

Russell's Yard

DISPERSAL POLICY

1. PURPOSE

This policy is designed to provide guidance for the management and employees and set out the terms for the dispersal of customers from the premises.

The purpose of this policy is to set out the reasonable steps the premises will undertake to prevent unnecessary avoidable disturbance to residents, services and other businesses operating in the vicinity of the premises.

It is the stated intention of the premises to operate in a manner which causes the minimum impact from noise nuisance and anti-social behaviour from our customers to neighbours and other members of the public.

To this end all relevant staff will be trained in this policy and other appropriate skills to achieve an orderly and safe dispersal from the premises.

All staff are compelled by their contract of employment to comply with and actively implement this dispersal policy; where their job role includes these responsibilities.

It is the responsibility of the Designated Premises Supervisor to ensure that this policy is enforced at the premises and to regularly update the policy to meet the requirements of the business.

2. LOCAL CO-OPERATION

The premises will work in co-operation, where appropriate, with other premises in the area to ensure that local policies are co-ordinated.

The premises will, where practicable, work in partnership with Responsible Authorities through Pubwatch or a similar partnership group to share information and best practice.

3. DISPERSAL

Dispersal shall take place through the front entrance of the premises onto Derby Street.

All conditions relating to dispersal included in the Premises licence will be enforced and relevant staff will be trained in these conditions, as well as the terminal hours and operating hours outlined on the premises licence.

Sale of Alcohol:

- Monday to Thursday 11.00 to 23.30
- Friday & Saturday 11.00 to 00.30
- Sunday 11.00 to 23.00

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Late Night Refreshment (Hot Food & Hot Drinks):

- Monday to Thursday 23.00 to 23.30
- Friday & Saturday 23.00 to 00.30
- Sunday Not After 23.00

Opening Hours:

- Monday to Thursday 11.00 to 23.30
- Friday & Saturday 11.00 to 00.30
- Sunday 11.00 to 23.30

Relevant Conditions:

1. The Premises Licence Holder or nominated person shall ensure that clear, prominent and legible notices are displayed internally at all exits, requesting customers and other users to leave the premises and the area local to the premises, quietly and in an orderly manner respecting the needs of local residents.
2. A CCTV system shall be installed at all times and the recording system must be maintained in good working order and any faults repaired as soon as possible. (It is recommended that all maintenance paperwork be kept to show that the retailer has shown all due diligence in maintaining the system).
 - a. The CCTV recording system must be operating at all times when the premises are open for licensable activities.
 - b. All CCTV recordings must be retained for a minimum of 28 days. These images must be available for viewing at any reasonable time upon request of a Police Officer or other authorised person as detailed within Section 13 of the Licensing Act 2003.
 - c. The Premises License Holder, Designated Premises Supervisor or person in charge of the premises must be able to retrieve and copy any recording/images at the time of asking or within 48 hours if so required. (The police will not meet the cost for a recording or materials used for a reproduction of the image in respect of any crime and disorder; all costs are to be met by the owner of the system. If the incident was unrelated to the premises, the retrieval, if a cost incurred, would be met between the agencies requiring the image).
 - d. The CCTV recording unit is to be kept secure, to be opened only by the Premises Licence holder, Designated Premises Supervisor, or authorised, designated member of staff.
 - e. Installed CCTV cameras are to be positioned so as to ensure that all parts of the premises to which the public has access are sufficiently covered (save for any toilet areas).
 - f. All cameras installed will be of a standard that will offer optimum image quality in low light.
 - g. All digital recordings to be made in real time (time lapse not to be used).
3. No customer shall be allowed to remove any alcoholic or other drinks from the licensed area of the premises in an open container (e.g. glasses and open bottles) unless to an external area set aside for consumption indicated on a plan.

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4. Anyone under the age of 16 is not permitted to be in the ground floor bar area of the premises after 2200hrs.
5. There will be no age restrictions to the first-floor whilst its use remains solely as a restaurant. If the first floor reverts to anything other than a restaurant then all under 16-year olds must be off the whole premises before 2200hrs.
6. Any outdoor areas will not be used after 2200 for the consumption of alcohol.
7. Any music played at the premises will be background music only.
 - a. Checks will be made each night to ensure that any music played within the premises can not be heard outside the building.
 - b. The logs for these checks will be kept for a minimum of 12 months.
 - c. There will be no use of voice amplification within the premises.

