

The Kings Land

Dispersal and Management Plan

Introduction

It is agreed by the Premises Licence Holder that there be a Dispersal Policy so as to assist in the promotion of the licensing objectives.

Any reference to Door Supervisors in this policy refers to Security Industry Approved (SIA) members who are employed by the security company who, for the time being, are currently contracted by The Kingsland, only as and when required following a risk assessment.

The Kingsland is committed to promoting the four Licensing Objectives, as set out in the Licensing Act 2003, namely:

- The Prevention of Crime and Disorder;
- The Prevention of Public Nuisance;
- Public Safety; and
- The Protection of Children from Harm

Definition

The Dispersal and Management Plan is to assist in addressing matters of concern, if any arise, in order to minimise any impact on residents or businesses in the vicinity. The Kingsland operates a "Good neighbour policy". The general manager or Duty manager is expected to deal with any complaints from local residents quickly and effectively.

In addition, the venue management will ensure that it enjoys close working relationships with the statutory authorities including the Police and Local Authority to ensure that they are aware of local issues

The Dispersal Procedure is dedicated to exercising pro-active measures for the dispersal of customers, towards and at the end of trading.

The Kingsland intends to move customers from the premises and its immediate area in such a way as to cause minimum disturbance or nuisance to neighbours, both residential and business.

1. Staff will reduce the volume of music for the last half hour prior to the bar closing; this can be done gradually so that by the time the bar closes, the music volume is reduced to background levels.
2. Management will be actively involved with seeing customers off the premises asking them to be considerate to neighbours as they leave. When employed Door Staff should remain outside and engage with customers until they have all left the immediate vicinity of the premises.
3. Staff will be trained to ask customers to leave quietly and respect our neighbours.
4. There will also be encouragement of gradual dispersal during the last period of trading and during the drinking-up period with staff reminding customers of the need to leave quietly and consider local residents when leaving the premises and the surrounding area.

5. Signage will be put in place to inform persons that they are required to leave the premises quietly and respect our neighbours; service will be refused to those who do not follow these instructions.
6. When engaged, The Kingsland door staff shall periodically patrol the curtilage of the premises throughout the evening and at closing time to encourage patrons to move away from the venue and disperse from the area.
7. Customers who do not behave or adhere to the standards set out in this policy will be refused service in the future. A “three strike” rule may be implemented for customers will not quieten down.
8. CCTV monitoring is in place outside the premises for the effective monitoring of customers. The Management will regularly review the CCTV images to ensure this procedure is being adhered to
9. Appropriate lighting levels will be maintained outside the premises to ensure the CCTV is effective.
10. Where necessary patrons will be encouraged to pre- book taxis.