



PINNACLE PROTECTION

Introduction

It's acknowledged by Pin Pro Secure Ltd that there may be a conflict between the legitimate right of the Premises Licence holder to provide regulated entertainment and other licensable activities and equally legitimate right of neighbors to enjoy their homes and businesses without disturbance.

Pin Pro Secure Ltd also acknowledges that popular venues are potential sources of nuisance, antisocial behavior and crime which may create concern for the immediate neighborhood, its residents and the relevant authorities.

It is an established policy of Pin Pro Secure Ltd that for each venue a **Dispersal Procedure** (around the terminal hour) is prepared.

Definition

The Dispersal Procedure is not to be confused with **The Evacuation Procedure**, any design standard, any other operational policies or any agreed/enforced rules or guidelines.

The Dispersal Procedure (Around the terminal hour) is dedicated to make the maximum contribution by exercising proactive measures, towards and at the end of trading, to move customers from the venue and its immediate area in such a way as to cause minimum disturbance or nuisance to neighbors, both residential and businesses, and to make the maximum impact upon the rights of neighbor in relation to potential nuisance, antisocial behavior and crime.

The relevance of the time of venue closure is recognised as meriting this special attention and concern.

The procedure document is specific to this venue and its locality, but it includes a number of functions and tasks which are common to all Pin Pro Secure Ltd venues and/or to all venues of the same brand.

The Dispersal Procedure has been formulated by the local management in conjunction with senior representatives / management of the venue.

The Dispersal Procedure is subject to review and will address problems and concerns as they are identified in order to establish a permanent reduction or elimination of any nuisance, anti-social behavior and crime

Dispersal Procedure Documents

1. Relevance of Licencing conditions:

We ensure that the conditions of the Premises Licence, around the terminal hour, are strictly adhered to. This will be operated to encourage the dispersal of patrons gradually; both during the last part of trading and following the end of bar service.

During the last 30 minutes of the night the point of service in each bar will be reduced and certain staff reallocated to collecting glasses or offering customer service in the cloakroom to assist customer departure. A series of measures will be implemented to assist dispersal throughout this period and the drinking-up time.

2. End of Evening Operational Policies

We use volume levels, type of music played and variation of lighting levels to encourage the gradual dispersal of patrons during the last part of trading and during the drinking-up period.

DJ announcements may be used to both encourage a gradual dispersal and to remind customers of consideration for neighbors.

The Security team splits into two, with one section staying inside the venue to encourage customers to drink up and leave the venue quietly as well as clearing all toilets of patrons and helping to manager pinch points like the cloak room which can become busy.

The second section of Door Supervisors will operate outside to encourage customers to keep the noise to a minimum, be considerate of the local resident and to move away from the area, whilst offering assistance where needed, directions to public transport hubs, taxi ranks and ensuring the safety of patrons within the immediate area of the venue.

Once the last customer has left the building and the toilets are cleared section one of the door team moves outside to join section two and assist.

They will actively encourage customers to leave the area quietly and peacefully. From that point on if further monitoring is necessary the Door Supervisors may move towards where congregations of people are occurring.

The Door Supervisors will remain in the vicinity of the premises until at least 15 minutes after closing time regardless of if the crowd is still present or not to show a presence and ensure a peaceful closing.

All barriers will then be taken inside the venue and the doors locked.

During the weekdays or lower attendance events the security team operates with lower staff numbers. The same process as above is repeated but with lesser guard numbers..

Literature is also available at the front door area, requesting customers to leave quickly and quietly respecting the local residents.

All customers will be directed towards our three routes of exit. 1. Taxi rank located directly outside the venue where marshalls will arrange transport home for the customers, 2. Down Fountayne Road and through the business park for transport hubs of Seven Sisters and

Tottenham Hale. Option 3 is the pedestrian foot path running along the side of the venue and onto Ferry Lane where customers can access Tottenham Hale Station. This route will have Door Supervisors positioned at pinch points to keep the flow of people moving safely and to ensure a safe exit for our customers. Private cctv and lighting will be present along this exit route.

3. Cloakroom

The cloakroom is situated in order to assist the swift return of coats. Management and operation of the cloakroom plays a big part in the dispersal process. (Staffing and control systems are increased in the period prior to the bar closure or for busier events.)

4. Notices at Exit

In line with company policies, highly visible notices are placed in the foyer & exit requesting customers to leave quietly and to respect neighbors and their property.

5. Door supervisors

We have developed practices which include:

- Encouraging customers to drink up and progress to the exit within a venue throughout the latter part of drinking-up time.
- Draw the attention of exiting customers to the notices in the foyer and ask them to be considerate of our neighbors.
- Ensure the removal of all bottles and glasses from any customer who attempts to leave the venue with drinks.
- Actively encourage customers not to assemble outside the venue.
- Direct customers to the nearest taxi ranks or other transportation away from the area. Or request they wait for Ubers/ Bolts away from the venue in well lit, safe areas.

We will also ensure that:

- We have free bottled water readily available at the front door for customers that may need it.
- Customers who have been refused entry will be politely directed to other outlets that may permit them entry or to the nearest food outlets and or public transport links.
- There will be no admission or re-admission after 02:00am
- A door supervisor will be deployed from 30mins prior to closing, in order to encourage our customers and any passing trade to keep its noise to a minimum and be considerate of the local residents.

6. Rubbish Patrols

The venue does send out a 'Rubbish Patrol' following the closure. They pick up bottles and food wrappings in a designated area of the premises (these are likely to be from sources other than our venue – but will be collected and disposed of.)

On rare occasions this patrol may be faced with the result of antisocial behavior such as vomiting and

urination. This will be washed down allowing it to be cleared /cleaned immediately.

7. Management

The Dispersal Policy will be overseen on an operational night by the Duty Manager or Personal Licence Holder on duty at the premises.

8. Staff

Consideration is given to procedures for staff departures.

9. Training

Training at all levels is conducted to ensure understanding and implementations of the venue's specific Dispersal Procedure.