



76 HGH STREET SITTINGBOURNE KENT ME10 4PB

DISPERSAL & CONTROL OF ADMISSION POLICY

1. PURPOSE

This policy is designed to provide guidance for the management and employees and set out the terms for the dispersal of clients 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 clients 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 Local council initiatives or similar partnership group to share information and best practice.

Where possible, the Premises will actively enrol in schemes such as area wide joint-radio systems, with the Police or other Responsible Authorities.

3. DISPERSAL

Dispersal shall take place through the front door(s) of the premises onto Sittingbourne High Street directing clients left, right or straight ahead for foot traffic and local taxi ranks for longer journeys. Clients supervised up to Barclays Bank PLC, to the left, and supervised to Superdrug PLC to the right.

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.

Door supervisors will continue to provide a presence up to 30 minutes after closing, and will wear reflective SIA badge holders to indicate who they are, together with body cams to record incidents involving members of the public declining polite requests to disperse. Contact should be made via two-way communication (where applicable) to monitor camera feeds to alert officials of possible conflict in the locale.

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 clients that the premises is in the process of closing and encourages them to finish their drinks and prepare for departure.

Where a cloakroom is in operation additional staff will also be allocated there to ensure people can collect their belongings as efficiently as possible as they are leaving the premises.

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

Signs alerting clients to avail themselves of toilets prior to departure, together with polite notices to respect neighbours by controlling noise levels will be clearly posted around the entrance/exits and outside areas.

Action Points:

- Make an announcement at the end of the evening to encourage clients to disperse gradually and to leave the area quietly.
- Ensure adequate signage is available at each exit asking people to leave quietly and not to congregate outside or in the local area; direct client's attention to these signs as they leave.
- Remove drinks and glass vessels from clients as they leave to ensure no glass leave the premises.

4. DOOR SUPERVISORS

Door Supervisors Licensed by the Security Industry Authority will be employed by the premises based upon the risk assessment carried out in relation to the following factors:

- Size of the venue
- Expected attendance
- Type of event taking place
- Location of the premises
- Time of year
- Special occasion (New Year, Halloween, Local Festivals etc.)
- Premises Licence Conditions

Door Supervisors will be tasked with:

- Management of the Queue to Enter the Premises. Where a queue forms, they will monitor to ensure the behaviour of those queuing is conducive with the entry policy. Any person who appears to be drunk or intoxicated will, where possible, be removed from the queue prior to them reaching the front.

While monitoring the queue the Door Supervisor will remove alcohol from anyone consuming alcohol while queuing or if they are unwilling to give up their alcohol remove them from the queue and advise them, they will be refused entry as a result.

An appropriate member of staff should also ask people to have their ID ready to show at the door.

Door Supervisors must seek to control the noise from any person queuing outside the premises in order to reduce the potential for noise to disturb people living and working in the local community. This is achieved by politely reminding clients that anyone not complying with the request will be refused entry to the premises.

- Dispersal from the Premises. During the 'soft closure' period and once the premises is closed, the Door Supervisors shall assist with the dispersal of clients from the area. The purpose of an effective dispersal is to ensure that clients 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 sober person, may seem confusing and complicated to a person who has consumed alcohol.

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 clients will move on if they can be helped to achieve one of the following outcomes:

- How to get home? Taxi numbers on signs will be displayed by exits/entrances

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 assume that transport option is still available to them or that they can remember immediately how they arrived. Give them options, and offer assistance:

- Door Supervisors will be easily identifiable. The law requires Door Supervisors to display their SIA Licence, and will provide greater awareness of their presence.

Action Points:

Door Supervisors can expedite the dispersal of clients with their actions both at closing time and throughout the night by:

- Controlling the level of intoxication of clients throughout the night and acting appropriately when people become intoxicated.
- Provide information about the transport options from the premises.
- Remove glass bottles and glasses from those leaving the premises
- Remind people who are leaving to do so quietly and direct their attention to the signs displayed
- Ask clients 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.

5. SIGNAGE & LIGHTING

The following signs will be displayed at the premises:

- Signs highlighting the Entry Requirement of the Premises
- Signs requesting clients to Leave Quietly and Respect the Neighbours
- Signs to inform clients that glass bottles & glasses 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 at 3am to indicate closing time and initiate a natural dispersal allowing 30 minutes to give the time by which every client must leave the premises; this coincides with the closing time of the bar.

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

7. TRANSPORT

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

- Taxi & Taxi Ranks – The premises shall display the number(s) of a local taxi company and the location of any taxi rank located in the proximity of the premises. 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.

Door Supervisors will be aware of clients venturing into the street/road as they leave the premises and control this in order to promote Public Safety and prevent the potential for accidents and injuries. Use of body cams and two-way communications (where applicable) shall be used to promote safety.

8. BOTTLES, GLASSES & LITTER

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

No glass bottles or glasses are permitted to leave the premises and it is the responsibility of the Door Supervisor to ensure this rule is enforced. This includes preventing such items being taken into the smoking area or away from the premises at the end of the night.

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

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 much of this may not originate from the premises an effort 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 clients that drinks may not be removed from the premises or be taken into the smoking area. This is enforced by both door staff & bar staff.
- 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 clients to move away from the premises.

10. CLOAKROOM & LOST PROPERTY

Clients shall be reminded by way of notices and announcements that collecting items left in the cloakroom prior to the end of the night may allow them to avoid queues at the end of the night.

This in turn will lead to some people dispersing in a more orderly way and being less frustrated if they leave having had to queue for a period of time to retrieve their coats and bags. Additional staff will be allocated to the cloakroom as appropriate at the end of the session to reduce waiting times.

Any possessions that are found left behind at the end of an event will be held for a period of three months unless claimed by their owner. At this time, they will be donated to local charities and no claim can be made against the company. Notices to this effect will be displayed at the premises.

11. 'SOFT CLOSURE' - MUSIC & ENTERTAINMENT

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 venue at the same time.

The smoking area will be cleared 10 minutes prior to the bar closing

The music will be changed to a wind down and more sedate slower genre, at the start of drinking up time and prior to the premises closing to indicate to clients the soft closure in progress and to disperse quietly and respectfully in respect of our neighbours.

This advises clients that the premises is closing and also allows them to finish their drinks in a quieter environment; this in turn will reduce the noise clients make when they leave.

Clients who leave a loud premises will naturally talk more loudly once they leave, thus the potential for nuisance is greater.

The type of music being played in the last hour prior to closing should be considered.

1. Clients will be notified by announcement of 'Last Orders' giving the 10 minutes to purchase a last drink if they wish to do so.
2. 'Time' will then be announced when the bar closes.
3. Once '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 the area.
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 clients have left the premises.

12. CONTROLLING CLIENTS & 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:

- Making announcements
- Lighting
- Notices and signage
- Staff allocation
- Thanking clients on the way out; this also encourages them to return by ensuring their final interaction with staff is positive.
- Staff should be aware when leaving after their shift, where background noise may no longer drown them out, staff can be a source of nuisance themselves.
- Consideration should be given to additional training for key staff. Intoxicated clients may react more positively to messages from staff other than Door Supervisors. People who are intoxicated are instinctively averse to authority figures, such as the police or door supervisors. While the Police and Door Supervisors are trained to handle conflict, the vast majority of clients are not involved in conflict and for them a more positive outcome may be achieved by other staff providing them with the messages and information they require.