

16 Barbican Road

Dispersal Policy

April 2021

The premises is committed to the safe, orderly and effective dispersal of all patrons

The dispersal procedure (around the terminal hour) is dedicated to make the maximum contribution by exercising positive measures, towards and at the end of trading, in moving customers from the venue and its immediate area in such a way as to cause minimum disturbance and/or nuisance to ensure the minimum impact upon the neighbourhood in relation to potential nuisance, anti-social behaviour and associated crime.

It is recognised that the sudden emergence of patrons on to the street at the terminal hour may cause unnecessary noise and lead to anti-social or offending behaviour. Accordingly, the following control measures have been put in place:

- Approximately half an hour before the end of trading, the premises shall gradually introduce a more relaxed style of music, which shall not be cut abruptly but continue at a background level whilst customers wind down at their own pace.
- By the end of trading hours, the level of music will amount to no more than background/ incidental music. The lighting shall gradually be increased, and announcements shall be made to patrons regarding their quiet and swift dispersal and of the presence of CCTV systems monitoring the external environs of the premises.
- As the premises clears of all customers, all Door Staff shall proceed outside the premises in high visibility jackets where, under the direction of Head Doorman, they shall assist in politely encouraging people to vacate the area. The high visibility clothing adds to 'capable guardianship' within the public space highlighting them as authority figures controlling our licensed premises
- An appropriate number of Door Staff shall remain outside for up to 30 minutes after the terminal hour or until (at the Head Doorman's discretion) all patrons from the premises have sufficiently dispersed.
- All Door Staff shall be proactive in advising customers to vacate the environs of the premises quietly and with respect for others. It is to be made clear that any transgressors will not be welcome back to the premises in future.

- A notice shall be clearly displayed by the exit door reminding guests to leave the premises and area quietly, respect our neighbours and not to take drinks or glasses outside and not to loiter.
- A permanent taxi facility is available nearby and patrons will be advised of this information via notices displayed within the premises. If it is within permitted hours the customers should be asked to remain inside the premises pending the arrival of the taxi. The appointed taxi firm should be asked to instruct their drivers to ring the premises or the customer on arrival or go to the premises to notify their customer of their arrival and not to sit outside blowing their horns.
- When customers have dispersed, staff outside the premises will check the immediate vicinity to ensure that no glass or undue rubbish is left lying around.
- Staff will invariably leave the premises much later than customers will. Their behaviour can impact on local disturbance also and have therefore been instructed to leave quietly. Failing to do so could seriously undermine the licensing objectives.
- The premises will introduce a training regime to bring every member of staff up to date with the implications of The Licensing Act 2003, the licensing objectives, and the need to respect this policy. Staff will thereafter be subject to refresher training every 6 months.
- Any patron who fails or refuses to leave the area, or takes drinks outside the premises, will be initially firmly engaged by door supervisors in an effort to make them comply and will be (inter alia) given the following suggestions and assistance:
 - Calling a taxi
 - Provide information on local bus/trains
 - Help to locate friends
 - Call someone for themin order to assist with their swift dispersal from the area.

If none of the above options/assistance is effective, then the premises will call for assistance from North Yorkshire Police.

Each incident where patrons have failed to disperse, despite the foregoing efforts of the premises, will be logged in the incident book, including, where possible, the name of the patron(s) for future reference.

- Anyone hiring the venue will be subject to this dispersals policy

