

# KIT FOR ASSESSMENT OF RECREATIONAL NIGHTLIFE<sup>©</sup>

## KAReN\*

# 3 Venue

Ethnographic Questionnaire of a City Recreational Nightlife



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\* This is a set of three questionnaires  
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## Some PRELIMINARY COMMENTS

The questionnaire is composed of 9 blocks (V-1 a V-9); each one covers a specific subject related to safety and healthy conditions in recreational venues.

This questionnaire can be used to explore:

- » a particular venue
- » as a complement of the city study. In each city the research team must to choose a sample of 10-15 venues. For this selection it will be useful to include at least one venue of the following list. Also take into account the recreational areas existing in the town and try to select venues from each area.

- # mainstream/not mainstream (M or NM)\*
- # location of venue: centre of city, near centre, outskirts (C-NC-OC)
- # size of venue: big (more than 1.000 persons of capacity) medium (between 200 and 1000) and little (> that 200), (B-M-S)
- # venues most frequently visited
- # venues linked to sexual activity
- # venues linked to violence
- # venues linked to drug use
- # venues linked to 'good' music

\*'Mainstream venues' are the very popular among young people and the 'not mainstream' are venues more related to specific collectives or subcultures.

Most of the information requested in the questionnaire can be obtained by *visiting the venue and observing*; it is necessary to visit the venue several times, at different times at night and during the week. Especially for risky venues, try to go accompanied by a usual costumer of the place. Completing the questionnaire involves observation, contact with clients, the person in charge and with the staff. If possible, it would be a good idea to take some photos (but which do not identify anyone). This prior work will facilitate the later completion of the questionnaire by the clients of the venue.

Sometimes in the venues there are business cards that provide basic information such as telephone number and opening hours. However sometimes these do not match the real opening hours, which is why it is necessary to remain in the venue until closing time to check on this.

When contacting the *manager* to get some information, it is useful to do that after carrying out the basic observation and obtaining the elementary data on the venue. In this way, you can show that you have a certain level of information about the venue. Possessing such knowledge, generally, gives more authority to the researcher. This interview should be well prepared in advance. It is a good idea to introduce yourself as a researcher or the role you have (representing the municipality, prevention professional,...) and explain the project. A letter, which explains the purpose of the research and signed by those responsible for the project can be useful. Perhaps you will find responsible venues very participative, but others can be distrustful and not collaborate.

From the manager/owner of the premise (venue) you can ask for documents (certificates of staff training, checking of pollution levels, noise, fire extinguisher), which can validate some of the information collected. You can ask too about normative for venues, so you can check if they know or not the normative and their opinions about that.

It is important to point out that all the information collected will be attributed anonymously in the research.

**Important! Try to mention the method used to obtain the information for each item and any difficulties you find in the process of getting the information. At the end of the report summarise the method used to obtain information.**

Try to find the official regulations for venues in your city and try to synthesis the main normative in relation to the questionnaire items, but especially about the following items:

- » Capacity (number of customers permitted)
- » Age access
- » Control for access
- » Control of drugs and weapons
- » Hygiene
- » Available water
- » Price of non alcoholic beverage
- » Preventive information on drugs
- » Fire prevention
- » Has the owner a duty to train staff in abilities for security and health prevention?
- » Structural conditions of premises (light, space, stairs, air-conditioned, doors, bathrooms,...)

## Block V-1 Basic information

V-1	Venue name, address, type
	» Category (mainstream, risk, ethnical, gay,... )
	» Venue name
	» Venue address
	» Telephone number
	» Manager name
	» Contact person (if different)
	» Manager address and tel. no.
	» Type of venue (bar, club, after, disco)
	» Opening times

## Block V-2 Access to the venue

### Comment on strategies for collecting this information

*Collect the maximum data through observation or talking to young people attending the venue or a member of staff. Subsequently, ask for information from the person in charge of the venue.*

*For some questions we need to be sure if the answers are correct. For example V-2.7, we need to know if the staff tells us the truth, and how we can confirm that.*

**Block V2.** With this information we can attempt to evaluate the criteria used in supervising clients entering the venue. In general, it should be addressed at preventing the admission of minors under the established minimum age for admission, those likely to be conflictive, those carrying weapons or drugs, and controlling capacity. These criteria are fundamental to the safety of the venue.

