

## Outside area and Customer Dispersal Policy For managers, staff and security

### **Outdoor smoking area**

Patrons smoking in external areas such as forecourts and pavement outside licensed premises can cause nuisance to nearby residents even if they are not behaving in a rowdy manner, these people can also block pedestrians. Also nuisance can be caused by patrons talking and laughing, particularly during periods of warmer weather when residents may have their windows open, and at quieter times of the evening when ambient noise levels have dropped.

Therefore the designated smoking area shall be at the side of the premises, a little way up the alley; the number of smokers shall be limited to 10 people after 23:00. This area shall be clearly designated by a rope and stand posts.

There is a designated and foolproof way to enter the smoking area and patrons can return by the same way. They shall also be supervised to minimise disruption. Patrons who do not comply with these simple measures to be warned that this may mean no re-entry.

At the end of the evening the area will be thoroughly cleaned of any cigarette butts and other litter generated.

### **Customer noise when leaving The Good Ship.**

On a nightly basis, all staff need to evaluate the issue of our customers waiting for transport outside the premises, and implement a policy that will minimise any noise disturbance that our neighbours may be subjected to. Safe travel at night also needs to be considered and groups of customers / friends should be encouraged to go home together and not leave others behind.

Managers must implement a staggered closure policy:

Managers must implement a Soft Closure Policy for the final 30 minutes of an evening, allowing customers to compose themselves, think about & plan their journey home (cab, bus, a ride from a sober friend) while they're still inside the premises. If customers enquire as to transport or taxi information, direct them to the signage displayed on the window by the main entrance or behind the bar. Once they leave The Premises, there is a better chance of them dispersing quicker from the pavement. So, for the final 30 minutes of the night:

- [ Gradually turn the lights up
- [ Gradually turn the music down

i. Door Supervisors must remain on site until all customers have been cleared from the premises and dispersed from the surroundings. Make sure they are safely and quietly on their way.

ii.

Any noise complaints from neighbours must be evaluated immediately by the duty manager or DPS, and a request for their contact details needs to happen. The nature of the complaint and neighbour's contact details must be passed on to a premises licence holder within 24 hours of the complaint occurring. Where possible, staff must respond to the neighbour's complaint in a respectful and helpful manner and deal with the noise issue raised.

**The following measures must be in place on any given night.**

When customers are leaving The Premises at night, their noise on the street must be minimised by implementing the following:

iii.Ensure that no customers leave the premises with their drinks. No drinks are allowed outside at any time.

iv.Provide taxi telephone details and night bus details to customers by way of signage and verbal communication from staff to customers.

v.Allow extra time for drinking up and clearing out so that customers leave The Premises over a longer period of time. This should minimise the congregation of crowds outside the Premises

vi.If customers are congregating outside the Premises at closing time on any given night, a staff /security member must facilitate the dispersal of these customers to minimise noise and eliminate flash points.

All Door Supervisors, must be trained to carry out these tasks and to facilitate effective crowd dispersal at the end of any given evening, and ensure that they have signed a staff record form to verify that they have been trained in these processes