

The Hornsey Tavern

DISPERSAL POLICY

This Dispersal Policy has been implemented to assist in the promotion of the four licensing objectives.

This document is subject to change from time to time as it is a working best practices document that may change through discussions with interested parties and more specifically with our neighbours.

Management are aware of the potential for neighbourhood noise and disturbance when customers leave at closing time. Management have agreed to implement a written dispersal policy to move customers from the premises and the immediate vicinity in such a way so as to cause minimum disturbance or nuisance to neighbours. Every effort will be made to minimise any potential nuisance and it will be the responsibility of all members of staff to support this policy.

Winding-down Period

1. Management have put into place an effective “wind-down” procedure in order to facilitate prompt closure of the premises and orderly dispersal pattern by customers.
2. At closing key members of trained staff including SIA when applicable are directed to work in the customer areas near the front entrance and exit. Customers are informed that the premises are about to close and are directed towards the exit.
3. The premises will promote the gradual departure of customers and will ensure there will be a controlled of customers exiting the venue.
4. Internal lighting levels will be gradually increased during the last 30 minutes of trading.
5. Music will be played at a lower level steadily reducing until it can't be heard.
6. The winding down period outlined above ensures that customers disperse gradually prior to cessation of trade.
7. The Hornsey Tavern Ltd are proud of the area and will endeavour to keep the area clean and attractive for our patrons and our neighbours. This means dealing with debris outside the frontage that may have nothing to do with the venue but in the interests of maintaining good standards in the area they will still clear it up.

Staff to assist with Dispersal during busy periods

8. Staff and SIA at the premises should have knowledge of the following;
 - a. Where the nearest mode of public transport is
 - b. Details of taxis and a number is available at the reception
 - c. General local knowledge so that if customers decide to move on the staff can help them with directions.
 - d. Where possible customers will be encouraged to head towards the High Street and away from local side street residential areas.
 - e. The staff and SIA are easily identifiable in uniforms and before each night

- there will be a team briefing to underline the importance of a quiet dispersal.
- f. There is an end of night team meeting to discuss any ways that the premises may improve the dispersal of patrons and any action points are added into the following nights briefings.

Notices

9. Notices shall be displayed at customer exits and in prominent positions requesting that patrons respect the needs of local residents and leave the premises and area quietly.
10. All employees are given appropriate instructions and training to encourage customers to leave the premises and the area quietly.

Incident Reports

11. All incidents of crime or disorder or nuisance are to be reported by the designated premises supervisor or responsible member of staff.
12. The licence holder shall ensure that the details of all complaints are recorded in an occurrence book.

Taxi Service

13. Staff and SIA will ensure taxis are available for customers so that they can wait inside the premises. Staff will politely request that car doors are not slammed and will ensure that taxi drivers keep engines turned off if they are parked outside.
14. Arrangements are made with all local taxi firms for taxis to stop at a safe stopping place when collecting patrons. A recommended list of local taxi companies is available to customers.
15. Staff and SIA are trained to be aware of the location of taxi ranks, bus stops and hire car offices and advise customers accordingly.
16. Taxi drivers will be asked to remain in their vehicles and radios should not be played at a volume likely to disturb the neighbourhood.
17. Staff and any SIA (when deployed) will be trained to look for any vulnerable persons leaving the venue, ensuring that anyone identified as vulnerable is offered and escorted to a licensed taxi or Uber.
18. At the end of the shift employees will say goodbye to each other inside the premises and arrange for lifts or taxis to collect them at a convenient and safe stopping point away from residential properties

Exit Strategy

The exit strategy will be implemented each night.

- All staff members outside on exit must wear a high visibility jacket or other striking uniform.
- The priority of the staff and SIA is to ensure all customers leave in a quiet and controlled manner.
- All customers should be asked to leave quietly in a polite and friendly manner.
- Any persons seen loitering should be asked to move on whether they are the premises customers or not. They should be directed towards the nearest mode of public transport and as a default to the nearest bus station in a polite but firm manner.

Overall

Staff and SIA shall be in place at the exits to wish customers farewell and ask them to leave quietly and shall answer any questions regarding transport availability. Staff and SIA will not tolerate departing customers congregating outside of the premises. Staff will at all times be aware of activity outside of the premises and endeavour by their presence to minimise bad behaviour. They should be aware of potential areas of difficulty (nearby residences) and provide a presence in those places to minimise potential problems where possible. Whilst carrying out their legitimate duties outside of the premises all staff and SIA are trained not to behave in a manner likely to disturb the neighbourhood, conversation and laughter must be quiet and any communication is usually digital through an earpiece.

Staff will attach the utmost importance to the careful investigation and prompt resolution of any complaint made in respect of the running of the premises. Particular emphasis will be placed on building and maintaining close links with residents including hosting meetings on a quarterly basis to allow our neighbours to raise any issues and for those issues to be quickly resolved. The telephone number of the premises and the DPS will be provided to all our immediate residential neighbours and will be on display at the front of the premises.

