



Dispersal policy



Date Created:

Date of last review: **NB Policies should be reviewed annually**

Expected Standards

There are 4 licensing objectives of equal importance:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

It is our legal obligation to ensure that we prevent crime and disorder and public nuisance on our premises and as people are leaving our premises. As a business we value our reputation, want to have good relationships with our neighbours, care for our clients, want to work in partnership with the statutory authorities and are committed to trading within the law while maintaining the highest possible ethical standards in all our business activities.

We expect all of our team to work with us to commit to running a venue that is orderly, peaceful and free from crime, disorder and nuisance. This policy is intended to guide you through the process. This policy should be implemented in conjunction with all other policies.

Staff procedure and responsibilities;

The following steps should be taken to disperse customers:

- As soon as last orders are called; [\[edit to suit your premises\]](#)
 - a staff member should visit each group or individual in the premises advising them in a friendly manner that the premises are now closed, thank them for their custom and advise them that they should leave as quickly as possible.
 - music levels should be reduced to a minimum and low volume calming relaxing music put on
 - Lighting levels will be increased
 - Staffing levels at service points may be reduced and staff redirected to other duties such as customer dispersal, glass collection and cloakroom duties.
 - DJ announcements may be used to both encourage a gradual dispersal and to remind customers to be considerate to our neighbours.
 - Empty glasses should be collected from each table
 - Windows and entrance doors should be closed to ensure neighbours are not disturbed.
- [\[Door staff/staff/shift supervisors/managers\]](#) should be tasked with remaining both inside and outside the premises and ask customers who are leaving to do so:
 - Quietly
 - With no open drinks
 - And to move away from the premises as quickly and orderly as possible

- A limited period of 'drinking-up' time will assist with the gradual dispersal of all customers at the end of the evening. In England and Wales there is no statutory drinking up time but our internal policy is [approximately 15, 30 minutes] after last orders.
- Appropriate signage is placed at all exit doors asking customers to [respect our neighbours/leave quietly] if this is damaged or missing this must be reported to a supervisor or manager.
- Appropriate signage is placed at all exit doors reminding customers not to take any drinks/glasses/bottles out of the premises. [consider placing a table/bottle skip close to the door]. If this is damaged or missing this must be reported to a supervisor or manager.
- There should be visible management and staff presence in the customer areas during closing time to ensure all customers leave quietly, orderly and quickly.
- We can provide appropriate information to customers who require a taxi our preferred supplier is [insert name and phone number]. All staff will know the locations of the nearest Taxi Rank(s) [insert location of Taxi Rank]

Please sign this document to acknowledge that you have understood this policy and what you are required to do.

Trainer's Name:

Trainer's Signature:

Trainee's Name:

Trainee's Signature:

Date: