

Dispersal procedure for Ballie Ballerson, 97-113 Curtain Road, Shoreditch EC2A 3BS



PINNACLE PROTECTION

Introduction

It's acknowledged by Pinnacle Protection that there may be a conflict between the legitimate right of the Premises Licence holder to provide regulated entertainment and other licensable activities and equally legitimate right of neighbours to enjoy their homes and businesses without disturbance.

Pinnacle Protection also acknowledges that popular venues are potential sources of nuisance, antisocial behaviour and crime which may create concern for the immediate neighbourhood, its residents and the relevant authorities.

It is an established policy of Pinnacle Protection that for each venue a **Dispersal Procedure** (around the terminal hour) is prepared.

Definition

The Dispersal Procedure is not to be confused with **The Evacuation Procedure**, any design standard, any other operational policies or any agreed/enforced rules or guidelines.

The Dispersal Procedure (Around the terminal hour) is dedicated to make the maximum contribution by exercising pro-active measures, towards and at the end of trading, to move customers from the venue and its immediate area in such a way as to cause minimum disturbance or nuisance to neighbours, both residential and businesses, and to make the maximum impact upon the rights of neighbour in relation to potential nuisance, antisocial behaviour and crime.

The relevance of the time closure is recognised as meriting this special attention and concern.

The procedure document is specific to this venue and its locality, but it includes a number of functions and tasks which are common to all Pinnacle Protection venues and/or to all venues of the same brand.

The Dispersal Procedure has been formulated by the local management in conjunction with senior representatives / management of the venue.

The Dispersal Procedure is subject to review and will address problems and concerns as they are identified in order to establish a permanent reduction or elimination of any nuisance, anti-social behaviour and crime

Dispersal Procedure Documents

1. Relevance of Licencing conditions:

We ensure that the conditions of the Premises Licence, around the terminal hour, are strictly adhered to. This will be operated to encourage the dispersal of patrons gradually; both during the last part of trading and following the end of bar service.

During the last 30 minutes of bar service the point in each bar will be reduced and certain staff reallocated collecting glasses or offer customer service in the cloakroom to assist customer departure. A series of measures will be implemented to assist dispersal throughout this period and the drinking-up time.

2. End of Evening Operational Policies & Brunch Dispersal

We use volume levels, type of music played and variation of lighting levels to encourage the gradual dispersal of patrons during the last part of trading and during the drinking-up period.

DJ announcements may be used to both encourage a gradual dispersal and to remind customers of consideration for neighbours.

The door team splits in two, with one section staying inside the venue to encourage customers to drink up and leave the venue quietly and the second section of door supervisors go outside to encourage customers to keep the noise to a minimum, be considerate of the local residents and to move away from the area.

Once the last customer has left the building and move toilets are checked section one of the door team move outside to join section two.

They will actively encourage Customers to leave the area quietly and peacefully. From that point on if further monitoring is necessary the door supervisors may move towards where congregation may be occurring.

The door supervisors will remain in the vicinity of the premises until at least 15 minutes after closing time

All barriers will then be taken inside the venue and the doors locked.

During the week days the security team operates with lower staff numbers. The same process as above is repeated but with 1 guard positioned inside and 1 outside.

Literature is also available at the front door area, requesting customers to leave quickly and quietly respecting the local residents.

For the Ballie Ballerson Brunch sessions our dispersal is handled by 4 guards and the venue manager as well assistance from a 5th guard positioned at Rascals. 5 minutes before the end of the Brunch guards begin preparing themselves to disperse the customers. The barriers are positioned outside the front door facing down Curtain Road towards Great Eastern street.

This is done to assist in directing the crowd away from our premises and immediate neighbours both residential and commercial.

Two guards work from the inside clearing the venue and checking the toilets. These two guards will also be assessing levels of intoxication and offering help or water to any customers that may need it. The venue manager remains on the front door to monitor the dispersal and help direct customers.

The remaining two security are positioned along the pavement. They then direct the crowd away from the venue and ensure noise levels are kept minimal as well as any other disruptions. This is further enforced by our guard next door at Rascals who ensures they keep moving past Rascals and away from the area.

Once the inside is clear the two guards within the venue come outside to help with any left over customers. The barriers are then reset to their original positions and we prepare to reopen.

3. Cloakroom

The cloakroom is situated in order to assist the swift return of coats. Management and operation of the cloakroom plays a big part in the dispersal process. (Staffing and control systems are increased in the period prior to the bar closure)

4. Notices at Exit

In line with company policies, highly visible notices are placed in the foyer requesting exiting customers to leave quietly and to respect neighbours and their property.

5. Door supervisors

We have developed practices which:

- Encourage customers to drink up and progress to the exit within a venue throughout the latter part of drinking-up time.
- Draw the attention of exiting customers to the notices in the foyer and ask them to be considerate
- Ensure the removal of all bottle and glasses from any customer who attempts to leave the venue carting one. A table and bottle skip will be positioned just inside the venue by the door to the foyer to collect glasses/bottles.
- Actively encourage customers not to assemble outside the venue
- Direct customers to the nearest taxi ranks or other transportation away from the area.

We will also ensure that:

- From 30mins before trading ceases, customers leaving Ballie Ballerson they will be offered lollipops, this will help reduce noise.
- Customers who have been refused entry will be politely directed to other outlets that may permit them entry or to the nearest food outlets and taxi rank.
- There will be no admission or re-admission 30mins prior to the end of the trading period
- A door supervisor will be deployed from 1.30am, in order to encourage our customers and any passing trade to keep its noise to a minimum and be considerate of the local residents.

6. Rubbish Patrols

The venue does send out a 'Rubbish Patrol' following the closure. They pick up bottles and food wrappings in a designated area of the premises (these are likely to be from sources other than our venue – but will be collected and disposed of)

On rare occasions this patrol may be faced with the result of antisocial behaviour such as vomiting and urination. This will be washed down allowing it to be cleared /cleaned by the following day.

7. Management

The Dispersal Policy will be overseen on an operational night by the Duty Manager or Personal Licence Holder on duty at the premises.

8. Staff

Consideration is given to procedures for staff departures.

9. Training

Training at all levels is conducted to ensure understanding and implementations of the venues specific Dispersal Procedure.