

Battle Bar

Dispersal Policy

1. PURPOSE

This policy is designed to provide guidance for the management and employees and set out the terms for the dispersal of customers from the premises safely.

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 dispersal policy; where their job role includes these responsibilities. It is the 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

1. LOCAL CO-OPERATION

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

The premises will, where practicable, work in partnership with Responsible Authorities through to share information and best practice.

2. DISPERSAL

Dispersal shall take place through the front door(s) of the premises onto Esplanade. All conditions relating to dispersal included in the Premises licence will be enforced and relevant staff will be trained in these conditions, as well as the terminal hours and operating hours outlined on the premises licence.

Opening Times

Monday	11am-12am
Tuesday	11am-12am
Wednesday	11am-12am
Thursday	11am-12am
Friday	11am-1am
Saturday	11am-1am
Sunday	11am-12am

Allocation of staff in the last 30 minutes prior to closing will be reviewed, to ensure that the collecting of glasses and the clearing of other waste is prioritised; this provides a message to customers that the premises is in the process of closing and encourages them to finish their drinks and prepare for departure.

A suitable member of staff or a Door Supervisor will be visible at each public entrance / exit to control the dispersal, to remind people to leave quietly and to prevent patrons from re-entering the premises.

Action Points:

- Ring a bell at the end of the evening to encourage patrons to disperse gradually and to leave the premises quietly.
- Ensure adequate signage is available at each exit asking people to leave quietly and not to congregate outside or in the local area; direct patrons attention to these signs as they leave.
- Remove drinks and glass vessels from patrons as they leave to ensure no glass leave the premises.

3. DOOR SUPERVISORS

Door Supervisors Licensed by the Security Industry Authority will be employed by the premises based upon the risk assessment carried out in relation to the following factors:

- Size of the venue
- Expected attendance
- Type of event taking place
- Location of the premises
- Time of year
- Special occasion (New Year, Halloween, Local Festivals etc.)
- Premises Licence Conditions

Door Supervisors will be tasked with:

Management of the Queue to Enter the Premises. Where a queue forms they will monitor to ensure the behaviour of those queuing is conducive with the entry policy.

Any person who appears to be drunk or intoxicated will, where possible, be removed from the queue prior to them reaching the front.

While monitoring the queue the Door Supervisor should remove alcohol from anyone consuming alcohol while queuing or if they are unwilling to give up their alcohol remove them from the queue and advise them they will be refused entry as a result.

An appropriate member of staff should also ask people to have their ID ready to show at the door.

Door Supervisors must seek to control the noise from any person queuing outside the premises in order to reduce the potential for noise to disturb people living and working in the local community. This is achieved by politely reminding customers that anyone not complying with the request will be refused entry to the premises.

Dispersal from the Premises. During the 'soft closure' period and once the premises is closed, the Door Supervisors shall assist with the dispersal of customers from the area. The purpose of an effective dispersal is to ensure that patrons leave the area quickly, quietly and in an orderly manner. Ensuring the customers leave safely in the correct direction.

The most effective approach to dispersal is to be friendly and helpful, understanding that one of the effects of alcohol is to inhibit the effective decision-making ability. What may seem obvious and logical to a sober person, may seem confusing and complicated to a person who has consumed alcohol.

People loitering may be doing so because they are unable to make a decision or easily access the information they require; often they will disperse when they are given this information. Many patrons will move on if they can be helped to achieve one of the following outcomes:

- How to get home?
- Where they can go next?
- Where they can get some food?

Staff trained to approach customers in the correct way to obtain the above information.

By providing this information it can encourage them to leave the immediate area more quickly. Just because someone arrived using one form of transport, do assume that transport option is still available to them or that they can remember immediately how they arrived. Give them options, and offer assistance:

- Call a local taxi – Agreements will be set up with local taxi companies to frequent the taxi rank directly outside the Battle bar.
 - Provide information on local bus - Door Supervisors to have local bus times and routes to hand
 - Help to locate their friends
 - Call someone for them
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- Door Supervisors will be easily identifiable. The law requires Door Supervisors to display their SIA Licence, however the use of a clear uniform or high visibility jacket will provide greater awareness of their presence.

Action Points: Door Supervisors can expediate the dispersal of customers with their actions both at closing time and throughout the night by:

- Controlling the level of intoxication of customers throughout the night and acting appropriately when people become intoxicated. Anyone who becomes too intoxicated to be served at the bar, shall be removed from the premises and not allowed to re-enter at any point the same night.

