

The Fisheries Outside Management Policy

This policy is designed to provide guidance for the management and employees and set out the terms for the Outside management of any patrons of the Fisheries regarding Licensable Activity including Queuing & dispersal of customers from the premises as responsible Operators.

The Fisheries is a premium, hospitality led workspace, with 550 members and 220 SME companies working from the space. It is operational and staffed 24 hrs a day.

The Green Room is part of the building and is seen by members and local residents as our village hall, it is used for various events including our member events such as our free workers lunches on a Wednesday as well as our first Thursday and Yoga events which are all part, of being part of The Fisheries. We will also host charity events, corporate training days, film screenings, birthday parties' lunches, dinners, birthday party's weddings, pop up shops etc and would typically for these private type events expect between 50 and 80 guests to attend.

The events will be organised for our members or local residents and will normally have a guest list which will determine access, where this is the case, we will have the door manned to make sure that only invited guests will be allowed onto the premises.

The purpose of this policy is to set out the reasonable steps the premises will undertake to prevent unnecessary avoidable disturbance to residents, services and other businesses operating in the vicinity of the premises.

It is the stated intention of the premises to operate in a manner which causes the minimum impact from noise nuisance and anti-social behaviour from our customers to neighbours and other members of the public.

To this end all relevant staff will be trained in this policy, and other appropriate skills to achieve an orderly and safe dispersal from the premises.

All staff are compelled by their contract of employment to comply with and actively implement this policy, where their job role includes these responsibilities.

It is the overall responsibility of the Designated Premises Supervisor to ensure that this policy is enforced at the premises and to regularly update the policy to meet the requirements of the business.

LOCAL CO-OPERATION

The premises will work in co-operation, where appropriate, with other premises and businesses in the area to ensure that local policies are co-ordinated.

The premises will adapt accordingly to any local intelligence to mitigate risk

Smokers

We are alert to the potential for smokers to unwittingly cause nuisance. This will be highlighted to relevant staff as will Condition 18 limiting smokers to 8 after 21.00 outside a specific area. They will be monitored by staff to help ensure that they cause no nuisance.

DISPERSAL

Dispersal shall take place through the front doors) of the premises onto Mentmore Terrace. This is electronically controlled access and egress which will assist with ensuring a controlled dispersal. By the nature of the events these are groups of people who are attending for a common reason as a part of a friendship group or business associates and therefore once the event finishes typically leave quickly together.

We help to ensure that this happens seamlessly by making sure at the end of the event customers are aware of other late night venues such as Martello hall which are close by and have late night operations and also have a member of staff outside on hand to help with questions and directions if necessary.

All conditions relating to dispersal and outdoor management, included in the Premises licence will be complied with and relevant staff will be trained in these conditions, as well as the terminal hours and operating hours outlined on the premises licence.

The purpose of an effective dispersal is to ensure that patrons leave the area quickly, quietly and in an orderly manner. Patrons will actively be encouraged by staff to do so and this is also reinforced by signage reminding guests to leave quietly.

Our approach to dispersal is to be friendly and helpful, and train our staff to understanding that one of the effects of alcohol is to inhibit the effective decision-making ability, which is why we try and help our guests decide where they are going onto before the end of the event, advising of train times, early booking of taxis as well as having team members on hand to help with directions and keeping guests informed of the arrival of taxis etc, to minimise the time that that guests are outside the premises before moving on to the next part of their evening.

Staff &/or Door Supervisors when deployed must seek to control the noise from any person outside the premises in order to reduce the potential for noise to disturb people living and working in the local community. If guests are loitering outside the premises our team will politely remind people, where they can move on to and where food, transport links etc are and ask them to move on as quickly as possible, where there maybe issues, we will ask the host to intervene with their guest.

Management of the Queue to Enter the Premises.

By the very nature of our events, we don't generally have a queue, but were this situation to occur we would use the large secure reception area of the workspace to bring guests into the building and then allow them to access the green room through the internal door avoiding any external queueing.

Door Supervisors will be easily identifiable.

The law requires Door Supervisors to display their SIA Licence,

the added use of a clear uniform or high visibility jacket will provide greater awareness of their presence.

SIGNAGE & LIGHTING

The following signs will be displayed at the premises:

Sign requesting patrons to Leave Quietly and Respect the Neighbours

Sign to inform patrons that drinks may not leave the premises at any time.

Lighting (External) – External lighting is sufficient for patrons to leave the premises safely. Providing sufficient lighting in the external areas of the premises will encourage patrons to leave

Both internal and external lighting will be regularly reviewed to ensure it does not impede the effectiveness of CCTV.

TRANSPORT

In order to facilitate the dispersal of patrons from the premises, patrons will be provided with information on the various means of transport available from the premises:

- Taxis/Uber/pick- ups the local taxi company will be contacted to advise them of the location of the premises and informed of the appropriate collection point; they will be asked not to sound their horns on arrival and not to slam their doors shut

Where Patrons have called for a taxi, those persons will be asked to wait inside for their taxi to arrive. Patrons are to be encouraged to remain inside whilst waiting for any Taxi, Uber so as to help minimise

For organised events, guests will be advised to pre-book taxis and advise the taxi company of the correct pick-up location along with instructions on how to minimise disturbance to local residents.

- Local & Night Bus Services

- Underground
- Main Line Trains
- Car Parks

Staff & Door Supervisors will be aware of patrons venturing into the street / road as they leave the premises and control this in order to promote Public Safety and prevent the potential for accidents and injuries.

BOTTLES, GLASSES & LITTER

The premises will maintain the area immediately to the front of the premises clear of bottles, glasses and litter by regularly sending a member of staff to the area to clear these items.

No glasses, bottles or drinks in open containers are permitted to leave the premises and it is the responsibility of staff to ensure this rule is enforced. This includes preventing such items being taken into the smoking area or away from the premises at the end of the night.

It may be the case that glass bottles and glasses are brought to the area from other premises and left in the vicinity or at the front of the premises. It is the responsibility of the Staff &/or Door Supervisor to ensure none of these items enter the premises or the smoking area.

Despite these items not originating from the premises, it is the responsibility of staff to clear them on a regular basis throughout a session and to check at the end of the night that no such items remain to the front of the premises.

Effective house-keeping of this nature reduces the chances of glasses and bottles breaking or causing potential accidents. Consideration should also be given that such litter causes a nuisance to neighbours and while much of this may not originate from the premises an effort should be made to clear such litter as is reasonable by way of being a good neighbour.

Ongoing Diligence & Learning

We will have regular de-briefings suggestions for any improvements to be encourage and adopted where appropriate. We will listen to any feedback. In the unlikely Event of any Complaints and issues we will politely listen, assess/investigate/review and look to resolve those quickly and efficiently as appropriate. This will help underpin our commitment to be responsible Operators and good neighbours.

N.B. The content of the attached Policy is written for the Fisheries, Mentmore Terrace, Hackney Nothing is to be copied, part copied disseminated to any other party without express permission from Andy Newman Consultancy Ltd. Any breach and legal action may be likely to follow.

