

Mother Kellys Unit 1, Rosa Luxemburg Apartments, 16 Ashley Road, Tottenham, London, N17 9ST

DISPERSAL POLICY

1. OBJECTIVE

1.1 The objective of this Dispersal Policy is to ensure a quiet, safe, controlled and swift dispersal of our guests – particularly at night.

1.2 By following this Dispersal Policy guests will be managed professionally and responsibly to ensure they make their journey home without any adverse impact on our neighbours.

1.3 The Policy prevents public nuisance from the following risks:

1.3.1 Noisy or anti-social behaviour by guests leaving the premises.

1.3.2 Large numbers of people leaving the premises at the same time.

1.4 The Policy also helps to ensure guests make their journey home safely and do not become victims of crime.

2. LOCATION

2.1 The premises are situated at Mother Kellys Unit 1, Rosa Luxemburg Apartments, 16 Ashley Road, Tottenham, London, N17 9ST

2.2 Despite the central location and mixed-use area, staff are reminded that there are residential properties in the vicinity and immediately above the premises.

2.3 All staff must be aware of the authorised opening hours, as follows:

	Alcohol (on & off) Late Night Refreshment	Opening Hours
Sunday – Thursday	10:00 – 23:00	10:00 – 23:30
Friday & Saturday	10:00 – 24:00	10:00 – 24:30

2.4 This Policy must be followed throughout the day, although particular attention should be paid to guests leaving at night.

3. DEDICATED TELEPHONE NUMBER

3.1 A dedicated telephone number for the Designated Premises Supervisor or the duty manager will be maintained for use by any person who may wish to speak to an appropriate member of staff for an issues arising, including dispersal of guests from the premises.

4. GENERAL ENTRY/EGRESS

4.1 The guest entrance and exit is located at the main entrance on ground floor level at One Borel Place. The entrance/exit shall be monitored by staff at all appropriate times.

4.2 Guests will not be permitted to queue outside the premises.

4.3 When leaving the premises guests will be reminded to respect the local residents and local businesses and disperse quietly and quickly. The management will not tolerate unruly or anti-social behaviour from guests whether in the premises or when leaving the premises. Signage will be displayed to this effect and, where deemed necessary by the Management, SIA staff will supervise the dispersal of guests until they have left the vicinity of the premises safely and quietly.

5. DISPERSAL

5.1 The primary point of dispersal is directly onto Ashley Road. From here guests can disperse to the nearby transport links via Bus Tube and Train.

5.2 Towards closing time guests must be politely reminded the premises is about to close.

5.3 Members of staff must comply with the conditions of the Premises Licence to ensure guests are managed professionally and leave quickly and quietly. They will also politely request any guests loitering outside the premises to continue their journey home. The management will not tolerate unruly or anti-social behaviour from guests whether in the premises or when leaving the premises.

5.4 Guests must be made aware of local transport links (see below).

6. TRANSPORT

6.1 FOOT

6.1.1 A lot of guests are anticipated to arrive and depart by foot.

6.1.2 The premises is also well serviced by public transport links, as set out below. All staff must be familiar with these transport links so they can advise guests where required.

6.2 TUBE/OVERGROUND

6.2.1 The premises is well situated near the following easily accessible stations:

(a) Tottenham Hale Stations

(b) Seven Sisters Stations

6.2.2 Where necessary guests will be given directions to the station and will be reminded to reach the station as quietly and as quickly as possible, particularly at night.

6.3 TAXI

6.3.1 Black cabs, and other app-based cabs, are available right through the day and night in the surrounding area.

6.3.2 Guests wishing to leave the premises by taxi/private hire vehicle will be required to make that booking in advance.

6.3.3 The taxi pick-up point will be located at Ashley Road.

6.3.4 Guests will be encouraged to quickly and quietly disperse towards their waiting vehicle to minimise any noise disruption.

6.4 BUSES

6.4.1 The premises is well serviced by public buses. TFL bus services, including night buses, are accessible by bus stops near Tottenham Hale Station.

6.4.2 Where necessary guests will be given directions to the bus stops and will be reminded to consider the local residents and businesses when travelling to the bus stops and waiting for buses, particularly at night.

6.4.3 Staff will be familiar with the local bus services and will advise guests accordingly.

7. SIGNAGE

7.1 Notices will be displayed at the exits reminding guests to respect the premises' local residents and local businesses and to encourage guests to disperse as quickly and as quietly as possible.

8. SMOKING

8.1 Guests leaving the premises temporarily to smoke will be managed to ensure they do not cause obstruction or nuisance in the vicinity. Guest will be encouraged to leave the premises quietly and not to loiter or smoke in the immediate vicinity of the premises to ensure residential amenity is not disturbed.

9. MANAGER'S ROLE

9.1 It is ultimately the responsibility of the General Manager to:

- a) ensure that any door supervisors, other managers and staff act effectively and responsibly to comply with this policy;
- b) use all reasonable endeavours to dissuade guests from causing any disturbance or nuisance within the vicinity of the premises; &
- c) prioritise and assist wherever possible in ensuring a quiet and orderly as possible.