

ENTRANCE & DISPERSAL MANAGEMENT POLICY

In order to fully comply with our licensing obligations, and act on information from local residents – Area has introduced a new Dispersal Policy. This comprehensive new policy is outlined below. Area can operate up to two events at one time, meaning it is essential that all managers and staff are aware of this document.

This policy was last reviewed on **1-Feb-2023**

Venue Entrances & Exits

Entrance	Street	Access to	Queuing Procedures	
			Opening	Closing
Area Main	50 Sackville Street	Staff Customers	1 parallel queue against the wall towards Canal Street	1 queue towards Canal Street to discourage people staying outside the venue
Area Basement	50 Sackville Street	Staff Customers	1 queue against wall towards Whitworth Street	1 queue towards Canal Street to discourage people staying outside the venue

Queue Guidance

- No queues may take up more than half of the pavement – remember that a wheelchair or pushchair must be able to get past the barriers. Security to help passerby.
- All queues must be signposted so that customers get into the right queues when arriving.
- Signage directing people to the correct event must be on display.
- Remember all queues are on pavements which join a road – you must always make sure customers are on the pavement and not on the road as this may cause an accident.
- Ensure queues are as long as possible at the beginning to prevent large crowds blocking the pavement and to prevent queues overflowing onto the road.
- It is essential to keep taxi drivers under control.

Peak Entry Period 23:00-01:00

- During the hours of 23:00 and 01:00 we experience the highest volumes of customers trying to access the venue. At this point, the majority of the security team will be placed on the front doors to increase the speed of admission, thus reducing the time the queues are on the street and offering a better customer service. They will also monitor the queues.

Area Main Door – 50 Sackville Street

ARRIVAL – the perceived issues are how they can be overcome are below.

Identified Problems	Actions and Resolutions	Method of Measurement
Pavement area is blocked by our queues	<ul style="list-style-type: none"> Limited queue to half the pavement width. At busiest period queues to be no longer than 10m [for special events (for example, New Year's Eve) this may increase but will be dynamically risk assessed]. 	<ul style="list-style-type: none"> Floor manager to set up prior to opening. Manager to check correct layout. Management to check compliance.
The number of queues	<ul style="list-style-type: none"> Maximum of one queue Security to patrol the queue and keep people in a safe place along the roadside. 	<ul style="list-style-type: none"> Floor manager to set up prior to opening. Manager to check correct layout. Management to check compliance.
Long queues generate loud noise and litter	<ul style="list-style-type: none"> Security to patrol the queue and verbally request customers to keep their voices down. Security to prevent any alcohol being consumed in the queue. Venue Support team to sweep at regular intervals. 	<ul style="list-style-type: none"> Management to check compliance on all issues. Floor Manager to check instructions are being carried out. Security to report any issues regarding litter or noise immediately.
Blocked lanes	<ul style="list-style-type: none"> Keep customers moving along the lanes. 	

EGRESS – the perceived issues are how they can be overcome are below.

Identified Problems	Actions and Resolutions	Method of Measurement
Large groups leaving the venue at the same time.	<ul style="list-style-type: none"> Security to manage the direction and speed of the departing customers. Enforce exit searches to control speed of queue. 	<ul style="list-style-type: none"> Management to check compliance.
Groups waiting outside the frontage for friends.	<ul style="list-style-type: none"> Politely asking customers to move towards Canal Street to clear the roadside. 	<ul style="list-style-type: none"> Management to check compliance. Security to report any issues.
Customers leaving with drinks.	<ul style="list-style-type: none"> No drinks or food allowed to be taken out – place items in bins. 	<ul style="list-style-type: none"> Management to check compliance. Security to report issues.

Area Basement Entrance – 50 Sackville Street

ARRIVAL – the perceived issues are how they can be overcome are below.

Identified Problems	Actions and Resolutions	Method of Measurement
Narrow pavement	<ul style="list-style-type: none"> Monitor for people's safety. 	<ul style="list-style-type: none"> Management to check compliance or liaise with Head Door Supervisor.
Narrow entrance way and walkway	<ul style="list-style-type: none"> Barriers to control the crowds placed along the middle of the pavement 	<ul style="list-style-type: none"> Management to check compliance.
Long queues generate loud noise and litter	<ul style="list-style-type: none"> Security to patrol the queue and verbally request customers to keep their voices down. Black bags to be attached to all barriers for rubbish. Security to prevent any alcohol being consumed in the queue. Venue Support team to sweep at regular intervals. 	<ul style="list-style-type: none"> Management to check compliance on all issues. Floor Manager to check instructions are being carried out. Security to report any issues regarding litter or noise immediately.
Narrow lanes blocked	<ul style="list-style-type: none"> Keep customers moving along the queue. 	<ul style="list-style-type: none"> Management to check compliance.
The numbers of queues	<ul style="list-style-type: none"> The single line of barriers along the pavement only give us one keeping the pavement clear. 	<ul style="list-style-type: none"> Management to check compliance.

