



## FLITWICK TOWN COUNCIL

### **DRAFT MINUTES OF THE BUSINESS IMPROVEMENT AND DEVELOPMENT BOARD MEETING HELD ON 12<sup>th</sup> March 2024 AT 7:45 PM AT THE RUFUS CENTRE**

Present

Cllr Blazeby (Chairman)

Cllr Snape

Cllr Hodges

Cllr Harald

Cllr Patterson

Also present:

Stacie Lockey – Town Clerk

Mat Earles – Business Manager

Helen Glover – Senior Finance Officer

#### **1518 APOLOGIES FOR ABSENCE**

None.

#### **1519 DECLARATIONS OF INTEREST**

To receive Statutory Declarations of Interests from Members in relation to:

- (a) Disclosable Pecuniary interests in any agenda item – none.
- (b) Non-Pecuniary interests in any agenda item – none.

#### **1520 CHAIRMAN'S ANNOUNCEMENTS**

None

#### **1521 PUBLIC OPEN SESSION**

No public in attendance.

#### **1522 INVITED SPEAKER**

No invited speaker present.

**1523 MEMBERS QUESTIONS**

No questions.

**1524 MINUTES**

It was **resolved** to adopt the minutes of the Business Improvement & Development Board held on 13<sup>th</sup> February 2024.

**1525 MATTERS ARISING**

No items

**1526 ITEMS FOR CONSIDERATION**

**a. Rendezvous Café Hot Desk Space**

Members considered the quotation for installation of a hot desk in the Rendezvous Café. Members discussed lighting at the preferred location and agreed Officers would investigate options for improved lighting in this area. The Business Manager confirmed the purpose of providing a hot desk area would be to prevent single persons working for prolonged periods of time at a table which could cater for 4-8 people. This would allow for maximum number of covers within the available space.

The option to create a 'hot desk' working area on the first floor landing was also discussed. Members requested Officers investigate this location further, providing costs and options to convert this area to the next BI&DB Meeting before making a final decision.

**Action: BM**

**b. Rufus Centre Flat Window Replacement**

Members considered the quotations for replacement of two Velux windows within the Rufus Centre private flat.

It was **RESOLVED** to proceed with quotation 1 at a cost of £3,560 to be funded from the Central Projects Fund.

**1527 ITEMS FOR INFORMATION**

**a. Funerals/Wakes/Remembrance Services**

Members noted the packages presented for funerals, wakes and remembrance services at The Rufus Centre. Members discussed the opportunities of providing this service. Members suggested some changes to the presentation of the information pack, including using an alternative to the word 'package', removing italic font, moving the Rufus logo to the bottom of the page and removing the words 'Celebrate in Style' from the logo.

Officers confirmed they were meeting with the Crematorium Manager to gain further insight into the operations of the crematorium. Officers would also liaise with local Funeral Directors to gain a better understanding of requirements and would provide an update at the next BI&DB Meeting.

1528 **PUBLIC OPEN SESSION**

There were no public in attendance.

1529 **EXEMPT ITEMS**

The following resolution was **moved** it is advisable in the public interest that the public and press are excluded whilst the following exempt item issue is discussed.

Pursuant to section 1(2) of the public bodies (Admission to Meetings) Act 1960 Council **resolved** to exclude the public and press by reason of the confidential nature of the business about to be transacted.

- a) **Confidential Report**  
Members noted the report.
- b) **Officer Update**  
Members noted the Officer update.
- c) **Potential Projects Discussion**  
Members discussed potential projects
- d) **Dance Studio**  
Members discussed the dance studio
- e) **Finance Reports**  
Members noted the report.
- f) **Occupancy Stats**  
Members noted the occupancy stats for the Rufus Centre and the Hub.

Meeting closed at 21:21hrs

The Rufus Centre  
Steppingly Road  
Flitwick  
Bedfordshire  
MK45 1AH



For Attn: Matthew Earles

**Re: Café IT Station**

Date 22<sup>nd</sup> February 2024

Dear Sir,

Thank you for giving us the opportunity of quoting for the above work which is as follows.

**Café IT Station**

***Option 1***

We are allowing to remove the existing unit sited in the corner.

Supply and fit new 40MM square edged worktop at 450mm wide along the main section, with a bolted-on return worktop at 240mm finishing at the pier.

The worktop will have a 50mm upstand to the wall matching the worktop acting as a wipe rail. Worktop will be fixed to the wall using 50 x 25mm timber batten, with the end supported by a 60mm chrome leg @ 1.1M high.

Supply and fit dado conduit along the long section of the worktop, to include 3NO good quality double sockets with USB capability for charging.

**£1,959.00**

***Option 2***

We are allowing to supply and fit new 40mm square edged worktop at 450mm wide from the pier to the pair of doors to the hall – 2.935 long.

The worktop will have a 50mm upstand to the wall matching the worktop acting as a wipe rail. Worktop will be fixed to the wall using 50 x 25mm timber batten, with the end supported by a 60mm chrome leg @ 1.1M high.

Supply and fit dado conduit along the long section of the worktop, to include 3NO good quality double sockets with USB capability for charging.

Raise the existing 400-volt supply approx. 500mm or to suit as required.

**£1,595.00**

**All Plus, VAT**

Please note this quotation is ONLY valid for 30 days from the date stated above.

We hope the above is of interest to you and await your further instructions / order.

Yours faithfully

*Mark O'Dell*

For and on behalf of Martin Rix Building Services  
mark@rixbuildingservices.co.uk



The Rufus Centre  
Steppingly Road  
Flitwick  
Bedfordshire  
MK45 1AH



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Dunstable, Bedfordshire. LU5 4FA  
01582 475778  
[www.rixbuildingservices.co.uk](http://www.rixbuildingservices.co.uk)

For Attn: Matthew Earles

**Re: 1<sup>st</sup> Floor - Hot Desk**

Date 26<sup>th</sup> March 2024

Dear Sir,

Thank you for giving us the opportunity of quoting for the above work which is as follows.

**1<sup>st</sup> Floor - Hot Desk**

We are allowing to supply and fit a workstation on the 1<sup>st</sup> floor landing (opposite Warrenfield)

As discussed on site visit.

Supply and fit new socket dado along 2NO walls

Supply and fit 4NO new double sockets, one in the centre of the 1.800 walls and one at each vertical window upright.

**Total cost of the above work**                      **£2,516.60**

**All Plus, VAT**

Please note this quotation is ONLY valid for 30 days from the date stated above.  
We hope the above is of interest to you and await your further instructions / order.

Yours faithfully

*Mark O'Dell*

For and on behalf of Martin Rix Building Services  
[mark@rixbuildingservices.co.uk](mailto:mark@rixbuildingservices.co.uk)



## **Rufus Centre Noise Management Policy**

### **A) Introduction**

Flitwick Town Council as owners and managers of The Rufus Centre, Steppingley Road, Flitwick is committed to develop and maintain good relations with local residents, neighbours and the local authority. The objective of this policy is to minimise disturbance to local residents and to ensure that any licensing objectives or other controls at the venue are being upheld. This policy sets out the measures which have been considered and adopted.

### **B) General**

The premises will be open for functions (conferences, meetings, functions and community events) between the hours of 07:00 and 00:00 hours Sunday to Thursday and 07:00 and 01:00 hours Friday and Saturday.

After 21:00 hours customers will be actively encouraged to remain inside the building for the event or function except:

- In the event of an emergency requiring evacuation of the building;
- For access to the designated external smoking area and;
- For egress and dispersal of customers at the end of an event or function.

Use of the field has been restricted to events finishing not later than 21:00 excluding de-rig time. Community events which take place during the day will not be restricted but will take this policy into account in managing noise from their events.

