**Venue Operations Meeting**

**Attending: Lily Mellor, Colin Renshaw, Harriet Johnson, Haley Killingbeck, Maxine McKee, Jane Avison, Shaun Reveley, Tom Major, Kathryn Brough**

**Apologies: Sara Black, Susan Capes**

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| **Item** | **Lead** | **Notes** |
| Interview questions for TP Supervisors | Maxine, Haley, Sara, Lily | Maxine to send through, Lily and Sara to add |
| Confirm Hull 2017 team member to join interview panel | Lily |  |
| Confirm Volunteer Ambassador role | Lily/Colin/Harriet |  |
| Write procedure for if capacity is reached | Lily/Shaun | Lily to draft. Procedure to be outlined in staff/vol training and again in briefing notes on busy days. |
| Work out the maximum number of school children/groups allowed in at any one time and limit bookings to reflect this. | Jane and Kathryn |  |
| Send daily FoH briefing to Lily during Turner Prize | Jane |  |

**FoH Staff**

Turner Prize Supervisors

* Shortlisting has completed. There were 23 applicants and we will interview 13 candidates
* Someone from the Hull 2017 team to join the interview panel and suggest questions
* Interview dates 11th and 12th August
* Shaun will be their line manager. Working hours are 09:00 – 17:00, apart from Thursdays
* Main roles are to organise volunteers and run tours
* FoH/Volunteer briefing goes out every day from Heritage Learning, at 1pm the previous day to make sure they have the most up to date information for bookings etc. Jane to send this through to Lily too.

Hull 2017 Volunteers

* Possibility of offering ambassador status to volunteers loyal to Ferens. They would be given more responsibility and training in order to support the Supervisors on tours. They may occasionally have to fill in and run the tours, if they are comfortable enough – We need to decide this before the call out. Ideally, we would have 2x ambassadors on a day, separate call out for these.

**Managing Building Capacity**

* All agreed that if we are at capacity, then visitors specifically coming for the café will have to join the queue as normal. Consensus was that café in-take wouldn’t be effected as it would increase due to visitor numbers anyway. Could put something out on Ferens social media about this to limit complaints?
* Only way to know when we have reached capacity is to have two volunteers on the door at all times, one clicking in and one clicking out. Would we do this every day or just busy days? Could trail in the first few weeks.

Queuing

* Sara to speak to Cheryl (Maxine’s sister) about crowd control and safety
* Clear procedure written down for Volunteers and Staff on the steps to take if Ferens do need to instigate a queue, including the route of reporting when capacity is reached.
* Queue becomes a grey area as, although outside, visitors are associated with the building as they are planning to come in and become our responsibility because we are instigating the queue – Volunteers based outside to be given a radio. One person per shift on call as a ‘queue supervisor’ for if assistance is needed and to check on volunteers intermittently. Would this be our TP Supervisors or a member of HCAL team?
* **Volunteers only based outside to chat to visitors, NOT crowd control or first aid.**
* Bringing in paid security is an option that could be looked at if necessary, after a few weeks trail.

Group/School Visits

* School groups are asked to book slots for visits. If they do not book and we are at capacity, they will be asked to queue like everyone else.
* Jane in talks with the City Hall as an alternative space for groups to have lunch. Are costs for this covered by HL?
* Heritage Learning are arranging for one of their team to be available at the beginning of every slot, so they can greet the school and check their booking. All schools asked to bring a print out of their booking confirmation.
* If groups are booked in, we have to limit capacity so there is room for them when they arrive. Jane and Kathryn to work out what the maximum number of school children in at one time will be, and we limit capacity to that amount and manage the diary to only let that amount book on. For example, if there are 2x classes of 30 at once, so 60 school children, we limit the capacity to 800 to allow for them and staff.
* Schools/groups discouraged from booking during Journeys in Art, to allow for extra classes in the Studio affecting capacity.