

# The Wicked Wolf

## Dispersal Policy

This policy is not to be confused with an evacuation procedure or any other operational policies. The Premises Licence Holder and Designated Premises Supervisor will jointly review this policy periodically following feedback from staff, customers, residents, and Responsible Authorities.

This policy is dedicated to ensuring that customers visiting the Wicked Wolf at any time but particularly late at night enter and exit the premises in a quiet & orderly manner. We will strive to ensure the operation of our premises has minimal impact on local neighbours, both residential and commercial and does not undermine any of the licensing objectives.

We will do this by exercising pro-active measures towards the end of the trading day to move customers away from the venue and its immediate area quickly and quietly

### 1. Relevance of Licensing conditions:

We will ensure that the conditions of the premises licence, around the terminal hour of 3.30am, are strictly adhered to. This policy will encourage the dispersal of customers gradually, both during the last part of trading and following the end of bar service at 3am.

During the last 30 minutes of bar service in each room, the points in each bar will be reduced and certain staff will be reallocated to collecting glasses, monitoring customer behaviour, assisting customers with ordering taxis and increasing staff presence on the external terrace. A series of measures will be implemented to assist dispersal throughout this period and the 'drinking-up' time as set out below.

### 2. End of Evening Operational Policies:

The premises will cease licensable activities at 3am each and the premises will be clear of customers at 3.30am.

Towards the end of the evening, door supervisors/staff will be deployed to assist in the dispersal of customers as they gradually disperse from the premises.

We will ensure that the DJ uses volume levels, type or music played and variation of lighting levels to encourage the gradual dispersal of customers during the last 30 minutes of entertainment and during the 30 minutes after licensable activities cease. At the end of drinking up time door staff will ask any remaining customers to leave quietly from the premises.

DJ announcements will be used to both encourage a gradual dispersal and to remind customers to be mindful of their behaviour when outside the premises.

### 3. Notices at Exit:

Highly visible notices will be displayed at strategic points throughout the premises requesting exiting customers be respectful of our neighbours and to leave quietly.

#### 4. Contact Telephone Number

Further notices will be displayed in the window of the premises providing a telephone number so that local residents can make contact with the duty Manager so that any dispersal issues can be reported and addressed. This phone number will also be provided through the Licensing Authority to each of the residents who objected to the application for a new Premises Licence.

#### 5. Toilet Facilities

All customer toilets will be available until all customers have left the premises and the premises have closed.

#### 6. Door Supervisors

We will develop practices which:

- Encourage customers to drink up and progress to the exit within the venue throughout the later part of the drinking up time
- Draw the attention of exiting customers to the notices in the foyer and lobby areas and ask them to be considerate, be respectful of our neighbours and to leave quietly
- Ensure the removal of bottles and glasses from any guest who attempts to leave the venue carrying one.
- Actively encourage customers not to assemble and linger outside the venue.
- Direct customers to the nearest available transportation away from the area.
- Arrange a partnership with local taxi firms and Uber to agree convenient pick up locations.

#### 7. Measures to Promote Guest Dispersal & Safety:

Road Safety: As the venue exits open onto a public footpath, procedures will be implemented to ensure separation of customers & traffic.

Rubbish: During the evening any bottles, glasses etc. that are seen near the premises, are disposed of by the staff throughout the night. This and any other litter that is found outside the premises after closing or during dispersal is picked up and disposed of by staff.

#### 8. Door Supervisor Positions During Dispersal

As customers gradually disperse throughout the later trading hours door staff will be reassigned to assist in the dispersal procedure so that we aim to have the following door staff in place;

- outside the front door of the venue to monitor dispersal of customers and keep a constant flow of customers moving through the doorway and away from the venue. They will also ensure no one leaves the premises with drinking vessels.
- at the side doors to the external terrace to monitor dispersal of customers and keep a constant flow of customers moving through the doorway. They will also ensure no one leaves the premises with drinking vessels.
- from 2200 positioned strategically on the external terrace to be able to monitor all parts of the terrace. To ensure compliance with the condition that the terrace not be used for the consumption of alcohol after 2200, to ensure customers do not gather and linger on the terrace and disperse quickly and quietly.

Door Supervisors involved in the dispersal process will wear high visibility tabards or arm bands and one of the door team involved in the dispersal process will wear a body worn video camera.

## 9. Training

All staff and Door Supervisors will be familiarised with the details of the dispersal policy to ensure they understand their individual tasks and responsibilities.