Function and event Customers will not be admitted to or on the premises outside of the above-stated opening hours. The above hours do not apply to staff and tenants of the building. Within 10 minutes of the event closure, security staff and event managers will politely encourage hirers and guests to vacate the premises.

Car parking for event attendees and contractors will be restricted to opening hours and overnight parking will be discouraged. For functions that finish after 23:00 hours, the following actions will be implemented:

- Portable fencing will be erected to restrict vehicles using the rear car parks to key event personnel i.e. caterers/bands/DJs; No hirers or guests should have access to the rear car parks unless they are fulfilling one of these functions. This will be stipulated in the written agreement and monitored and controlled by Security Staff
- The taxi drop-off and pick-up point will only be available from the car park located adjacent to the Wedding Garden;
- Signs will be put out asking that car park users do not to sound their horns or slam car doors on leaving

Trained and SIA Licensed Security Staff will be contracted at all functions finishing after 00:00. Part of their function is to control access to the rear car park, and to control noise from guests or contractors associated with the event in external areas.

Regular patrols to facilitate this should be taken, especially whilst guests and contractors are outside the premises.

Staff and tenants have continuous use of all of the car parks.

### **C) Provision of Live & Amplified Music**

#### **Background music**

The provision of background music shall be permitted at any time the premises is open to the public. By definition this is music or other audio played whose main function is to create an atmosphere suitable to a specific occasion, rather than to be listened to and is incidental to speech, conversation and the other main activities performed at the premises.

#### **Music performances**

Where amplified music is planned to form part of any event it will be:

- a. For indoor events, controlled and monitored to ensure that a level of 91 dB(A) is not exceeded when measured at the edge of the dance floor area, and
- b. For both indoor and outdoor events, subjectively assessed by staff that levels are reasonable at the boundary of the event for the duration of any amplified music performance.

Either a Noise Limiter or a noise meter, approved by the Local Authority Noise Pollution team, will be employed as directed. Staff who have received training in the use of noise meters will regularly monitor noise levels at any event with amplified music. The measured noise levels will be recorded in an event log.

The Centre provide an Approved Contractor List of DJs. If hirers wish to bring a different DJ, the hirers sign a contract agreeing that the DJ will adhere to limits set in this plan. DJs at any function or event will be advised when setting up the levels to which they can work and advised that they will either be regularly monitored or subject to a noise limiter.

Should they exceed the acceptable level they will be either automatically limited or (if monitored) required to reduce it immediately or power will be withdrawn and they risk being excluded from the Approved Contractor List.

Music shall not be permitted outside the building beyond the permitted hours.

During provision of live and amplified music (excluding background music as defined above) all windows and doors shall remain shut other than for the provision of ingress and egress to the premises.

### **C) Noise level control for the duration of the event**

Once available, the noise limiter will be used as described above but, at any time that it is unavailable, staff will use a noise monitor. When employed, routine noise monitoring (with a device) will be regularly conducted internally.

Whichever system is used internally, a subjective assessment will be made through regular patrols at the boundary to ensure that there is no breakout from a window or door being left open, or other noise (eg. from people) outside.

Details of checks, observations and any actions taken as a result of such shall be recorded. A noise log book kept on the premises and maintained by management and be available for inspection by the Local Authority upon request.

Monitoring will be conducted by individuals who have not had prolonged exposure to loud music.

#### **D) Training**

There is a management commitment to train all staff so that they are aware of the premises licence and the requirements to reduce external impact from noise.

All permanent and temporary staff and contractors will be made fully aware and conversant with the noise management policy and procedures.

FTC staff will have training in assertiveness and dealing with intimidating customers, so that they are equipped to deal with unacceptable and unsafe situations.

#### **E) Provision of Information**

Notices will inform customers of our commitment to being a good neighbour and to minimise local concerns.

Prominent, clear and legible notices will be displayed at the exits requesting hirers and guests to respect residents and to leave the premises and the area quietly.

The licence holder shall make available and regularly promote contact details for local residents as the appropriate contact with the premises:

Phone number – 01525 631900

Email address - [contact@flitwick.gov.uk](mailto:contact@flitwick.gov.uk)

Website contact form – [www.therufuscentre.co.uk](http://www.therufuscentre.co.uk)

These are available during or after an event in order to discuss any specific incidents or concerns. Any action taken as a result of the complaint should be recorded and kept. If the resident is unhappy with the response to the incident, they will be advised that they are entitled to make a complaint to the Council. Function managers will review issues raised and any complaints regularly in order to capture learning and implement improvements to their event management procedure.

The mechanism for controlling an activity will be clear in the booking arrangements. Hirers provide the name and contact details for a responsible person that can be approached about any concerns, during the event. Event staff will introduce themselves to the responsible person at the beginning of the event to ensure that the mechanism for safely managing an event is clear. They will explain their role and that of the security staff on duty.



## **F) Waste Management**

A bin for bar waste is kept near a sheltered rear door in order for empty bottles etc. to be placed during an event. A bin for kitchen waste is placed near the exit and away from the boundary of the premises. The general movement of bins and rubbish outside the premises will be kept to a minimum after 20:00 hours and shall not take place after 00:00

Refuse collections will only be permitted by external companies between the hours of 08:00 hours and 20:00 hours.

## **G) Management of Deliveries and Removals**

Deliveries and removal of goods necessary for the operation of the business will be carried out at such a time or in such a manner as to avoid causing disturbance to nearby residents.

Deliveries shall not be permitted outside the hours of 08.00 and 21.00hrs.

De-rigging and removals is limited to 1hr unless agreed beforehand.

## **H) Smoking Area**

Customers will only be permitted to smoke outside the premises in the designated smoking area. Signage will be installed to clearly identify the restriction on smoking. Security staff and event management will regularly monitor external premises and ensure that this is understood and adhered to.

The designated smoking area is currently located at the front of the premises opposite to The Wedding Garden; adjacent to Steppingley Road.

## **I) Dispersal of Customers**

In the lead-up to the event closure, venue managers will actively encourage the gradual dispersal of customers in such a way as to minimise nuisance.

During the last scheduled 20 minutes of an event or function the following strategies will be implemented to encourage the gradual dispersal of customers:

- The gradual increase in ambient lighting levels; and
- The playing of music of slower content and reduced volume. Music will stop playing 5 minutes before the closure of the premises.

Security Officers will be positioned in an area close to the main exit to oversee the end of event departure period. Customers will be encouraged to be considerate upon leaving the premises.

Customers shall not leave the premises other than by the doors to the front of the premises. Customers will be asked not to remain talking loudly outside the premises.

## **J) Premises**

The controls and limitations of the venue are reflected in this noise management policy and explained to hirers during the booking process. They are reinforced in the hiring agreement. Management will consider carefully the issue of thermal comfort during the operation of the venue, particularly during the summer months for events and functions. Air conditioning is provided to control the temperature inside the venue so that it isn't necessary for hirers, contractors or staff to open doors and windows to assist in cooling.

Security staff and event management will regularly monitor external premises to ensure that this is adhered to. All hirers, staff and contractors will be made aware and, if it proves necessary, signage will be employed on relevant windows and doors.

Where possible no speakers will be directly attached to the fabric of the building. Where speakers are installed, anti-vibration mounts will be used where necessary to decouple the sound source from the structure.

All windows and doors shall be fitted with self-closing devices. The mechanisms shall be set to close as swiftly as is practical and safe.

No significant structural alterations shall be made to the premises without due consideration of its potential impact on noise management.

## **K) Procedural**

Hirers are advised (during their booking enquiry and in the booking agreement) of the operational restrictions in place in order to ensure that the centre can operate in a sustainable way. Hirers are thereby aware and able to comply with the rules and penalties for breaking them.

Hirers will sign a contract that warns them that they forfeit their deposit if they fail to follow the instructions of the event manager. FTC will keep under review the sanctions available to them to ensure that their staff can manage events safely and in compliance with this NMP.