In order to carry out the supervision correctly, it is necessary to employ certain tactics:

- » Knowing when to prevent the admission of more people when the venue is full
- » Requesting identification to ascertain the age of those seeking admission
- » Creating systems to control the entry of weapons<sup>1</sup> and drugs
- » Detecting those who are drunk

The questions that follow will enable us to evaluate whether those running the venue are aware that they must exercise this control, if there is an existing established control system and if those supervising admission are professionally trained to do so and employ tactics consistent with a preventive strategy.

<sup>1</sup> What is a weapon? Of course weapons are firearm and knives, but the question is can we consider as a weapons sprays, bottles, scissors, sticks, etc. We need to ask in each city what kind of weapon is most popular or used among young people in nightlife when they fight.

V-2	Access and security in admission to the venue*		
V-2. 1	←	Venue capacity.....	
V-2. 2	←	Is the capacity of the venue exceeded?	
V-2. 3	Is there an entrance fee? ·	<input type="checkbox"/> No <input type="checkbox"/> Yes ·	How much? .....
V-2. 4	Do staff have and use strategies to monitor and react if the venue is overcrowded		
V-2. 5	Are there any age policies in operation?	<input type="checkbox"/> No / <input type="checkbox"/> Yes	
V-2. 6	What? .....		
V-2. 7	Do venues have any policy on searching?	<input type="checkbox"/> No / <input type="checkbox"/> Yes ·	
V-2. 8	Do staff have and use strategies to monitor customer admission, in particular minors, drunks, weapons, drugs		
V-2.9	Are there any door staff?	<input type="checkbox"/> No / <input type="checkbox"/> Yes·	How many?
V-2.10	Are the door staff trained to supervise admission to the venue?		
V-2.11	What happens to any weapon seized by staff during searches? .....		
V-2.12	What happens to any drugs seized by staff during searches? .....		
V-2.13	What happens to drunks who want admission to the venue? .....		
V-2.14	Try to capture the general opinion of partygoers about entry-control and door staff		

## Block V-3: Staff, security and health

### Comment on strategies for collecting this information

*A large amount of this information can be obtained from observation or informal conversation with a member of staff.*

*For some questions you need to ask someone responsible in the premise (example, set V3-1.2, V3-1.3, V3.2), in order to confirm these questions it is necessary that you collect complementary information in order to be sure if the answer are correct. This complementary information can be the name of the program where staff members were trained, the content of the program, the time they spend for training, etc...*

**Block V-3** questions are intended to detect any problems there may be related to safety, prevention methods and professional and technical adequacy in controlling problems. In addition, there are questions directed at getting to know the professionals on the staff. It is important to attend the design of the venue, the light, the spaces, the doors, the visibility of emergency doors, fire extinguish, stairs with banisters, quality of service, etc.

