



**EAST STREET**  
PUB COMPANY LTD

# **Dispersal Policy**

Hyde Dendy / Street Golf

# Dispersal Policy

## Hyde Dendy/ Street Golf

### 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.

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.

### 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 to share information and best practice.

Where reasonably possible, the Premises will actively enrol in schemes such as area wide joint-radio systems, with the Police or other Responsible Authorities.

- Currently NiteNet
- Currently SWAN – Safety of Women At Night
- Currently Ask for Angela

## Dispersal

Dispersal shall take place through the front door of the premises onto Esplanade Road.

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.

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.

When the cloakroom is in operation and additional staff will also be allocated there to ensure people can collect their belongings as efficiently as possible as they are leaving the premises.

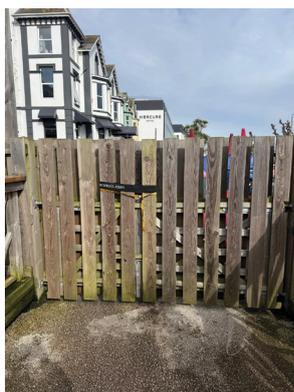
Any time the premises is open after midnight a Door Supervisor will be visible at the exit to control the dispersal, remind people to leave quietly and prevent patrons from re-entering the premises.

An announcement will be made at the end of the evening to encourage patrons to disperse gradually and to leave the area quietly.

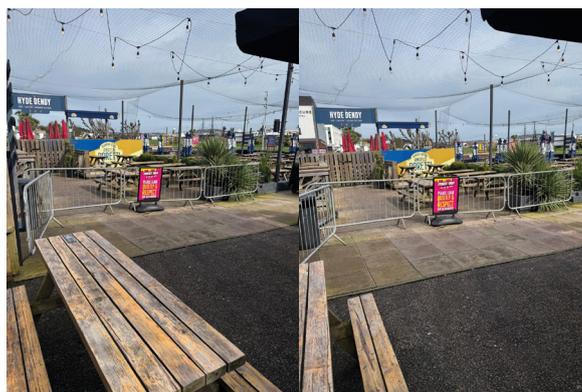
Signage will be at each exit asking people to leave quietly and not to congregate outside or in the local area

Patrons attention will be directed to these signs as they leave

## Dispersal Routes in place from 01.00am



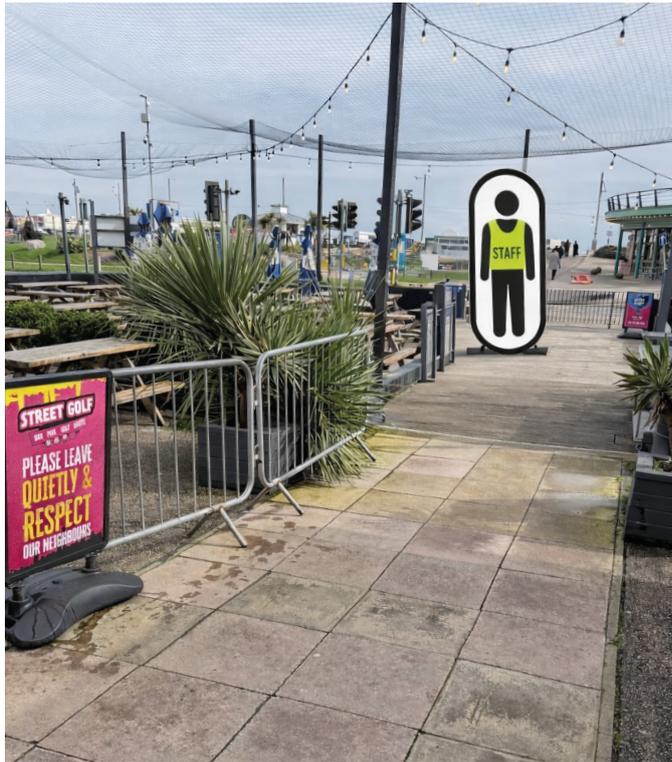
Evidence of side gate to Kernou road, secured at 01.00am.