Each event will be subject to an individual risk assessment to ensure that appropriate management and any mitigations are in place. This will identify specific activities with the potential to create local disturbance or nuisance and to aid accurate and helpful communication with neighbours.

Centre managers consider the appropriate and considerate operation of the venue when planning their marketing strategy and promotion of the venue. They aim to operate in a commercially sound way by running events that are appropriate to the location and design promotional material that attracts hirers that can satisfy the venue managers that their event is low risk.

This noise management plan will be reviewed at least annually to ensure that it is streamlined and remains effective. An innovative approach will be taken to develop best practice, make service improvements, explore business opportunities and learn lessons. These will be incorporated in future editions.

18.08.19

Version 7.1



## **The Rufus Centre - Functions – Events and Bar – Policies and Procedures**

This Rufus Centre Policies and procedures on events and the sale of alcohol has been produced to ensure smooth running and consistency of the Rufus Centre functions - events and bar operations. It outlines the procedures to be carried out and provides specific details to the various tasks which should be conducted on a daily, weekly, and monthly basis. The Procedure is supported with the guide to industry standards in maintaining good practice.

### **Licensing**

The premises license authorises the Rufus Centre bar to serve alcohol or provide any other licensable activities defined in the Licensing Act 2003. The Licence is issued by the local licensing authority. The License must be kept on site. The License holder must appoint a Designated Premises Supervisor (DPS), who will maintain responsibility for the day-to-day operation of the events & bar.

### **Staffing**

Management of the bar will be the responsibility of the Functions and Events Coordinator, with close liaison of the SMT.

Staff authorised to run the bar on a day-to-day basis are:

[REDACTED]

Other casual staff may be co-opted to run the bar on an ad hoc basis.

### **Customer Safety**

Drinking water will be offered free of charge at all events.

Staff will be vigilant in identifying anyone who is suffering from the effects of consuming an excessive amount of alcohol or from suspected drug use.

In these circumstances, staff will reserve the right to refuse further alcohol. Where staff believe a customer's well-being is at risk, that customer will be monitored and if necessary, arrangements will be made either for their safe return home or for appropriate medical treatment.

Sufficiently trained staff will be present at all events.

In an emergency staff will call an ambulance and will notify security staff as appropriate. In all such circumstances an incident report form will be completed.

### **Preventing Drug Dealing on the Premises**

All staff working at events will be vigilant in monitoring this activity. Security staff will regularly monitor key areas within the premises for suspicious activity. Where staff suspect dealing may be taking place, customers will be asked to undergo a search. This will be conducted in the presence of any security cover or another member of staff in a discreet area. Anyone refusing to be searched will be asked to leave the premises.

### **Right of Refusal**

The Rufus Centre reserves the right to refuse entry to any person or persons at their discretion.

### **Right of Removal**

The Rufus Centre reserves the right to ask any guest to leave the premises at their discretion.

Anyone deemed to be acting inappropriately, or being violent, abusive or destructive to property or property of another guests will be asked to leave the premises. The incident may be reported to the police as deemed necessary.

Staff may ask for proof of identity at any time.

Guests that are deemed to have been drinking excessively will be asked to leave the premises.

Security will ensure that the person is in a fit state to leave the premises safely.

### **Security & Door Staff**

Security and door staff have the right to refuse entry and right to remove persons.

### **Capacity**

The Rufus Centre will comply with the capacity limits for large events and will comply with the capacity limits set by the license.

Security staff and bar staff should ensure the premises are not over capacity at any time. Counters must be used at all events, to ensure an accurate count of numbers.

For ticketed events, staff will not pre - sell more tickets than the total capacity of the event. However, if capacity is not reached, additional tickets may be sold on the night. On certain occasions, it may be necessary to operate within a comfort limit, for example, if a stage is to be used as part of the event. Where a comfort level is in place, the Functions and Events Coordinator will ensure this is communicated as part of the pre-event briefing.

### **Further Restrictions of Entry**

Alcoholic drink may not be brought into the premises. Anyone found consuming alcohol not purchased from the bars will be asked to leave the premises.

Entry will be refused to anyone who is known to or suspected to be in possession of illegal, dangerous, or hazardous substances, knives and other dangerous weapons.

### **Security & Deployment**

There will be a minimum of two qualified registered Security Supervisors on duty as well as frontline staff. Security Supervisors will be deployed in a manner that covers the whole of the venue space. At the start of each shift, Security will report for a briefing with the Functions and Events Coordinator or senior member of staff on duty, where information will be disseminated about event details, deployment locations, entrance and exits, duty first aiders and capacities. Once the briefing has been carried out, each Security Supervisor will be given a start of shift check to carry out, these will include:

Ensuring the fire exits are clear should they be needed during the event.

Walking through the venue and toilets to check for items that may be a danger to patrons/planted in the venue or car park (e.g., Drugs).

Before the event, the Functions and Events Coordinator or their nominee should agree the deployment schedule with the Security Supervisor to ensure they are appropriately deployed. Deployment should be managed to ensure that resources are moved around as per demand. Security may be required during events to:

Check identification.

Searching of patrons in accordance with the Policy.

Checking of a valid ticket (if required).

Staff on entrances and exits are required to monitor levels of people entering and exiting the venue throughout the whole event. Usually, any event will be operated with one entrance and one exit. All others are to be utilised in an emergency only, however the Events and Functions Coordinator or their nominee may open up other entrances and exits in times of high ingress or egress. Security or the nominated person will use manual counters (clickers) and count numbers in and out of the venue.

### **Ejection Procedure**

Please remember, in all cases of ejection, we have a duty of care over our customers. If being removed for being too drunk, please make sure they have a friend with them to help them get home safely or contact a taxi to get them home.

#### **Procedure:**

Customer should be politely asked to leave the premises, and advised as to the reason why e.g., being too drunk.

If customer refuses to leave, they should be warned a minimum of twice that refusal to leave will result in an ejection by Security.

If customer still refuses to leave (or in the case of violence or serious offences), using security or a minimum of two staff for their safety, they should be escorted from the premises.

If a struggle ensues, or if Security or Staff feels the safety of themselves or those around them is at threat, then the customer should be safely restrained.

If the customer continues to struggle, the Police should be called.

Note – in the case of an ejection for violence or other serious offences, the first two points should be skipped.

Note – the above is the ideal scenario, but it should be understood that in some cases it may not be possible to go through the procedure to the letter. We hire Security trained staff, who should be trusted to deal with situations according to their training.

An incident recording system should be used to keep a record of all incidents within the premises. All serious incidents will be logged. Where service has been refused at the bar (for example, if a customer is heavily under the influence of alcohol or does not have a recognised proof of age), then security or duty supervisor should be called, who will politely ask the customer to leave the premises.

### **Major Incident Procedure**

A major incident includes a confirmed fire, bomb threat or other major evacuation, serious assault, or other major crime.

#### **What to do:**

Initiate evacuation of the premises, Contact the emergency services, Contact Duty Supervisor to manage incident until the emergency services arrive.

Inform senior management at earliest opportunity.

Details to be recorded on an incident report at the earliest opportunity.

### **Post incident Review**

Senior Management to communicate to Council and Communications & Marketing Manager, if necessary, at earliest opportunity. All external communication to be directed in line with the marketing and communications policy. Initial incident review to take place within 2 working days.

### **Consumer Safe Drinking**

Our main consumers are adults, It is our view that as adults we are not here to dictate or control their actions or choices. We also recognise that there are other alternatives to the Rufus Centre as a venue. Our general policy is one of awareness and education. Our aim is to use our knowledge of how to market effectively to customers, to get key messages across regarding their safety and well-being, by providing relevant and timely information and reminders.