- Encourage customers to leave gradually via the appropriate exits at the end of the night; try and avoid large numbers of customers all leaving at the same time.
- Provide information about the transport options from the premises. Taxi Card/Bus times/timetable/Map Route to town
- Remove drinks and glasses and bottles from those leaving the premises
- Remind people who are leaving to do so quietly and direct their attention to the signs displayed
- Ask customers not to assemble or loiter outside the premises once they have left; politely reminding people who do not comply that they may be refused entrance in the future if they fail to disperse

4. SIGNAGE & LIGHTING

The following signs will be displayed at the premises:

- Signs highlighting the Entry Requirement of the Premises
- Signs requesting customers to Leave Quietly and Respect the Neighbours
- Signs to inform customers that drinks may not leave the premises at any time. These signs are to be displayed prominently at every public entrance and exit from the premises.



(Internal) – The premises will turn on the House Lights 30 minutes prior to closing time; the time by which every customer must have left the premises; this coincides with the closing time of the bar. Turning the house lights on is a clear indication to customers that the premises is in the process of closing and generally encourages customer to leave gradually over the following 30 minutes (often referred to as a ‘drinking up time’). There is a distinct advantage to customers leaving of their own free will as they are much more likely to leave and disperse, then if they are asked to do so.

Lighting (External) – External lighting should be sufficient for customers to leave the premises safely. Providing sufficient lighting in the external areas of the premises will encourage customers to leave; customers may be slower to leave if it is brighter inside than outside.

External lighting will be regularly reviewed to ensure it is not a cause of nuisance to neighbours. 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 customers from the premises, customers will be provided with information on the various means of transport available from the premises:

Taxi & Taxi Ranks – The premises shall display the number(s) of a local taxi company and the location of any taxi rank located in the proximity of the premises. The local taxi company whose numbers are displayed 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. Where a taxi has been called for a customer, those persons will be asked to wait just outside the exit doors.

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 – <https://bustimes.org/services/15-airyhall-craigiebuckler-sea-beach-circular>
- Local Taxi companies –

<p>Aberdeen Taxis 3.1 ★★★★★ (198) · Taxi service Aberdeen 01224 200200 "When in Aberdeen we always use Aberdeen Taxis."</p> <p>WEBSITE DIRECTIONS</p>	<p>Aberdeen Tiger Taxis 1.0 ★★★★★ (1) · Taxi service Aberdeen 07788 802363</p> <p>DIRECTIONS</p>
<p>TP Taxis 5.0 ★★★★★ (4) · Taxi service Elgin 07920 837311</p> <p>WEBSITE DIRECTIONS</p>	<p>Aberdeen Taxis No reviews · Taxi service Aberdeen · In Colin's Tyres 01224 200200</p> <p>WEBSITE DIRECTIONS</p>
<p>Rainbow City Taxis Limited 3.1 ★★★★★ (243) · Taxi service Aberdeen 01224 878787 "Best taxi company in Aberdeen, sad to see all the..."</p> <p>WEBSITE DIRECTIONS</p>	<p>Central Taxis Aberdeen 3.0 ★★★★★ (9) · Taxi service Aberdeen 01224 890089</p> <p>DIRECTIONS</p>
<p>Aberdeen Taxi Service No reviews · Taxi service Aberdeen 07908 319000</p> <p>DIRECTIONS</p>	<p>Official Aberdeen Airport Taxis 4.0 ★★★★★ (5) · Taxi service Aberdeen · In Aberdeen Airport 01224 725725</p> <p>WEBSITE DIRECTIONS</p>
	<p>People Cabs 4.3 ★★★★★ (8) · Taxi service Aberdeen 01224 876768</p> <p>DIRECTIONS</p>

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Once customers have finished smoking they should be directed back inside the premises to reduce the noise generated outside the premises. The smoking area will be closed 30 minutes after closing time of the bar to smoke in a designated area whilst waiting for transport.

The closing of the smoking area at this time will aid dispersal and prevent confusion between those in the smoking area and those leaving the premises. It will also mean that anyone wishing to smoke must leave the premises and no re-entry is permitted after this time. This also allows supervisors to keep control of customers 'whereabouts'

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 other drinks are permitted to leave the premises and it is the responsibility of the Door Supervisor 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

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.

- Place signs at the exits reminding customers that drinks may not be removed from the premises or be taken into the smoking area

CONTROLLING CUSTOMERS & PREVENTING LOITERING

There are a number of solutions already described earlier in the policy on strategies which will help move people away from the premises and disperse them. However additional consideration can be given to the following:

- Making announcements
- Lighting
- Notices and signage
- Staff allocation
- Thanking customers on the way out; this also encourages them to return by ensuring their final interaction with staff is positive.
- Staff should be aware when leaving after their shift, where background noise may no longer drown them out, staff can be a source of nuisance themselves.
- Consideration should be given to additional training for key staff. Intoxicated customers may react more positively to messages from staff other than Door Supervisors. People who are intoxicated are instinctively adverse to authority figures, such as the police or door supervisors. While the Police and Door Supervisors are trained to handle conflict, the vast majority of customer are not involved in conflict and for them a more positive outcome may be achieved by other staff providing them with the messages and information they require.