V-3	<b>Inside the venue: staff, security, health</b>		
V3-1	How many venue staff?		
	• Waiters, bar staff	Nº ...	
	• DJs	Nº ...	
	• Public relations	Nº ...	
	• Door supervisors/ bouncers (mention if they are contracted by the premise or from an external enterprise)	Nº ...	
	• Other members	Nº ...	
Does the venue employ enough staff, especially at busy periods?		<input type="checkbox"/> No /	
		<input type="checkbox"/> Yes	
Main criteria for selecting staff. Particularly for selecting door-supervisors, what abilities have valour?			
V3-1.1	☛ Are the staff easily recognisable by customers? (uniform, id. badges, etc.)		
V3-1.2	☛ Are the staff trained in how to minimise problems? What programme have they been trained with? What method do they use?		
V3-1.3	☛ Do the staff hold regular meetings to evaluate security in the premise?		
V3- 2	<b>Security inside the venue</b>		
V3-2.1	☛ Have any of the following incidents been recorded by the staff? (Last month)**		
V3-2.1.1	#	Accidents	
V3-2.1.2	#	Lost property	
V3-2.1.3	#	Found property	
V3-2.1.4	#	Thefts	
V3-2.1.5	#	Banned persons	
V3-2.1.6	#	Ejected persons	
V3-2.1.7	#	Injuries	
V3-2.1.8	#	Allegations against staff	
V3-2.1.9	#	Other incidents	
V3-2	☛ Do staff receive any training?		
V3-2.2	☛ Are staff trained in disorder/conflict management (mention program, time of training, method)		
V3-2.3	☛ Is any member of staff trained in first aid (mention program, time of training, method)		
V3-2.4	☛ Is there any kind of fire detection/warning system		
V3-2.5	☛ Is any member of staff trained in fire safety training (mention program, time of training, method)		
V3-2.6	☛ Is there an emergency exit? (mention if emergency 'exit' have visibility and accessibility)		
V3-2.6	☛ Is there enough light to permit staff seeing all spaces in the premise?		
V3-3	<b>Health conditions inside the venue</b>		
V3- 3.1	☛ Are there sufficient glass collectors		
V3- 3.2	☛ Do staff prevent customers leaving the venue with bottles/glasses?		
V3- 3.3	☛ Are tables or other surfaces usually free(clean) empty/glasses and bottles		
V3- 3.4	☛ Is the dance floor free from glass?		
V3- 3.5	☛ Are safety glasses in use (plastic, aluminium) ?		
V3- 3.6	☛ Is there any provision for food?		
V3- 3.7	☛ Are there any chill out areas?		
V3- 3.8	☛ Is water available in bathroom?		
V3- 3.9	☛ Is the bathroom clean?		
V3- 3.10	☛ In the bathroom cleaned with regularity?		
V3- 3.11	☛ Is the bathroom controlled by staff?		
V3- 3.12	☛ Are condoms available/accessible		
V3- 3.13	☛ Are there provisions for free/cheap drinking water		
V3- 3.14	☛ Are there provisions for adequate air conditioning/ventilation		
V3- 3.15	☛ Is the temperature comfortable?		

## Block V-4: clients and symbolic meaning of premise

### Comment on strategies for collecting this information

*Practically all this information can be obtained through observation. It could be useful to chat to clients of the venue and discuss with them some of the items in order to evaluate their point of view.*

**Block V-4** Aims to ascertain the symbolic place that the venue occupies in the imagination of clients (glamour, aesthetics, chosen because certain reason,...), and inside the recreational area. What sort of subculture or clientele are attracted by the specific venue. Describe changes in clients throughout the night and in different periods of time. Try to identify what elements are the most attractive or special in the premise for clients. Why do clients choose this premise and not others?

<b>V-4</b>	<b>Clientele, customers, atmosphere</b>
<b>V-4.1</b>	Description of clientele, in general
	Is the aesthetic of most clients elegant?
	» Age
	» Gender
	» Dress
	» Crowded
	» Main activities (dancing, chatting, fooling around)
<b>V-4.2</b>	Description of atmosphere
	» Music
	» Illumination
	» Aesthetic
<b>V-4.3</b>	Description of image in publicity, TV, posters, graffiti, (if there is TV, what does it show, or what sort of programmes are there)
<b>V-4.4</b>	Are violent and aggressive messages present in music, on walls or other decoration, or among clients ('macho' or racist messages too)
<b>V-4.5</b>	Marketing to attract customers (flyers, drink promotions, invitations,...)
<b>V-4.6</b>	Meaning of the venue, what young people look for when they go there (dancing, flirting, using drugs, etc.). The venue label.

## Block V-5 Drink management

### Comment on strategies for collecting this information

*A large part of this information can be obtained through observation or casual conversation with a member of staff. Information unavailable through observation should be obtained from someone in a position of responsibility in the venue.*

*Be careful about some questions, you must to be sure about correct answers, especially V5.5 / 6*

**Blocks V-5,** Focuses on assessing the management of the dispensation of alcoholic drinks in the venues (promotion of drinks, prices, etc), and also on the training and attitude of staff members in applying control to alcoholic drinks. The V6 information will show us how easy it is to purchase water and non-alcoholic drinks such as soft drinks.