### **Health & Safety**

Each Department will have their own specific H&S Manual (including Risk Assessments, Incident Forms etc); this section covers general H&S procedures. The Town Council is committed to the health and safety of all its staff, members and visitors on its premises. The responsibilities are further detailed in the Town Councils H&S Policy.

Fire exits must be checked prior to opening to ensure they are not blocked, and the means of escape is clear. They should also be checked regularly throughout shift and obstructions cleared immediately. All staff must be trained in the role they will be expected to play in emergencies, congregation points etc. The SMT will ensure that all appropriate staff are trained in manual handling. Items are to be stored correctly (positioned as per weight and frequency of use requirements), easily accessible, and equipment will be provided to aid movement in the form of trolleys, trucks etc.

### **Slips and Trips**

All spillages and breakages are cleared immediately using appropriate equipment. Wet floor and hazard warning signs are used where appropriate; with all staff trained to be pro-active in spotting potential hazards in advance.

### **First Aid**

There is always one appointed person on duty, the contents of the first aid box should be checked regularly.

### **COSHH – Control of Substances Hazardous to Health**

All cleaning products are stored in their original correctly marked containers (not decanted into other containers) and used according to the manufacturers' instructions. Staff are trained in the correct usage of the chemical products in their area of employment.

### **Risk Assessments**

Risk Assessments are reviewed on an annual basis by the appropriate manager. Risk assessment may either be task specific or generic e.g., manual handling. For many pieces of equipment, a safe system of work is recommended which should include cleaning and emergency procedures. Workplace and equipment Training is given for each piece of equipment according to manufacturer's guidelines, and all equipment is checked prior to use. Any faulty electrical equipment must be unplugged/switched off at wall, staff notified not to use, 'out of order sign' attached and reported to the line manager.

All maintenance issues should be reported.

## **General**

All rubbish must be placed into black sacks, tied and removed on a regular basis, to reduce the risk of fire, manual handling and trips. Recyclable items to be placed in clear plastic sacks. All accidents (staff and customer) must be reported via the incident accident book. The use of glass is to be kept to a minimum, as there is a risk of glass being used as a weapon. Detailed locking up procedures should be kept on file, providing specific instructions.

## **The Prevention of Crime & Disorder**

The prevention of crime and disorder is one of the four licensing objectives. In that context, many of the other sections of this alcohol policy aim to tackle issues relating to crime and disorder where there is a possible causal link to alcohol sales. The majority of specific crime and disorder issues are covered in our security procedures.

The CCTV Code of Practice ensures that the Rufus Centre CCTV system complies with the Data Protection Act 1998. The system is intended to contribute to the provision of a safe and comfortable environment in the following ways.

- a. Reduce the fear of crime and offer reassurance to the public and staff members.
- b. Facilitate the apprehension and prosecution of offenders.
- c. Assist with the prevention and detection of crime, acts of terrorism and disorder committed inside the building.
- d. Deal with any safety concerns.

## **Theft**

The policy towards theft is the same as that of the Police, namely that.

- a) The primary objective is the prevention of crime and secondary objective that of detection and punishment if a crime is committed.
- b) Vigilance and courtesy on the part of staff will often result in the recovery of stock which otherwise might have been stolen. As in the case of the police, action to be taken depends on the circumstances.
- c) If there is any doubt at all about the incident, a recovery on the premise is always the desired outcome.
- d) Police assistance should be sought only when there is sufficient evidence to justify stopping the suspected thief.
- e) CCTV is in use to assist in the implementation of theft.

## **Lost Property**

Customer's personal property, the Rufus Centre does not accept responsibility for the loss of personal belongings sustained by customers while on the premises. All staff must be made aware that they should not interfere in any way with customers belongings. They should not offer to "mind" or "keep an eye on them" or in any way accept responsibility for customers belongings.

All lost property to be placed in a safe secure place.

## **Staff Personal Property**

The Rufus Centre does not accept responsibility for the loss of personal belongings sustained by members of staff while on our premises. Personal property is to be kept in a designated area for the particular shift.



## **Community Engagement**

Community Engagement is about shared priorities, regular contact, and constructive communication with the local community. Engagement is about having respect for the opinions and views of others. We believe the Rufus Centre is a great asset to the local community as it promotes involvement in the community in a number of positive ways. Community Engagement is also about ensuring we work effectively with local police and other local authorities.

### **The key principles behind good community engagement are:**

- a) Create shared priorities Effective partnership working is key to any successful outcomes, so developing a set of shared principles or priorities is extremely important. Having good collaborative working arrangements helps to engage with the local residential community.
- b) Develop and maintain channels of regular communication Good communication is about working efficiently and helping to build trust and respect.

## **Large Scale Events**

Local residents to receive advanced notification of any large-scale outdoor events to be carried out.

## **Noise Breakout**

Noise breakout is a specific licensing condition and our noise management policy address the issue of noise. During any event where music is a part of the event, the duty officer or a nominee is tasked with physically checking the sound level on neighbouring residential areas.

**Operational noise** – This includes noise from emptying bottle skips, refuse collection from events. We have identified problems in the area as a result of our location. The Rufus Centre will only play live or recorded music inside its venues in accordance with the venue's premises license.

## **Dispersal**

Where the event involves the sale of alcohol, either as the primary purpose, or in the case of entertainment the sale of alcohol should normally cease 30 minutes prior to the closure of the outlet (but not necessarily the termination of the event). Background music and lighting levels should be used to aid a gradual dispersal. The best way to achieve this in terms of timings will need to be assessed for each event dependant on the nature of the event.

Information about local taxis should be made available in the bar.

## **Customer Noise**

Customer noise is noise resulting from those who are entering or leaving the premise, typically referred to as boisterous behaviour e.g., shouting or singing, but can also be as simple as people talking loudly on their mobiles as they walk home in the early hours. We have no direct control over this noise; however, we recognise we can play a part in the reduction of any inconvenience to the community resulting from this type of noise. We can possibly have an influence over the customers in our venues, in terms of good neighbourly behaviour.

## **The Bar**

### **Stock Checks**

Regular stock checks and stock rotation are to be carried out (before and at the end of each function) by a minimum of 2 members of staff. For Community events, members of the Community team will conduct stock checks and for any Rufus functions, members of the Rufus staff are to conduct stock checks. Stock balances are to be handed to the Functions and Events Coordinator who will ensure stock levels are kept at reasonable levels.

### **Stock Ordering**

Stock ordering will be carried out by the Functions and Events Coordinator. The Community Events Team are to closely liaise with the Events and Functions Coordinator to ensure correct levels of stock are ordered for specific functions.

### **Stock Rotation**

All stock should be rotated as part of the opening procedure and purchase of new stock, this is to ensure old stock is sold first to minimise the amount of wastage.

### **Staffing the Bar**

The number of bar staff required will be dictated by the size/number of guests attending the function. In an ideal situation, all events would have at least 2 bar staff. Sufficient CSA cover will have to be in place to support the bar staff for glass collection and washing up and to cover any other eventualities.

### **Wastage/Spillages**

Any wastage/Spillage must be recorded in the Wastage file. This is to account for stock and sales appropriately. Bar staff are to familiarise themselves as to when the bar will be used next and allocate wastage accordingly.

### **Breakages**

Breakages must be recorded on the breakages sheet. Any breakage must be disposed of correctly.

### **Service**

All alcohol and soft drinks will be sold from the bar, or portable bar if in use. If table service is being carried out staff must be aware of customers who may be excessively under the influence.

Beer is sold in draft, bottles and cans and should be sold as bottles and cans and not pints. The pouring of cans/bottles into glasses is not required at peak times as this can slow down service.

Drinks menus are to be placed at the bar.