Egress barriers in place and signage to encourage patrons to leave quietly.



Main exit to Esplanede Road.



Example showing a member of staff or door staff at the main exit encouraging patrons to leave to the right via town instead of the Kernou road exit and to keep noise levels to a minimum.

## **Door Supervisors**

Door Supervisors Licensed by the Security Industry Authority will be employed by the premises.

### **Door Supervisors will be tasked with:**

- On entry - 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 that they will be refused entry as a result.
- 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.

## **On Dispersal**

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.

Door Supervisors will assist patrons leaving by advising them if they require information in a friendly and helpful manner. For example, where to get a Taxi, where they can get food or where the train station is. By providing this information it can encourage them to leave the immediate area more quickly.

Local taxi numbers will be available at the exit and taxi companies will be encouraged to pick up customers from the layby opposite the Hyde Dendy across Esplanade Road in front of the cinema. This location is away from residential streets.

\*Hyde Dendy has contacted local Taxi firms to ensure that any pick-ups are made from the layby opposite the main exit instead of the side exit on Kernou Road.

Door Supervisors will be easily identifiable. High visibility jackets will be worn providing greater awareness of their presence.

Patrons will be asked not to assemble or loiter outside the premises once they have left and will politely be reminded that those who do not comply may be refused entrance in the future if they fail to disperse.

All persons leaving will be directed to disperse along Esplanade Road or Torbay Road.

After 01.00 hours the gate will be securely closed at the exit from the beer garden to the car parking area leading onto Kernou Road.

## **Lighting**

Lighting (Internal) – The premises will turn on the House Lights 30 minutes prior to closing time, this coincides with the closing time of the bar.

Turning the house lights on is a clear indication to patrons that the premises is in the process of closing and generally encourages patrons to leave gradually over the following 30 minutes. There is a distinct advantage to patrons 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 patrons to leave the premises safely. External lighting will be regularly reviewed to ensure it is not a cause of nuisance to neighbours.

## **Smoking Area**

The Premises operates a controlled smoking area (Retaining Area) at the front of the property.

The maximum number of patrons permitted in the smoking area at any one time is restricted to 60, after midnight. The number of people using the smoking area will be controlled by a Door Supervisor to ensure that the maximum number is not exceeded at any time.

The smoking area is specifically for smokers after 01.00 hours and no drinks, glasses or bottles will be permitted in this area. Once patrons 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 prior to the closure of the premises and at the same time the bar is closed. This will mean that anyone wishing to smoke must leave the premises and no re-entry is permitted after this time. Patrons leaving the premise to use the smoking area within 45 minutes of the closure of the premises will be advised of this and a notice will be displayed in the smoking area.

## **Cloakroom**

Patrons shall be reminded by way of notices that collecting items left in the cloakroom prior to the end of the night may allow them to avoid queues at the end of the night. This in turn will lead to some people dispersing in a more orderly way and being less frustrated if they leave having had to queue for a period of time to retrieve their coats and bags. Additional staff will be allocated to the cloakroom as appropriate at the end of the session to reduce waiting times.

## **Music & Entertainment**

The music will be turned off 30 minutes prior to the premises closing. This advises patrons that the premises is closing and also allows them to finish their drinks in a quiet environment; this in turn will reduce the noise patrons make when they leave. Patrons who leave a loud premises will naturally talk more loudly once they leave, thus the potential for nuisance is greater.

- Patrons will be notified by announcement of 'Last Orders' giving the 15 minutes to purchase a last drink if they wish to do so.
- 'Time' will then be announced when the bar closes.
- Once 'Time' has been announced the smoking area will be closed, people still smoking should be allowed to finish their cigarette, but no further people should be admitted to the area.
- After 'time' has been called, staff cleaning and collecting glasses will start politely asking people to finish their drinks. Doing this in a polite individual manner, rather than shouting at the whole bar, is likely to have a more positive effect.
- 30 Minutes after 'Time' has been called, everyone should have left and dispersal as described earlier in this policy should be underway.
- The music will not be turned back on by staff for their own entertainment while cleaning the premises, once customers have left the premises.