<b>V-5</b>	<b>About drinks</b>	
<b>V-5.1</b>	Are there any drink promotions or happy hours? If yes make a description	
<b>V-5.2</b>	Are there any promotions which may encourage binge drinking?	
<b>V-5.3</b>	5.3.1 Are breathalysers provided in the venue so that clients can measure their level of alcohol consumption?	
	5.3.2 Are there any strategies to monitor that customers do not drink and drive?	
<b>V-5.4</b>	Are there any measures to ensure the safety of customers in respect of drunkenness? Which?	
<b>V-5.5</b>	If drunkenness occurs within the venue, do staff know how to minimise harm? What do they do? .....	
<b>V-5.6</b>	Are staff trained to refuse drinks to individuals who are obviously intoxicated	
<b>V-5.7</b>	Are staff and bartenders allowed to drink alcohol during work hours	
<b>V-5.8</b>	Is the star-beverage in the premise a non-alcoholic beverage	
<b>V-5.9</b>	Are there any non-alcoholic beverages which are very popular or appreciated for any symbolic effect (energy, vitality) like Red-Bull or Sprite, etc?	
<b>V5-10</b>	<b>Assess if the price of mineral water or non-alcoholic drinks is much cheaper than alcoholic drinks such as beer, cocktails, spirits, etc. try to find equivalent beverage for different items (bottle or glass)</b>	
	Price of a bottle/glass of beer, or equivalent beverage	Price in €
	Price of a bottle/glass of water (or other non alcoholic drink)	Price in €
	Price of some alcoholic drink popular (e.g. gin tonic)	Price in €
	Scored in positive if the price of water is half or less as any other alcoholic beverage	

## Block V-6 Drugs in venues

### Comment on strategies for collecting this information

*A large amount of this information can be obtained through observation or casual conversations with members of staff. Information unavailable through observation should be obtained from someone in a position of responsibility in the venue. Be careful about some questions, you must to be sure about really and truly answer, especially V6- 5 / 6 / 7*

**Block V-6**, management of illegal drug use in venues. This information aims to ascertain if there is a policy to control drug use and the actions that are taken.

<b>V-6</b>	<b>About drugs</b>	
<b>V-6.1</b>	Are there indications that cannabis is smoked in the venue	
<b>V-6.2</b>	Are there indications that other drugs are used in the venue. What drugs are detected?	
<b>V-6.3</b>	Are there indications that some people deal in drugs in the venue	
<b>V-6.4</b>	Is there drug prevention information on display	
<b>V-6.5</b>	In the event of illegal drug use, are staff trained to minimise harm? In what way? .....	
<b>V-6.6</b>	Are there any actions to prevent drug dealing in the venue What actions? .....	
<b>V-6.7</b>	What do staff do if anyone uses drugs?	
<b>V-6.8</b>	Are there indications of drug use in the surroundings of the premise (parking, closed street, ..)	

## Block V-7: Transport information in venues

### Comment on strategies for collecting this information

*Almost all this information can be collected through observation*

**Block V-7**, how does the venue participate in improving transport conditions and driving related risks? Try to find if the staff is aware about travel needs of clients and have implemented measures for facilitating transport or information.

V-7	Transport	
V-7.1	Is there public transport information for customers?	
	• Public transport timetable/routes	
	• Information regarding taxi services	
	• Booking service for taxis	
	• Other	
V-7.2	Is there easy parking near the venue?	
V-7.3	Are there actions to prevent risk driving inside the venues? What actions? .....	

## Block V-8: Noise

### Comment on strategies for collecting this information

*Almost all this information can be collected through observation*

**Block V-8**, Noise problems have a double consequence; for those who participate in recreational activities, and for those neighbours who live in the area where the venue is located. Health problems for clubbers' hearing are empirically demonstrated. The noise made in the area by recreational activities is creating a serious problem in some cities.

V-8	Noise related premise	
V-8.1	Does the venue have any of the following measures to ensure noise is kept to a minimum? Are there others? Which?	
	» Soundproofing	
	» Closing all doors and windows at a set time	
	» Displaying advice notices to customers on noise	
	» Using lollipops	
	» Consulting local residents	
	» Music policy adjusted to playing 'chilled' music at the end of the evening	
V-8.2	Venue acting to prevent harm to customers from noise	
	Does the venue have a public noise level which can be seen by staff and the public	
	Does the venue has adequate chill-out areas	
	Provides earplugs for free or available to buy	