### **Pricing**

Pricing will be the responsibility of the BI & DB. Purchase price and any additional cost will be considered. Pricing should be reviewed on a regular basis, and close liaison with the supplier is required. All prices will be programmed into the POS system in operation.

### **Payment**

Payment can be made by card, contactless or cash, we do not operate a tab system.

The till may need to be programmed before and after community events.

## **Cash Handling**

Measures to be taken:

1. Ensure sufficient float is available and secured in the cash register.
2. During service all cash is to be kept in the cash register and not left out.
3. Notes should be checked to ensure they are not counterfeit. If counterfeit notes are detected, they should be removed from the customer to take them out of circulation and secured separately in the safe.
4. At the end of service all cash is to be counted and secured in the overnight safe.

## **Cleaning**

Cleaning of the bar is to be conducted by the bar staff prior to opening the event, during the event and after closing. A separate contract is not in place for this, so enough time should be allocated for cleaning during opening and closing.

## **Opening Procedure**

Receive a briefing reminder on who is performing which tasks to cover the event.

Ensure the pipes for the beer pumps have been cleaned.

Check beer barrels and gas supplies.

Ensure fridges are working and check temperatures.

Check the till is set up and operational.

Check the float.

Check stock rotation.

Check ice levels.

Clean the bar and set up with mats and trays.

Check that suitable clean glasses are in place to service the event.

## **Closing procedure**

Switch off gas for the beer barrels.

Collect and clean all dirty glasses.

Secure unsold Stock.

Clean down the bar, empty and clean any ice buckets.

Glass bottles will be emptied in the external glass bin the next working day after the event.

When all guests have left the premises, cash up, complete the till report and secure the monies in the safe.

All toilets' corridors to be checked before the premises are locked up and the alarm is set.

## **Policies attached to this document:**

Alcohol Code of Practice

Alcohol Promotions

Crime and Disorder

Capacity Management.

Challenge 25.

Weapons.

Drugs.

Customer Search.

Drinks Service

Drunk and Disorderly.

Lost and Found Policy.

Noise and Public Nuisance Policy.

Dispersal Policy.





## Noise and Public Nuisance Policy

### 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

Noise and nuisance sit under the prevention of public nuisance, we have a legal obligation to keep noise levels at a minimum both whilst we have customers on-site and during our normal operational hours.

Our aim is to operate as good neighbours; therefore, it is important to build and maintain close relationships with local residents, businesses and the statutory authorities such as the Police, Principle Authority and Fire Service.

### What to look out for

**Internal noise:** Internal noise is noise seeping from inside our premises to the outside, this can come from a variety of sources such as:

- **People:** When a large number of people gather together, particularly when drinking or having a good time they can make a lot of noise intentionally and unintentionally. It is our job to make sure that it can't seep out of the premises and disrupt our neighbours.
- **Speakers, Playlists, or sound-making equipment:** If not managed and controlled can cause noise to seep out of the premises.

**External noise:** Noise outside our premises caused by us or our customers can come from a variety of sources such as:

- People
  - Queuing to get in
  - Leaving
  - Outdoor smoking area
- Machinery (air conditioning, or refrigeration units)
- Deliveries
- Vehicles (taxies)
- Glass bin emptying

### Our specific standards for internal and external noise

**Internal noise:** Internal noise is noise seeping from inside our premises to outside.

**People:** It is our job to make sure that internal people noise can't seep out of our premises and disrupt our neighbours, we can do this through:

- Keeping external windows and door closed.
- Using air conditioning to control internal temperatures.
- Approaching loud groups and asking them to reduce their tempo.

### **Speakers, Playlists or Sound Making Equipment:**

- We must limit our internal noise to 91 DB. Staff will regularly monitor inside the event and at the boundary of the event and will ensure the 91 DB level is adhered to.
- The provision of background music is permitted at any time the premises are open, to create an atmosphere suitable to a specific occasion.
- Music will not be permitted outside the building.

### **Building work**

- Building or repair work can take place on the premises between the hours of 8am-6 pm.

**External noise:** Noise outside our premises can come from a variety of sources such as:

#### **People**

- Queuing to get in is not normally a problem at events, however this will be managed by security and signage.
- Leaving, security and managers will actively encourage gradual dispersal from the centre following events.
- Outdoor smoking area, customers will only be allowed to smoke in a designated smoking area.
- Controlling areas where taxi drop off and pick, taxis and their customers will be directed to be picked up and dropped off at the furthest area of the car park away from the venue.

#### **Machinery (air conditioning, or refrigeration units)**

- These will be serviced annually.

#### **Deliveries**

Deliveries will take place between the hours of 8.00am – 6pm.

#### **Glass bin emptying**

The external glass bins will not be used after the hours of 9.00pm.

#### **Customers**

We encourage all of our customers to respect the fact that we have neighbours, and do everything we can to make sure that, when our customers leave or are enjoying themselves in our external or internal areas, they understand that any excessive noise or unruly behaviour can have an impact on the local neighbourhood.

By having this approach, it helps us to be seen as a good neighbour within the local area and promotes a positive image of the venue.



## Flitwick Town Council

### Business & Development Improvement Board 28.05.24 Rufus Centre Security Provision

#### Background

In 2018, the Council received a number of complaints from neighbours of the adjoining housing estate in relation to the noise from some of the weddings and functions being held at the Rufus Centre.

At the time of the outline planning application stage, the Town Council pointed out that the current boundary of the housing estate was significantly close to the Rufus Centre and explained that the noise could cause issues in the future. The Council was not made aware of the final plans, and no environmental assessment was carried out with suggestions for mitigation of the noise. CBC acknowledged that the correct planning process had not been followed and commissioned a noise report, which made recommendations to change windows within the main hall and other mitigations, which CBC paid for.

Residents continued to make complaints and applied to CBC for the premises licence to be reviewed with a view to reducing the Rufus Centre's trading hours.

The outcome of this review was the implementation of a noise management policy (Appendix 1), which stipulates various actions the Council must take to minimise the disturbance to local residents.

#### Introduction

Some members have raised the concern that security is not necessary at some events, particularly Civic events and that Officers should have discretion as to when security is needed or not. As a result, the policies were asked to be reviewed.

#### Current Policy Information

The main clause in relation to security within the Noise Management Policy is as follows;

*'Trained and SIA Licensed Security staff will be contracted at all functions finishing after 00.00.'*

In 2022 the Council adopted 'The Rufus Centre - Functions – Events and Bar' policy document (Appendix 2), which states that the Council will contract two qualified Security Supervisors when the bar is operational for an event;

*'There will be a minimum of two qualified registered Security Supervisors on duty as well as frontline staff.'*

In 2022, the Council also adopted a 'Noise and Public Nuisance Policy' (Appendix 3) which states that security will manage external noise from people attending events.

**'External noise:** Noise outside our premises can come from a variety of sources such as:

#### People

- Queuing to get in is not normally a problem at events, however this will be managed by security and signage.

