

WHISKEY DOWN

SUPERLUXE PLAYGROUND

**FAC251 (Whiskey Down) LTD
22 Lloyd Street
MANCHESTER
M2 5WA**

DISPERSAL POLICY

WHISKEY DOWN MANCHESTER

Dispersal Procedure for WHISKEY DOWN

Introduction

It is acknowledged by Whiskey Down Manchester (WDM) that there may be a conflict between a licensee's legitimate right to provide entertainment and other services and the equally legitimate right of neighbours to enjoy their homes and businesses without disturbance.

WDM also acknowledges that popular venues are potentially sources of nuisance, antisocial behaviour and crime which may create concern for the immediate neighbourhood, its residents and the relevant authorities.

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 pro-active 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 neighbours, both residential and business, and to make the minimum impact upon the neighbourhood in relation to potential nuisance, antisocial behaviour and crime.

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

This procedure document is specific to this venue and its locality, but it includes a number of functions and tasks which are common to all Tokyo Industries venues.

The Dispersal Procedure has been formulated by the local management in conjunction with senior representatives of the unit. It will be discussed with the licensing officers of the local council and police and in place prior upon implementation.

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.

Aim

To allow the safe and effective dispersal of patrons from the premise in a safe and orderly manner whilst keeping general noise to an acceptable level so as not to unnecessarily disturb dwellings in the immediate area or cause undue annoyance to residents or passers-by. WDM security teams (Third party operator Compact Security) recognises that effective vetting and supervision of patrons on an ongoing basis can positively contribute to facilitating a smooth and problem free dispersal whilst readily identifying problem persons that may be considered as vulnerable. For the avoidance of doubt a vulnerable person is defined as

“Anyone exposed to the possibility of being attacked or harmed, either physically or emotionally or of taking action that could cause themselves harm”

This is achieved through:

Good External staff to customer ratio.

Front of house staff and security to be readily identifiable in over coats / uniform and to utilise Chest Cameras (Where Applicable). Radio contact with other members of the security team and venue management will also enable appropriate enforcement of patrons’ behaviour whilst inside the premises.

Exterior

Door staff will have a key role in the implementation of the dispersal policy, as customers are exiting the venue there will be an appropriate number of Door Supervisors in uniformed jackets directing customers away from the premises. Door staff will be deployed to help with the safe dispersal of customers outside the immediate area.

Refusal / Ejection

If you were going to refuse entry to a drunken person or eject a drunken person from the premises there are some considerations you may need to make:

Is there a street marshal available to assist the individual?

If female, are they with a male or a group of males?

Is there a friend or family member that can be called on for assistance?

Can you call a taxi for them?

Do the police need to be notified to utilise CCTV to monitor the person?

Do they need to be handed over to the police or paramedics?

Is there a safe haven nearby that can be utilised?

Operational Hours

- Monday CLOSED
- Tuesday 9pm – 4am
- Wednesday 9pm – 4am
- Thursday 9pm – 4am
- Friday 9pm – 6am
- Saturday 9pm – 6am
- Sunday 9pm – 4am

Venue Dispersal and Direction of Footfall

In the event of venue dispersal, either at the end of nightly session or in the event of a power cut for example all patrons will be guided to the front door of the venue located on Lloyd Street. The management team and security team will carry out checks after the dispersal / egress throughout all areas of the venue to ensure no members of the public remains on the premises.

The security team at the front of the venue will guide customers away from the front doors and down Lloyd Street away from residential areas, asking customers to keep the noise to a minimum and assist customers getting taxis if required.

AOB

1. Relevance of Licensing Conditions:

We will ensure that the conditions of various licences, around the terminal hour, are strictly adhered to. This will be operated to encourage the dispersal of patrons gradually over a long period of time, both during the last part of trading and following the end of bar service.

During the last hour of trading the service points in each bar will be reduced and certain staff re-allocated to collecting glasses or offering customer service in the cloakroom to assist customer departure.

2. End of Evening Operational Policies:

We will utilize usage of volume levels, type of music played and usage of lighting levels to encourage the gradual dispersal of patrons during the last part of trading and during the drinking-up period. For 30 minutes prior to closure of bars music will become slower and at a lower level. Following bar closure the music will change style to assist walkout.

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

3. Cloakroom:

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

4. Notices at Exit:

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

5. Stewards:

We will develop practices which will:

- encourage customers to drink-up and progress to the exit 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;
- ensure the removal of all bottles and glasses from any customer who attempts to leave the venue carrying one.
- actively encourage customers not to assemble outside the venue;
- direct customers to the nearest taxi ranks or other transportation away from the area.

6. Measures to Promote Customer Dispersal and Safety:

- Car Parking

The venue will direct customers to a taxis parked directly outside the venue. This is planned to cause maximum dispersal with minimum potential disturbance to neighbours. Taxis park adjacent to the venue where door staff can direct leaving customers.

- Private Hire Cars Arrangement

All stewards will have sufficient local knowledge to be able to assist customers to their nearest mode of transport.

7. Rubbish Patrol:

The venue will send out a 'Rubbish Patrol' following closure. They will pick up bottles and food wrappings up and down Lloyd street (These may be from sources other than our venue – but will be collected and disposed of to ensure the street remain free of rubbish outside the immediate vicinity of WDM

On rare occasions this patrol may be faced with the result of antisocial behaviour such as vomiting. This will be cleared.

8. External Lighting:

The external lighting of the venue is in the form of a LED high rise sign and a neon sign. Although these two signs are switched off when the venue is closed they are left for a period after immediate closure until all customers have left the vicinity. Lloyd street is also lit by street lighting which remain on all the way through the night.

9. Staff:

Consideration will be given to procedures for staff departures.

10. Training:

Training at all levels will be conducted to ensure understanding and implementation of the unit specific Dispersal Procedure.