

SMOKY LOUNGE 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 issues, 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 allotted stages during the evening key members of trained staff including SIA when applicable are directed to work in the customer areas near the front entrance and exit.
3. Customers are informed that the premises are about to close and are directed towards the exit.
4. The premises will promote the gradual departure of customers and will ensure there will be a controlled of customers exiting the venue.
5. Internal lighting levels will be gradually increased during the last 30 minutes of trading. Music will be played at a lower level steadily reducing until it can't be heard.
6. Member of staff will verbally repeat and remind customers “To respect the needs of local residents and leave the premises quietly avoiding any unnecessary disturbance – Thank You”
7. The winding down period outlined above ensures that customers disperse gradually prior to cessation of trade.
8. Management & staff wish to provide the best experience to customers whilst ensuring the area is clean and attractive for all in the vicinity patrons and our neighbours. This means dealing with debris outside the frontage and in the side street that may have nothing to do with the venue but in the interests of maintaining good standards in the area we will still clear it up.

Staff to assist with Dispersal during busy periods

9. 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 streets and 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 through the night.
 - 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.

Signage and Notices

10. 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.
11. All employees are given appropriate instructions and training to encourage customers to leave the premises and the area quietly.

Incident Book and Reports

12. All incidents of crime or disorder or nuisance are to be reported by the designated premises supervisor or responsible member of staff.
13. The licence holder shall ensure that the details of all complaints are recorded in an occurrence book.
14. 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 in the high street.
15. 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.
16. Staff and SIA are trained to be aware of the location of the different modes of transport and advise customers accordingly.
17. Taxi drivers will be asked to remain in their vehicles and radios should not be played at a volume likely to disturb the neighbourhood.
18. 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.

19. 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

Final Stages of Dispersal Policy

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/radio.

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 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.