- *Leaving, security and managers will actively encourage gradual dispersal from the centre following events.*
- *Outdoor smoking area, customers will only be allowed to smoke in a designated smoking area.*
- *Controlling areas where taxi drop off and pick, taxis and their customers will be directed to be picked up and dropped off at the furthest area of the car park away from the venue.'*

Advice from our current Security Contractor is as follows;

“Alcohol does not discriminate and in their experience, anyone after the consumption of alcohol can become unruly, regardless of that civic stature”

They have flagged the forthcoming introduction of Martyns Law as follows:

[‘https://www.gov.uk/government/consultations/martyns-law-standard-tier-consultation](https://www.gov.uk/government/consultations/martyns-law-standard-tier-consultation)

*The bill will impose requirements in relation to certain premises and events to increase their preparedness for, and protection from, a terrorist attack by requiring them to take proportionate steps, depending on the size and nature of the activities that take place at the premises.*

*The proposed requirements would apply to those responsible for qualifying public premises and qualifying public events. They might be individuals but, in most cases, would be a business or other organisation.’*

## **Recommendation**

Officers have internally discussed this matter and feel that the policy should remain in place that:

- 1: Events involving the sale or consumption of alcohol include security
- 2: Events over a certain capacity are subject to security
- 3: Events terminating beyond 12:00 are subject to security

Stacie Lockey  
Town Clerk & Chief Executive

Mathew Earles  
Business & Facilities Manager





# Flitwick Town Council

## Business Development Improvement Board Marketing Update 28<sup>th</sup> May 2024

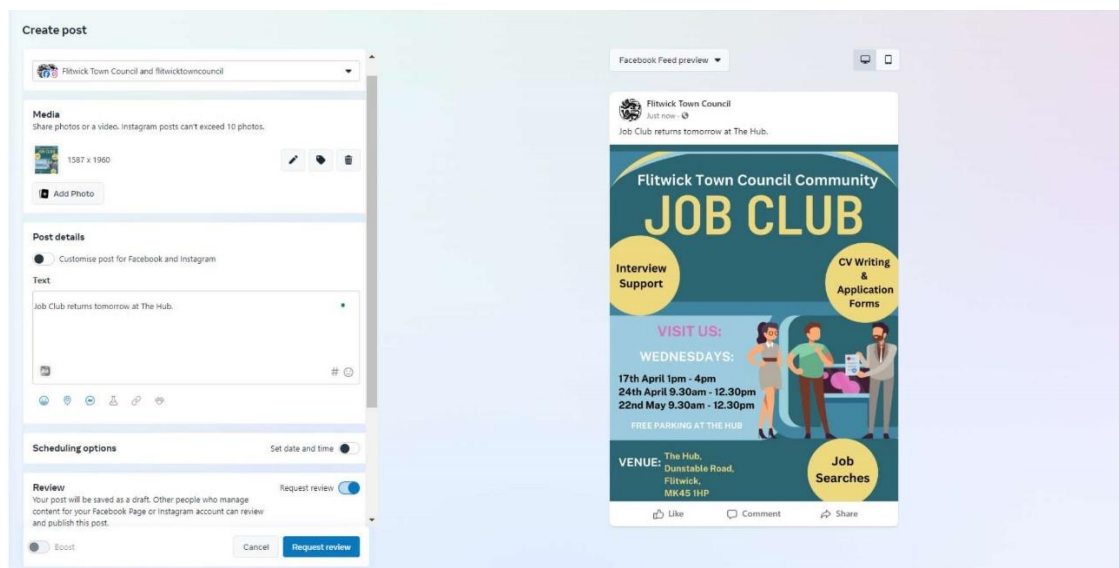
### 1. Social Media Management & Software

Due to staffing pressures and increased activity across the board it was proposed that officers become involved in collating and drafting content for social media posts, which the CMM and other designated SMT can authorise before publishing utilising social media management software.

The CMM arranged a free trial of the Buffer software to see if it met requirements. Although the platform was comprehensive, for our current social media platforms, which is predominantly Facebook and Instagram, the costs were prohibitive.

After further research, the solution was found in Facebook's Meta Business Suite which now allows users to create and schedule social media content for Facebook and Instagram for approval.

Officers are given access to the relevant social media account and create a post and click to request review. The post is automatically saved as a draft. The CMM and others who manage content for the pages can then review and publish.



## 2. Marketing & Communications Plan

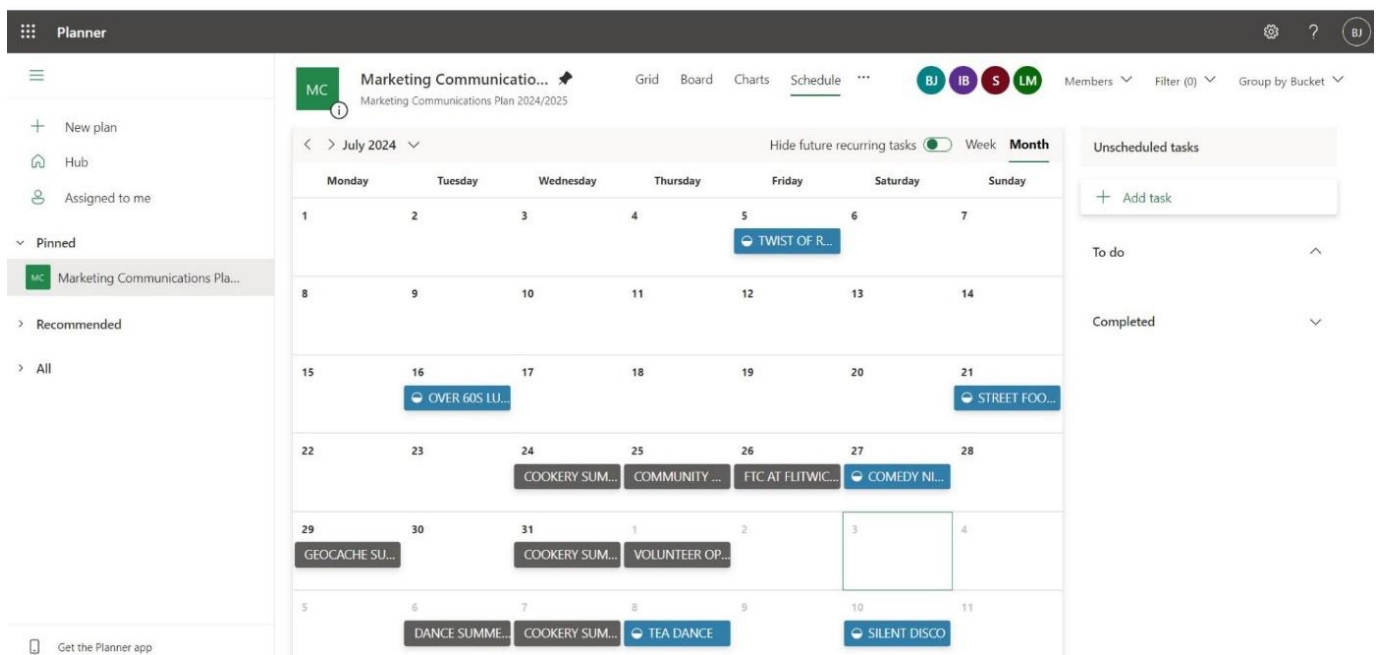
The CMM trialled both Buffer software and Monday.com for the marketing and communications plan to be shared and accessible online. The plan includes all events and activities across the Council, The Rufus Centre and The Rendevous Café & Bar.

Both platforms offered a wide range of options which, although were excellent it was felt that for our requirements the cost was too high.

