



Dispersal Policy

Prince of Wales, UXBRIDGE

Introduction:

This Dispersal Policy is not to be confused with the emergency evacuation procedure.

The Dispersal Procedure is designed 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 a swift and orderly manner, so as to cause minimum disturbance in relation to potential nuisance, antisocial behaviour, and crime.

METHOD:

Bar Management:

1. During the last 30 minutes of trading, bar service points will be reduced with staff being reassigned to glass collection, tidy up, and preparing for customer departure.
2. Staff reassigned to glass collection in the last 30 mins will actively remind patrons the premises is closing and encourage them to make their way.
3. Volume levels of music or television will be reduced noticeably, and incrementally, and the type of music played will be relaxed and slow.
4. Lighting levels will be incrementally and obviously increased to encourage the gradual dispersal of patrons during the last half hour of trading and during the drinking-up period.
5. Announcements will be made at 10 min intervals during the last half hour of trading reminding customers of the end of service and asking them to leave quietly and to respect neighbours.
6. Clear and prominent notices will be placed at the exits requesting exiting customers to leave quietly and to respect neighbours and their property. If necessary, Security staff will use the signs as a reference/reminder to highlight to customers as they leave.

Door Supervision – When On Duty:

Door supervisors in high-visibility jackets or vests will:

- actively and politely encourage customers to drink-up and progress to the exit towards the latter part of drinking-up time, or game start time;
- draw the attention of exiting customers to the notices in the foyer and ask them to be considerate;

- ensure the removal of all drinking vessels from any customer who attempts to leave the venue carrying any.
- actively encourage customers move away from the area immediately outside the venue;
- at the end of trading, direct customers to the nearest taxi ranks or other transportation away from the area.

Prior to and during closing, SIA registered Security Staff will:

- a. gradually be reassigned outside duties to maintain a strong presence outside in the immediate vicinity of the premises and
- b. encourage customers leave the premises in a swift and orderly manner.

As the exit opens directly onto a main junction bordered by public highway on both sides, Security Staff will supervise.

Door supervisors will remain outside the premises until all patrons have left the immediate vicinity.

Private Hire Cars Arrangement:

Private Hire and Taxi company telephone numbers will be made available to customers who wish to book transport home.

Training

Training at all levels will be conducted to ensure full understanding and implementation of the venues specific Dispersal Procedure by the SIA Security Staff assigned to work at the premises.

Banning

CCTV and data from ID Scan will be used to identify any individuals who cause or take part in ASB or are responsible for causing disturbance or complaints.

Individuals will be warned that a repeat occurrence will result them being banned from the premises for no less than 6 months.