Allocation of staff in the last 30 minutes prior to closing will be reviewed, to ensure that the collecting of glasses and the clearing of other waste is prioritised; this provides a message to customers that the premises is in the process of closing and encourages them to finish their drinks and prepare for departure.

A suitable member of staff will be visible at each public entrance / exit to control the dispersal, to remind people to leave quietly and to prevent patrons from re-entering the premises.

During the 'soft closure' period and once the premises is closed, staff shall assist with the dispersal of customers from the area. The purpose of an effective dispersal is to ensure that patrons leave the area quickly, quietly and in an orderly manner.

The most effective approach to dispersal is to be friendly and helpful, understanding that one of the effects of alcohol is to inhibit the effective decision-making ability. What may seem obvious and logical to a person who has not consumed alcohol, may seem confusing and complicated to a person who has.

People loitering may be doing so because they are unable to make a decision or easily access the information they require; often they will disperse when they are given this information. Many patrons will move on if they can be helped to achieve one of the following outcomes:

- How to get home?
- Where they can go next?

By providing this information it can encourage them to leave the immediate area more quickly.

Just because someone arrived using one form of transport, do not assume that transport option is still available to them or that they can remember immediately how they arrived. Give them options, and offer assistance:

- Call a local taxi
- Provide information on local transport options
- Help to locate their friends
- Call someone for them

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Action Points:

- Circulate through the premises at the end of the evening to encourage patrons to disperse gradually and to leave the area quietly.
- Remind customers to book a taxi early and offer to call a taxi for them if they require it. Provide information about the other transport options from the premises.
- Ensure adequate signage is available at each exit asking people to leave quietly and not to congregate outside or in the local area; direct patrons attention to these signs as they leave.
- Remove drinks and glass vessels from patrons as they leave to ensure, no glass or bottles leave the premises.
- Control the level of intoxication of patrons throughout the night and act appropriately when people start to become intoxicated. Anyone who becomes too intoxicated to be served at the bar, shall be removed from the premises and assistance given to get them home safely.
- Encourage patrons to leave gradually at the end of the night; try and avoid large numbers of patrons all leaving at the same time.
- Ask patrons not to assemble or loiter outside the premises once they have left; politely reminding people who do not comply that they may be refused entrance in the future if they fail to disperse.

4. SIGNAGE & LIGHTING

The following signs will be displayed at the premises:

- Signs requesting patrons to 'Leave Quietly and Respect the Neighbours'
- Signs to ask customers outside to respect the neighbours and keep noise to a minimum
- Signs to inform patrons that drinks may not leave the premises at any time.

These signs are to be displayed prominently at every public entrance and exit from the premises.

Lighting (Internal) – The premises will turn on the House Lights 30 minutes prior to closing time; the time by which every patron must have left the premises; this coincides with the closing time of the bar.

Turning the house lights on is a clear indication to patrons that the premises is in the process of closing and generally encourages patrons to leave gradually over the following 30 minutes (often referred to as a 'drinking up time'). There is a distinct advantage to patrons leaving of their own free will as they are much more likely to leave and disperse, then if they are asked to do so.

Lighting (External) – External lighting should be sufficient for patrons to leave the premises safely. Providing sufficient lighting in the external areas of the premises will encourage patrons to leave; patrons may be slower to leave if it is brighter inside than outside.

External lighting will be regularly reviewed to ensure it is not a cause of nuisance to neighbours.

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Both internal and external lighting will be regularly reviewed to ensure it does not impede the effectiveness of CCTV.

5. TRANSPORT

In order to facilitate the dispersal of patrons from the premises, patrons will be provided with information on the various means of transport available from the premises:

- **Taxi** - The premises shall display the number(s) of a local taxi company. The local taxi company whose numbers are displayed will be contacted to advise them of the location of the premises and informed of the appropriate collection point; they will be asked not to sound their horns on arrival.

Where a taxi has been called for a Patron, those persons will be asked to wait inside for their taxi to arrive.

For organised events, guests will be advised to pre-book taxis and advise the taxi company of the correct pick-up location along with instructions on how to minimise disturbance to local residents.

- **Local Bus Services** - No. 2 Bus runs until 23.30
- **Car Parks** - Pay & Display on the corner of Chapel Street; Market Place Car Park (behind the Melbourne Inn)

6. SMOKING AREAS

The Premises permits smoking at the front and rear of the premises.