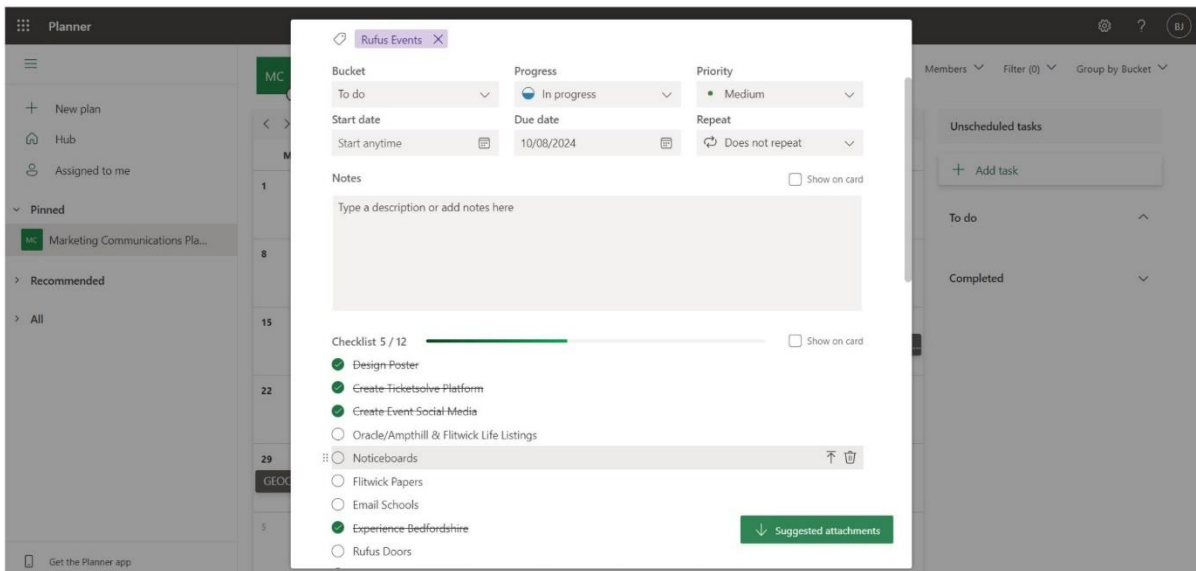
The CMM has explored options on Microsoft Planner, which has been used previously but had become too complex for what was required.

It has now been recreated with a clear plan of all events and activities with simple to do lists of all marketing activity required, and can be filtered by brand i.e. all Rufus events.

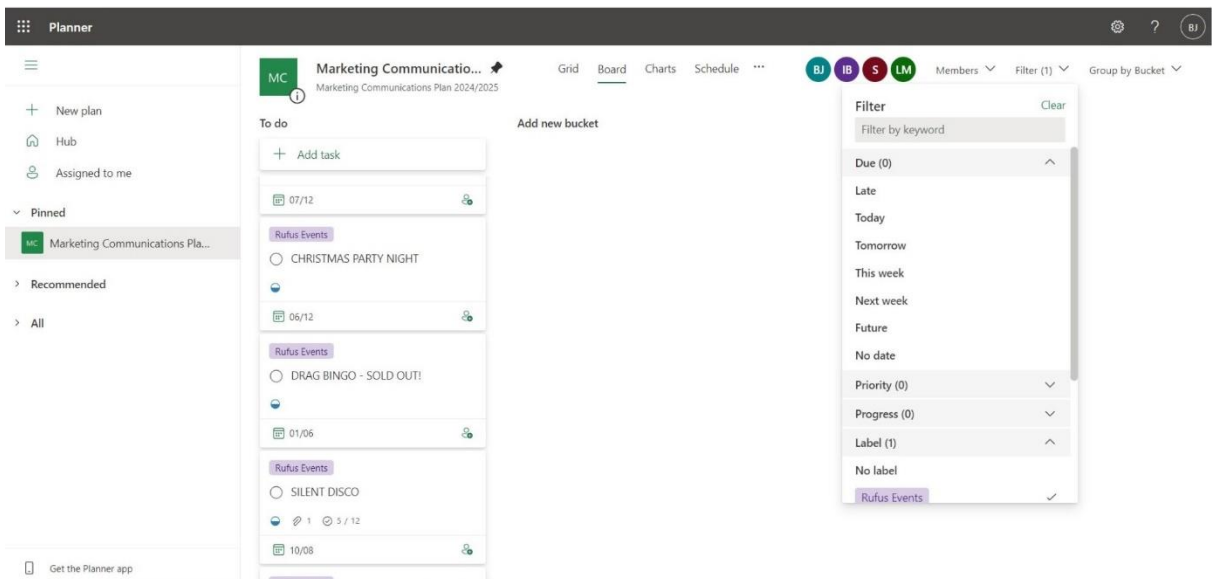
This will be shared with all interested parties as an evolving document, that will be updated to show current status.



### 1. *Calendar view of events and activities*



## 2. Marketing checklist



## 3. Filter by brand label

### **3. Branding Update**

The CMM and Cllr Blazeby met with the Treacle Factory on 13<sup>th</sup> March to discuss the scope of the project and desired outcomes to enable a final quote to be submitted.

A revised quote has been received for £2,400 which is within the budget allocated for the project of £3,000. Treacle will be following the original brief to develop a unified design style to create coherent FTC identity across all brands. This covers all of the work required to create the design and produce templates in required formats that can be customised in-house, and brand guidelines.

Once we have confirmed the go-ahead of the project we will hold a short meeting with Treacle's Design Manager before they start on initial concepts.

Treacle was also asked to quote separately for creating all posters required across the board. With the number of posters produced annually approximately 80 the cost of this work was prohibitive (£19k). There has been no budget allocated for 2024/25 for this work.

The original design brief requested one-off costs for creating posters for key events. Treacle quoted £180 per poster. The remaining £600 in the budget will be used for this when required.

### **4. Social Media**

We continue to see a steady growth in the number of followers on all of our social media channels apart from X (formerly Twitter) which has remained static.

#### **NUMBER OF FOLLOWS (Dec 23 to May 24)**

##### **FTC**

Facebook: 4,577 (+140)

Instagram: 454 (+57)

Twitter: 575 (-2)

##### **90-day Content Performance**

Facebook Post Reach: 60.3K

Facebook Engagement: 2.3K

Number of posts: 101

### Highest reach on a post



Facebook post

As work continues at the Nature Park, Maulden Road, we appreciate it can be hard to see where you can walk. This map shows the public routes through the park and the fenced-off areas. The new informal pathways will be mown  
28 Mar 2024, 04:43  
This post's reach (19,227) is **1,754%** higher than your median post reach (1,037) on Facebook.

### Highest reactions on a post



Facebook post

We're delighted that an additional defibrillator in the town was installed yesterday on the side of 3 Station Road (former Barclays Building) facing Kings Road. The defibrillator is accessible to the public 24/7. Although defibs have  
26 Mar 2024, 04:31  
This post received **2,483%** more reactions (155 reactions) than your median post (6 reactions) on Facebook.

### Highest comments on a post



Facebook post

If you're visiting Flitwick Nature Park, Maulden Road this week, you'll notice contractors starting work on new fencing. The fenced areas will be managed for ground-nesting bird habitat. There will still be 4.2km of  
20 Mar 2024, 04:14  
This post received 81 comments

## THE RUFUS CENTRE

Facebook: 2,284 (+126)

Instagram: 328 (+59)

Twitter:639 (-2)

## 90-day Content Performance

Facebook Post Reach: 12.3K

Facebook Engagement: 214

Number of posts: 27

### Highest reach on a post



Facebook post

Fancy a night of laughter, sass and bingo! Come and join us for Drag Bingo hosted by the ultimate queens 🏳️🌈🏳️🌈 EARLY BIRD ONE WEEK ONLY!! You don't want to miss this 😊 Book here!

4 Apr 2024, 04:35

This post's reach (7,923) is **1,227%** higher than your median post reach (597) on Facebook.

### Highest reactions on a post



Facebook post

🇬🇧🇬🇧🇬🇧🇬🇧🇬🇬🇧 Happy St George's Day. 🇬🇧🇬🇧🇬🇧🇬🇬🇧 We're flying the flag at The Rufus Centre today! #Flitwick #Bedfordshire #Community #StGeorgesDay

23 Apr 2024, 04:08

This post received **333%** more reactions (13 reactions) than your median post (3 reactions) on Facebook.

### Highest comments on a post



Facebook post

Fancy a night of laughter, sass and bingo! Come and join us for Drag Bingo hosted by the ultimate queens 🏳️🌈🏳️🌈 EARLY BIRD ONE WEEK ONLY!! You don't want to miss this 😊 Book here!

