrawal guide**

- a. Category 1
  - i. For any minor infringement of guidelines or for being intoxicated the individual(s) may be excluded from the premises or participation for the duration of the event.
- b. Category 2
  - i. Any individual who behaves aggressively, is verbally abusive or behaves in an antisocial fashion will be excluded from the premises or participation for the duration of the event and for an additional period of time deemed appropriate by the Union and Elior. This will normally be for at least two weeks.
- c. Category 3
  - i. Any individual involved in 'scuffles', damage to property, harassment and / or threats of violence, or any other serious offence will be excluded from the premises and Union services for a minimum period of 12 academic weeks.
- d. Category 4
  - i. In the case of violent or aggressive behaviour, criminal activity, possession of prohibited substances and other such incidents of a serious nature, or two previous bans under any of the above categories, the Union and Elior will exclude Members for an indefinite period.

## **8. Exclusion code of conduct**

- a. When withdrawing services from Members Elior representatives will:
  - i. Remain polite and act with respect and courtesy at all times;
  - ii. Ensure they do so with consideration, and that they estimate whether the person is in any danger. If there are concerns as to the person's safety, security must be informed;
  - iii. Be sure of their facts and fully aware of the requirements of this Policy; and explain their actions and the reasons for the exclusion to the person(s) they are excluding without embarrassing or challenging them;
  - iv. Not to use inappropriate language; and
  - v. Inform customers how they can appeal against their exclusion.

- b. When a Member is excluded every effort will be made to obtain identification at the time of exclusion. All available details will be entered into the incident log that will be kept for later reference. At this time the member will be informed of how they can appeal the exclusion.
- c. The Licensing Act 2003 allows a licensee to refuse entry to an individual or group without the need for a reason of explanation; however, licensees should not refuse or exclude customers without just cause or reason.
- d. It is standard procedure to keep all evidence of incidents that occur on the premises. CCTV footage is digitally kept for six months, unless a complaint is made that warrants holding such visual evidence for longer. CCTV footage is only viewable by security when investigating incidents, it is not to be viewed by staff or customers under the Data Protection Act. On request from the Police, CCSU, Elior and CCCU will allow third parties to view CCTV footage.
- e. A central database of those whom service has been withdrawn will be maintained by CCSU and Elior and this information will be shared with Club Chemistry as the Union's official late night partner.

## **9. Appeals procedure**

- a. Appeals against service withdrawal must follow the Union's Comments, Complaints and Feedback Policy and Procedure.