**EAST STREET**  
PUB COMPANY LTD

# **Door Supervisor & Staff**

## Policy

# Door Supervisors Policy and Staff Guide

## Introduction

All door supervisors and staff are expected to be friendly, professional and welcoming to all customers as they enter and exit the premises. i.e no hands in pockets, on phones, smoking / vaping.

On every operational day that SIA Door Supervisors are required, then those stewards who are employed for front of house duties must wear high visibility jackets for the entirety of their duty.

Written records of all SIA door stewards, including full name and full SIA badge number, shall be kept on the premises for at least 12 months and be available for inspection on demand by a police officer, a police licensing officer or officers of the local authority.

## Main Duties of a Door Supervisor

One of the main duties of a Door Supervisor is to check the suitability of people coming into the venue.

This will involve judging whether a person is too drunk and may be a danger to themselves or others. The door supervisor will also need to check whether people entering the premises are of the correct legal age, and whether they're carrying weapons or harmful substances.

In response to this, a Door Supervisor's job is to refuse entry to anyone considered unacceptable.

### **Other duties are:**

- Dealing with any conflict between patrons
- Restraining and escorting people out of the venue if required
- Dealing with any emergencies
- Supervising people as they enter or leave the building
- Monitoring potential pinch points within the venue
- Co-operating with the police, first aiders and management.
- On dispersal, direct all patrons to leave onto Esplanade Road and guide them right towards the town and the taxi rank.

Radio equipment is used so that each can keep in contact should assistance be required. Hyde Dendy is a member of the Nitenet Radio Communications Scheme.

Challenge 25 Policy and any person who appears under the age of 25 shall be required to produce an approved form of photographic identification as outlined within the Torbay Council Licensing Statement of Principles.

**No persons under the age of 18 years shall be on the premises after 2200 hours** except when attending a private party in a function room at the premises, when that part of the premises is not open to the general public. **Including off duty staff**

## **Searching people and bags**

Random searches will be carried out, it could be that a person is carrying a concealed weapon like a knife, so it is important to be as thorough as possible. Entry will be refused to anyone who refuses a search. **Searches must be conducted in a decent manner and with respect to the individual.**

**If substances or weapons are found the door supervisor should:**

- Contact management
- Confiscate the items found
- Contact the police if deemed necessary, (although your manager will often make this decision)
- Provide an incident report after the event

The premises shall have a zero tolerance to controlled drugs and have a written drugs policy outlining what action will be taken in respect of individuals found in possession of drugs. A copy of this policy shall be retained on the premises and shall be made available for inspection by a police officer, a police licensing officer or officers of the local authority on demand.

All drinks shall be served in toughened or strengthened glasses, or plastic/polycarbonate vessels, and no alcohol shall be served in glass bottles after midnight from which it is intended or likely that a person shall drink.

**WE ENFORCE 11PM NO BOTTLE POLICY**



**EAST STREET**  
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# **Drugs** Policy

# Drugs Policy

## Introduction

All customers and staff must follow the law when it comes to illegal drugs. This policy will apply to all users of the premises.

## Definition of Drugs:

For the purpose of this policy the term “drug” will include all mood-altering substances, both legal and illegal and involve substances such as:

- Tobacco
- “Over the counter” medicines such as paracetamol, anti-histamines, cough medicines etc.
- Prescribed drugs such as antibiotics, inhalers, painkillers etc.
- Volatile substances such as aerosols, glues, petrol, cigarette lighter fuels etc.
- Products and substances sold online and in “headshops” that cause intoxication.
- Controlled drugs such as cannabis, ecstasy, amphetamines, magic mushrooms, cocaine, heroin etc.

## Aims and Objectives:

The aim of this policy is to ensure that customers and staff are kept safe from drug-related harm when within the premise.

