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Dispersal Plan

Introduction

All responsible licensed premises should create and follow an effective wind down and dispersal plan. The plan is designed to ensure the individuals or groups who remain in the venue toward the end of our operating hours supports the 4 licensing objectives in their preparation to leave and when leaving, disperse in an orderly manner.

- Prevention of Crime and Disorder;
- Public Safety;
- Prevention of a Public Nuisance;
- Protection of Children from Harm;

Aim of our plan

Our plan is designed to ensure that we have a consistent approach to promoting and upholding the objectives through a well communicated and logical approach to winding down the activities that have taken place in the venue.

Objectives of our plan

The objectives of our plan are as follows:

- To ensure we retain control of the venue through policy and action plan;
- To provide a guide to all staff regarding activities and actions towards the end of the operational period;
- To end the evening without incidents;
- To disperse the guests without incident or complaint;

Rationale

During the closure period of an event and once the premises is closed, the Door Supervisors 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.

Method of application

By detailing, planned and proven steps for our team to implement, we will be proactive in supporting the 4 licensing objectives and ensure timely dispersal of patrons as to minimise any disturbance to local residents. The actions within the plan will be overseen by the duty manager on event days and the general manager will be responsible to keep up to date paperwork and records.



Time until Event Ends	Action Taken	Aim
60 minutes	Bar staff makes an announcement that 1 hour remaining of the evening whilst serving;	Prompt people to think about travel arrangements and preparing to leave;
60 - 30 minutes	Clear the venue and ancillary terraces of all unused drinks and empty receptacles;	Prevents last minute clear up, removes objects which could cause a hazard;
45 minutes	Last orders called at the bar by all staff floating in bar area; announcing that the bar will be closing in 15 minutes;	Manage expectations of patrons to purchase last drink, triggers those who are think of leaving that the event is winding down;
30 minutes	DJ begins to reduce volume and introduce lower tempo music selection;	Psychologically trigger the end of the event with lower level music and tempo;
30 minutes	Bar shuts down, the staff will serve only tap water;	Stop the consumption of alcohol in the premises;
20 minutes	Relocate the Exit Staff to the designated exit areas (Main Entrance, Front Garden Gate East), 2 SIA members to wear Hi-Visible vests;	Encourage those leaving to remain respectful to neighbours;
5 minutes	DJ announces last song;	Inform patrons that this is the end of the event;
0 minutes	DJ thanks patrons and asks them to leave quietly music off fully (All PA's disabled);	Patrons are fully aware the event is finished;
Plus 5 minutes	Staff begin to encourage customers to finish drinks and make their way to the exits; Staff are directing patrons to transport hubs and taxis, whilst keeping the noise level down;	Gradual dispersal by patrons, avoiding a mass exit;
Plus 10 minutes	Second push to further encourage patrons to make their way to exit. Exit staff continue to direct patrons and remind them to remain quiet;	Continued Exit and Dispersal;
Plus 30 minutes	Firmly ask any remaining guest to leave the premises, move all available staff to exit and further enforce a respectful environment and disperse patrons away from the venue and ancillary car park;	All patrons clear the premises Without any incidents;

Dispersal Plan



DEFINITIONS

Events-Are wedding, funeral receptions, filming's, private dining, parties, christenings and entertainment;

Patrons – any users of the licensed premises, guests and persons attending, and other pre-booked events.

The Premises - the building to be known as “Belair House” which provides dining and events;

Exit Staff - Sia trained staff ;