DEPARTING – the perceived issues are how they can be overcome are below.

Identified Problems	Actions and Resolutions	Method of Measurement
Narrow pavement next to busy bus route	<ul style="list-style-type: none"> Ensure barriers are placed along the middle of the pavement to ensure pedestrians can use the same pavement. The barriers also move people to the right of the venue's entrance/exit preventing groups gathering on the road. 	<ul style="list-style-type: none"> Floor manager to set up prior to opening. Manager to check correct layout. Management to check compliance.
Large groups leaving the venue at the same time	<ul style="list-style-type: none"> Security to manage the direction and speed of the departing customers. Enforce exit searches to control speed of queue. 	<ul style="list-style-type: none"> Management to check compliance or liaise with Head Door Supervisor.
Groups gathering on the road	<ul style="list-style-type: none"> Security to be on the road side moving people to a safe area and pointing to the Canal Street direction. 	<ul style="list-style-type: none"> Management to check compliance or liaise with Head Door Supervisor.
Customers leaving with drinks	<ul style="list-style-type: none"> Security to ensure all customers are finishing their drinks, putting cans/cups into the bins provided. 	<ul style="list-style-type: none"> Management to check compliance and CCTV operator to monitor cameras for non-compliance.

Event Pack Down

It is extremely important that once the queues have gone in, most of the barriers also get broken down. This avoids any obstructions on the footpath and aides in improving the aesthetics of the area.

Transport

Public Transport

UBER / Taxi Apps

Area recognises the increased use of taxi apps.

It will promote a safe location for pickups for its customers. Guests are encouraged to take their taxis from the top of Sackville Street, away from the residential area.

Road Safety

A number of barriers will be left outside both entrances to create a barrier which prevents people stepping straight out into the road. This is to be closely monitored by management to ensure it does not create an obstacle for pedestrians with access requirements.

Car Parking

Area actively discourages parking in the local areas due to the disruption that it causes to residents.

GRADUAL CLOSE DOWN

Area operates a "Gradual Close Down Policy". This effectively staggers the closing time of each room which reduces the pressure on internal services, like the coat check and toilets, and minimises the number of people leaving the venue at one time to cause as little disruption as possible.

Room Closing	When more than one room is in use (per event) there must be a gradual close down of rooms feeding into the main room until the end of the event.
Staff	All staff are to be aware of closing down procedures and assist in any way possible.
Coat Check	<p>All coat checks should have the following to enable effective and efficient operation during the terminal hours:</p> <ul style="list-style-type: none"> • Have single file queues set up with barriers being used as appropriate and removed when the queues go down. • Have the maximum amount of coat check staff on duty and supplement the staff team is necessary. • Have a member of security in place to assist with queue management.
Music and Lighting	<p>DJs should be informed when they have 30 minutes left at which point music may change and they can prepare their last tracks.</p> <p>Lighting should be more static and brighter towards the last 10/15 minutes of the event.</p> <p>A message should be played on all the screens inviting customers to leave quietly 5/10 minutes before closing time</p>
Exit Noise	<p>Security to ensure people leave quietly and in the direction of Canal Street with extra bins left on the exit points.</p> <p>Customers to be shepherded towards Canal Street where necessary.</p> <p>Adequate signage should be up in the venue encouraging customers to leave quietly.</p>
Security	<p>The security team play an integral part of the implementation of this dispersal policy:</p> <ul style="list-style-type: none"> • encouraging customers to drink-up and progress to the exit within a venue throughout the latter part of drinking-up time. • drawing the attention of exiting customers to the notices in the foyer and ask them to be considerate. • ensuring the removal of all bottles and glasses from departing customers. • actively encouraging customers not to congregate outside the venue. • directing customers to the nearest taxi ranks or other transportation away from the area. <p>Security to conduct final venue sweep which is to be signed off.</p>

Monitoring & Responsibility

Operational Responsibility for the Policy

The ultimate responsibility for ensuring that the policy is carried out lies with the **Duty Manager**. The checks can be delegated to the following management positions:

- Assistant Manager
- Floor Manager

Once the set-up is complete and the initial checks are complete, the **Duty Manager** should ensure the policy is implemented to their satisfaction.

Reporting Issues with the Policy

Any issues raised should be noted on the *Manager Report* for the event. Any major issues should be reported to the DPS immediately. If they are not on duty, please text them to make them aware.

If a complaint is received from a member of the public, or any responsible authority – an investigation into the complaint shall be carried out by the DPS and a formal written response made within 14 days.

Recommending Changes to the Policy

The condition in the Premises Licence which relates to this policy allows for amendments to be made, subject to Police and Licensing Authority agreement.

Amendment Proposed – Unanimous Agreement	Amendment Proposed – Discussion Needed
If an amendment is proposed and there is unanimous agreement, a letter will be issued by the Licensing Authority to that respect.	If an amendment is proposed but discussion is needed, a meeting will be arranged between the premise, Licensing Authority and Police to discuss the issues.