Staff will constantly review our Dispersal Policy and respond quickly to the needs of our neighbours.

Cont.

SMOKING POLICY

This smoking policy has been created to assist in promoting the four licensing objectives. This smoking policy can be changed from time to time following best practice improvements and any recommendations that are approved by the Premises licence holder. All members of staff must make sure that they are familiar with the terms of this policy.

1. Smoking is not permitted within any part of the Premises except in the designated area which is to the front of the venue.
2. Customers who are from within the premises and wish to smoke should be directed to the agreed designated smoking area. This area is to be known as the designated smoking area for the premises and is shown on the plans
3. The door attendant(s)/door supervisor(s) or staff on duty shall be in charge of monitoring the designated smoking area and any external area in general.
4. After 10pm, If the designated area is full (10 persons), a member of staff should ask the customer to wait within the premises until a space becomes available.
5. The smoking area should be cleaned regularly, and ashtrays emptied.
6. Customers should be reminded to respect our neighbours and to keep conversations to a minimum.
7. The staff on duty shall keep a log of any person causing any disturbance or nuisance whether that person is a customer or not.
8. The staff or SIA on duty shall assist in trying to keep any noise disturbances/incidents from the designated smoking area as well as in the immediate vicinity of the premises to a minimum.

OUTSIDE MANAGEMENT PLAN

This Outside Management Plan has been prepared to set out the strategy and approach to the operation of the outside area of the Hornsey Tavern, 26 High Street, Hornsey.

Its purpose is to give a clear overview of the proposed operation and the ethos and management strategy underpinning the use of the outside area.

This Outside Management Plan has been prepared by Raven consultants in consultation with the Hornsey Tavern Ltd. In developing the Outside Management Plan, due regard has been given to best practices.

We have carefully considered site-specific issues anticipating concerns likely to be raised by local consultees and stakeholders and built into this Outside Management Plan measures to address their concerns. This Outside Management Plan is a fluid document that will be improved from time to time as it is a working best practices document that may change through discussions with interested parties and more specifically with our neighbours to ensure their concerns are addressed.

Staffing of Outside Areas

9. SIA levels shall be assessed on a risk assessed basis, in the absence of deployed SIA there shall be a dedicated member of staff overseeing the external area. They will ensure that the outside area, particularly at busy periods, will be adequately supervised where necessary.
10. Each member of staff and SIA will have received adequate training on this Management plan, and this will be documented appropriately, and records kept. The associated training record will be held in the Register (see below) on the licensed premises and made available for inspection by the Licensing Officer, Trading Standards or the Police;
11. The management will ensure that all cups and glasses. are picked up from the designated smoking area on a regular basis, including throughout the operation.
12. There will be designated cleaners and collectors during the busy periods to ensure that the outside areas remain clean and tidy throughout the operation.
13. Customers will not be permitted to take open drinks away from the smoking area or the venue. After 10pm no drinks or open containers will be permitted in the smoking area.

Management of the Outside Area

14. The duty manager will ensure that there is effective management of customer behaviour while using the outside areas.
15. There will always be a duty manager on duty on the premises.
16. The management shall ensure that the area noise will be kept to a minimum so as to minimise the risk of noise disturbance and prevent patrons from potentially talking too loudly. Noise levels will be monitored by the Staff and customers who are noisy will be politely asked to keep the noise down. Should a customer decline they will be asked to leave the premises and will be banned.
17. Responsible use of the outside areas shall be promoted to customers
18. Appropriate signage shall be in place on the outside to remind customers to respect our neighbours and to use the area quietly.

19. A 30 – 60 minute winding down time is incorporated so that dispersing customers outside the premises is more gradual.
20. The management will not tolerate any person congregating outside of the agreed area or making a noise, and if they do not comply with staff instructions, then they will be banned from using the premises.

Outside Management Register

21. The management will maintain an outside management register. The register will include:
 - a. Contact details of staff that have been trained and that they understand the need to control the external area
 - b. All persons who may make an observation regarding the use of the outside area will have their concerns logged with a record of the date and time and a description of the activities occurring which gave rise to the complaint
 - c. Details of any action taken as a result of the complaint.

Security Check List

- 30 minute walk around, check toilets, back left and pool table area.
- No doubling up in toilet cubicles (common sense to be used re ladies toilets, male SIA to be accompanied when dealing with a doubling up in a female cubicle).
- Age verification as per Challenge 25
- Search based on SIA judgement
- No glass ware outside the venue
- Maximum 10 in the smoking area
- Remind patrons to keep noise down when outside
- When applicable last orders at 02:15, venue to close at 3am
- Politely request customers drink up and leave quietly.
- Encourage customers not to hang around unless waiting for a taxi, if waiting for a taxi ask them to remain quiet and consider the neighbours.
- Ensure a steady flow leaving the venue, consistently remind customers to respect the neighbourhood.