### **Our objectives are:**

- To develop a consistent approach to drug-related problems.
- To develop procedures and rules related to drug-related problems within the premise.
- To establish clear procedures for managing specific incidents of suspected drug misuse.

## List of Actions

Managers, Bar staff and SIA (Security Industry Authority) Licensed Door Supervisor will ensure the following actions take place:

- Cigarette smoking and “Vaping” will only be allowed in the beer garden and premises designated smoking area.
- Any person who is drunk or believed to be incapacitated due to the misuse of any drug will not be allowed to enter the premises.
- Disorderly conduct will not be permitted on the premises.
- A drunk or disorderly person must leave the premises when requested to do so by staff or an SIA Licensed Door Supervisor.
- Illegal drugs and “legal highs” are not permitted on the premises.

**All staff can help prevent drug-related harm from occurring within the premises.**

## **Staff**

- Will be made aware of the details of and must adhere to East Street Pub Company Drugs Policy (this document).
- Must report any deviance from this policy to the designated premises supervisor, manager or premises licence holder
- All relevant information, paraphernalia or suspected substances found or received will be forwarded to the Manager who will consult with the necessary parties before taking relevant action based upon this policy.

## **Protocol for dealing with drug misuse**

East Street Pub Company will endeavour to respond to all drug-related incidents in a firm but fair manner, with due respect for the safety and welfare of individuals involved, other customers and the wider community and will also fulfil any legal obligations that might apply.

## **Outline of Restrictions**

The misuse or supply of illegal drugs and “legal highs” is viewed as unacceptable and is punishable by expulsion and barring.

## **Reporting of Incidents**

Alleged or confirmed incidents in breach of this policy will be referred to the Manager, designated premises supervisor and premises licence holder.

## **Recording of Information**

Information regarding alleged or confirmed incidents in breach of this policy will be recorded in writing. The recording of factual information is preferable and all opinions must be stated as such. Responses to cases must also be recorded in this way. Only in confirmed cases will the names of individuals be recorded.

## **Confidentiality**

While it is not possible to guarantee, every effort will be made to respect confidentiality.

## **Police Involvement**

Incidents that involve the illegal supply of drugs will require Police involvement. In all other drug-related incidents each case will be considered on an individual basis and the decision will rest with the manager, designated premises supervisor or an SIA Licensed Door Supervisor as to whether or not the Police are involved.

## **Search**

Random searches of persons and bags will be conducted on entry to the premises by SIA licensed door supervisors. If illegal drugs and “legal highs” are found they will be seized and deposited in the drug safe.

Both the manager, designated premises supervisor and an SIA licensed Door Supervisor retain the right to direct a search of any part of premise if there is reasonable cause to believe a substance in breach of this policy is contained therein.

Either the manager or the designated premises supervisor and an SIA licensed Door Supervisor will conduct the search. Where there is reasonable cause to believe a person has in their possession a substance in breach of this policy, whether he/she is in an inaccessible area (e.g. toilets) or not, he/she will be asked to volunteer the substance. If he/she refuses, the Police may be called in to conduct a search.

## **Disposing of suspected illegal substances**

If a suspected illegal substance is found on premise it will be brought to the attention of the manager or designated premises supervisor. The substance will be stored securely in a drug safe. One key will be held by the Manager and the second by the Police. The safe can only be opened when both parties are present and the drugs are passed to the police for disposal. At no time will a suspected illegal substance be removed from premise without the knowledge of the Police.

## **Availability, use and storage of solvents and gases**

Many solvent-based products have the potential to be abused (e.g. deodorants, paints, thinners, cleaning fluids etc). All solvent based materials and gases will be stored securely and safely away from public access.

## **Monitoring and Evaluation**

This policy remains in force at all times and during all activities conducted with the support of the Police. This policy will be evaluated annually and after every drug-related incident. This policy will come into effect on the issue of the premises licence and will then be reviewed and if required updated annually.