After 22.00 external areas are specifically for smokers and no drinks, glasses or bottles are permitted in this area. Once patrons have finished smoking they should be directed back inside the premises to reduce the potential for noise to cause a nuisance outside the premises.

By allowing smoking to the front and rear of the premises, it will reduce the overall number of smokers in any one area at any one time, it will reduce any noise they may make and thus avoid the potential for disturbance to the neighbours.

7. BOTTLES, GLASSES & LITTER

The premises will maintain the area immediately to the front of the premises clear of bottles, glasses and litter by regularly sending a member of staff to the area to clear these items.

No glasses, bottles or other drinks are permitted to leave the premises and it is the responsibility of the staff to ensure this rule is enforced.

It may be the case that glass bottles and glasses are brought to the area from other premises or the nearby supermarket and left in the vicinity or at the front of the premises. It is the responsibility of the staff to ensure none of these items enter the premises.

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Despite these items not originating from the premises, it is the responsibility of staff to clear them on a regular basis throughout a session and to check at the end of the night that no such items remain to the front of the premises.

Effective house-keeping of this nature reduces the chances of glasses and bottles breaking or causing potential accidents. Consideration should also be given that such litter causes a nuisance to neighbours and while some of it may not originate from the premises, all efforts should be made to clear such litter as is reasonable by way of being a good neighbour.

Action Points:

- Place signs at the exits reminding customers that drinks may not be removed from the premises or be taken into the smoking areas after 22.00.
- Prior to closing the premises check that all litter to the front of the premises has been cleared
- Sweeping outside the premises at the end of the session not only clears smaller rubbish, but may assist in getting patrons to move away from the premises.

8. 'SOFT CLOSURE' & BACKGROUND MUSIC

A 'soft closure' is in place at the premises, this is designed to close the premises more slowly and thus to encourage a more even dispersal rather than everyone being asked to leave at the same time. This in turn seeks to minimise the potential for noise and anti-social behaviour which can occur when larger numbers of people leave a premises at the same time.

Different parts of the premises will be closed at different times. The restaurant on the first floor will close earlier than the ground floor lounge, allowing for dispersal of customers over a longer time-frame. Some diners may choose to move downstairs, others will leave after they have finished their meals; this difference in closing times will reduce the impact of dispersal as customers will filter out over a longer period of time resulting in less impact on the neighbours. It is important to try and ensure the disparity in closing times is maintained wherever reasonable.

The background music will be turned off 20 minutes before closure of the premises. This advises patrons that the premises is closing and also allows them to finish their drinks in a quieter environment; this in turn will reduce the noise patrons make when they leave.

The type of music being played in the last hour prior to closing should be considered. It is useful to play more 'calming' / 'chill out' music in the hour prior to closing the premises as this will have a positive impact of the behaviour of patrons when they leave the premises.

1. Patrons will be notified by announcement of 'Last Orders' giving them 10 minutes to purchase a last drink if they wish to do so.
2. 'Time' will then be announced when the bar closes.
3. 10 Minutes after 'Time' has been announced the smoking area will be closed, people still smoking should be allowed to finish their cigarette, but no further people should be admitted to these areas.

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4. 10 Minutes after 'time' has been called, staff cleaning and collecting glasses will start politely asking people to finish their drinks. Doing this in a polite individual manner, rather than shouting at the whole bar, is likely to have a more positive effect.
5. 20 Minutes after 'Time' has been called people should be asked to leave in the same manner as that indicated above.
6. 30 Minutes after 'Time' has been called, everyone should have left and dispersal as described earlier in this policy should be underway.

The music will not be turned back on by staff for their own entertainment while cleaning the premises, once all the customers have left.

9. CONTROLLING CUSTOMERS & PREVENTING LOITERING

There are a number of solutions already described earlier in the policy on strategies which will help move people away from the premises and disperse them. However additional consideration can be given to the following:

- Lighting
- Notices and signage
- Staff allocation
- Thanking patrons on the way out; this also encourages them to return by ensuring their final interaction with staff is positive.
- Providing perceived incentives; such as giving patrons a lollipop or mints as they leave, not only does this seem like an incentive, someone with a lollipop in their mouth will talk less...
- Staff should be aware when leaving after their shift, that they can be a source of noise nuisance themselves and should take extra care to leave quietly.

Updated 15th November 2020 – Peter Mayhew