4 Apr 2024, 04:35

This post received 27 comments

## RENDEZVOUS

Facebook: 833 (+45)

Instagram: 108 (+5)

### 90-day Content Performance

Facebook Post Reach: 1.5K

Facebook Engagement: 17

Number of posts: 10

#### Highest reach on a post



Facebook post

Are you looking for a job in catering? We have a great opportunity for a Senior Catering Assistant to join our 5 star catering team working across the busy Rendezvous Café & Bar, and for conferences, meetings and events at The Rufus 11 Mar 2024, 05:57

This post's reach (1,010) is **127%** higher than your median post reach (444) on Facebook.

#### Highest reactions on a post



Facebook post

We'll be open this Saturday as normal if you want to join us for breakfast, lunch or just a great cup of coffee! The team will be taking a break on Good Friday and Easter Monday. 🥰Have a good Easter! #Flitwick #Bedfordshire #Easter 27 Mar 2024, 03:16

This post received 3 reactions.

#### Highest comments on a post



Facebook post

We'll be open this Saturday as normal if you want to join us for breakfast, lunch or just a great cup of coffee! The team will be taking a break on Good Friday and Easter Monday. 🥰Have a good Easter! #Flitwick #Bedfordshire #Easter 27 Mar 2024, 03:16

This post received 2 comments.

## THE HUB

Facebook: 292 (+28)

Instagram: 112 (+21)

## 90-day Content Performance

Facebook Post Reach: 809

Facebook Engagement: 18

Number of posts: 8

### Highest reach on a post



Facebook post

We're looking forward to the Easter holidays. Not long to go now. 😊 We have two special days at The Hub - make sure you don't miss them! #Flitwick #Bedfordshire #YoungPeople #EasterHolidays

19 Mar 2024, 02:43

This post's reach (789) is **336%** higher than your median post reach (181) on Facebook.

### Highest reactions on a post



Facebook post

We're looking forward to the Easter holidays. Not long to go now. 😊 We have two special days at The Hub - make sure you don't miss them! #Flitwick #Bedfordshire #YoungPeople #EasterHolidays

19 Mar 2024, 02:43

This post received 6 reactions.

### Highest comments on a post



Facebook post

We're looking forward to the Easter holidays. Not long to go now. 😊 We have two special days at The Hub - make sure you don't miss them! #Flitwick #Bedfordshire #YoungPeople #EasterHolidays

19 Mar 2024, 02:43

This post received 3 comments.



## **COMMUNITY FRIDGE**

Facebook: 692 (+129)

90-day Content Performance

Facebook Post Reach: 12.9k

Facebook Engagement: 461

Number of posts: Daily

### **5. Printed Flyers**

Although we are focused on reducing the number of flyers we produce there still remains a requirement for printed flyers (all flyers are currently copied in-house).

Posters feature QR codes to access further information and the reception team direct people to our the FTC and Rufus Centre websites and social media for information. In addition, digital screens in The Rufus Centre foyer feature events and we are looking to increase visibility on the digital screens in the Café.

There does, however, remain a high percentage of people who still request and pick up a leaflets. Particularly at events such as the monthly Market Stall and the Family Fun Day and at The Rufus Centre reception.

One way we have been looking at reducing the number is by consolidating all of The Rufus Centre events on one flyer and we will be looking at this as part of the branding project with Treacle.

It is interesting to read the summary in the latest Local Government Association Residents' Satisfaction Survey which highlights 54% of people said that they found about services from printed literature. (See table below).

**Table 1. How do you currently find out about your local council and the services it provides?**

	Feb-23 (per cent)	June-23 (per cent)	Oct-23 (per cent)	Feb-24 (per cent)
Word of mouth (e.g. friends, neighbours, relations)	63%	63%	63%	69%
Council website	60%	55%	60%	59%
Printed information provided by the council (e.g. leaflets, public notices)	50%	55%	51%	54%
Local media (e.g. newspapers, TV, radio, news websites)	44%	44%	48%	46%
Social media sites and blogs (e.g. Facebook, Twitter, YouTube)	33%	32%	34%	34%
Council magazine	30%	28%	31%	24%
Council texts, emails and e-newsletters	25%	25%	25%	22%
From your local councillor	21%	19%	22%	20%
Direct contact with the council (e.g. contact with staff, public meetings and events)	19%	20%	23%	20%
Other	5%	1%	5%	6%
Do not find out any information	3%	2%	2%	2%
Don't know	2%	1%	0%	0%

Base (all respondents): 1001 British adults per round from Feb-23 to Feb-24. Please note: Respondents were able to select more than one answer.

### 1. LGA Residents' Satisfaction Survey – February 24

## **6. FLITWICK PAPERS**

### **Distribution**

Investigations into the non-delivery of Flitwick Papers has been difficult as the current distribution company are adamant that the delivery was completed and have tracking reports to prove it. However, we know this cannot be the case with the number of Members who did not receive the spring issue.

We will be promoting on social media pre and post distribution of the summer edition that we are aware of distribution issues and asking residents to submit their postcode if they did not receive delivery.


If, for the summer edition, we find that there is still an issue we have the option to switch to delivery by the Oracle for a similar cost or for the Post Office to distribute. This will involve some changes to deadlines but is achievable. The situation will be reviewed after the summer edition is distributed.

### **Design**

The design of Flitwick Papers has been outsourced for the summer edition as a trial at a cost of £250. There will be a refresh in the design layout.

### **Print**

We have revisited the print costs for Flitwick Papers, obtaining quotes from other suppliers. Our current printer remains the most competitive and we have no issues with the quality of print so will be continuing with them.



# *Celebration of Life, Remembrance & Funeral Receptions*

*Our in-house catering team offer options to suit all tastes  
and dietary requirements.*

## **RUFUS PLUS**

£16 PER HEAD

*Sandwich Platters | 6 Savouries | Selection of Cakes*

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## **RUFUS CLASSIC**

£12 PER HEAD

*Sandwich Platters | 4 Savouries | Selection of Cakes*

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**SELECTION OF SAVOURY OPTIONS  
INCLUDE CHEF'S CHOICE OF:**

*Sausage Rolls*

*Chicken Goujons*

*Honey & Mustard Sausages*

*Fish Goujons & Homemade Tartar Sauce*

*Sweet Potato Pakoras (VE + GF)*

*Falafel (VE + GF)*

*Quiche (V)*

*Crudités & Hummus (VE + GF)*

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*Arrival Teas & Coffee Included*

*Soft & Alcoholic Drinks Packages Available*

**The Rufus Centre**



Steppingley Road, Flitwick, Bedfordshire, MK45 1AH





# *Celebration of Life, Remembrance & Funeral Receptions*



*Situated just a two minutes drive from the new Oakfield Gardens Crematorium, The Rufus Centre can provide everything you need with our friendly team on hand to guide you every step on the way.*

- ↘ Choice of function rooms to accommodate your number of guests*
- ↘ Digital screen for memorial tribute slide show*
- ↘ Choice of menus with inclusive arrival teas and coffees*
- ↘ Table decorations*
- ↘ Background music*
- ↘ Optional service streaming*

## **ROOM HIRE CHARGE**

<b>Room capacity</b>	Templefield 12 people	Woodfield 30 people	Warrenfield 30 people	Moorfield 45 people	Davis Suite 75 people	Lockyer 300 people
<b>Room price per session (3hrs)</b>	£85	£105	£105	£115	£145	£200

## **SERVICE STREAMING**

*If you are expecting a large number of guests at the service that exceeds the crematorium capacity, we are able to offer live streaming of the service to guests at The Rufus Centre with a digital screen in one of our exclusive hybrid rooms.*

**Please get in touch with our friendly team to discuss your requirements on 01525 631905**



**The Rufus Centre**  




Steppingley Road, Flitwick, Bedfordshire, MK45 1AH