



THE FORGE

DISPERSAL

POLICY

THE FORGE DISPERSAL POLICY

Purpose:

The Forge recognises the need for a comprehensive and considered Dispersal Policy to avoid potential disturbance and disorder at the end of the night. Disturbance and disorder undermine the Prevention of Public Nuisance, Public Safety and The Prevention of Crime and Disorder Licensing Objectives.

This Policy outlines the steps that The Forge will take to minimise the risk of disturbance and disorder to ensure a safe, orderly, and quiet egress by customers and staff.

The Forge are mindful of the importance of clearing the immediate vicinity of the Premises (Delancey Street/Passage) at the end of the night and making sure that all customers and staff leave without causing disturbance or disorder.

Who does this policy apply to:

This Policy is applicable to all staff and Door Team members engaged in Dispersal at The Forge

Licence Condition(s):

Condition 21 of the Premises Licence requires that:

21. The Premises Licence Holder shall develop, implement, and maintain a Dispersal Policy at the Premises. A copy of the Dispersal Policy shall be kept at the Premises and made available for inspection by Responsible Authority Officers.

The following conditions are also relevant to this Policy:

12. An incident log shall be kept at the Premises, and made available on request to officers of the police or local authority. Said log shall be updated as soon as reasonably practicable and in any event within 24 hours of any given incident. All entries will be dated, timed, and signed. Said log shall record the following:

...

b) all ejections of customers

c) any complaints received concerning crime and disorder

d) any incidents of disorder

...

Definitions:

Customers – persons who have come to the Premises and who are not members of Staff, the Door Team, or engaged in providing services

Dispersal – means the process by which customers and staff leave the Premises and the surrounding area

DPS – means the Designated Premises Supervisor from time to time

Door Team – means SIA Licensed Door Supervisors provided by the Premises' SIA Provider

Duty Manager – means the Manager responsible for the safe operation of the Premises in the absence of the DPS

Licensing Objectives – as per the Licensing Act 2003 and supporting guidance

Manager – means a senior member of staff and holder of a Personal Licence

Personal Licence – as per the Licensing Act 2003
Premises – The Forge, 3-7 Delancey Street, London N

Premises Licence – as per the Licensing Act 2003

Staff – means persons employed by the Premises including externally contracted persons

Wardens / Quiet Marshals – are members of Staff who are not part of the Door Team who are designated to assist with Dispersal

Welfare Officers – are members of Staff designated to assist with Customer welfare and trained in that regard

Wind-down – means the period prior to the closing of the Premises where Dispersal procedures are undertaken

Responsibilities:

The Duty Manager and/or DPS will ensure that this Policy is complied with both within and without the Premises.

The Duty Manager and/or DPS will be on duty at the end of the night to supervise dispersal alongside the Door Team. The Door Team will be outfitted in high-visibility jackets to ensure that their presence is visible and therefore more effective. The Duty Manager and/or DPS and the Door Team will be capable of communicating via radio.

The Duty Manager and/or DPS will monitor the implementation of this Dispersal Policy. A log will be kept detailing issues around dispersal to identify any necessary changes to the Policy and any staff training needs.

Any customer or member of staff found to be causing issues at dispersal will be refused entry to the Premises in the future/subject to disciplinary action.

Operational matters:

Customers shall not be permitted to remove drinks or glassware from the Premises. This is indicated by signage at exits from the Premises and by staff announcements. The Door Team shall have responsibility for observing customers as they leave the Premises and removing drinks or glassware from customers attempting to remove them.

Customers will be asked to leave the venue in a quiet and responsible manner. Customers will be reminded by signage and, if necessary, verbally, to "Respect our neighbours and leave the area quickly and quietly."

Sales of alcohol will cease prior to the venue closing. During this period, known as a "wind-down", customers will be encouraged to leave the venue slowly but surely to ensure fewer customers leaving the Premises in one go.

During the "wind-down" period music noise levels will be lowered, music tempo (BPM) slowed¹, and lighting levels increased. These measures, subliminally, indicate to customers that the night is coming to an end and that it is time to leave the Premises.

Any customers found to be loitering in the vicinity of the Premises will be politely asked to move on.

Dispersal and the Door Team will be supported by KD Security from the Premises. Wardens/Quiet Marshals will be outfitted in high-visibility jackets. Together with the Door Team the Wardens/Quiet Marshals will patrol the immediate vicinity (360-degree sweep) of the Premises to ensure a swift departure of customers.

Customers will not be permitted to re-enter the Premises once they have left.

Public transport details will be kept handy at the exit of the Premises. Staff members and the Door Team will be briefed in relation to relevant transport links.

The Premises' Welfare Officers will be stationed at the exit from the Premises in order to observe whether Customers require Welfare intervention prior to making their journey home.

The Premises has a relationship with a local taxi provider (NAME) who will offer customers and staff competitive rates. The taxi provider has undertaken to ensure that it has enough cars available at the end of the night. The DPS will maintain a line of communication with the taxi provider in relation to events and event timings.

The Forge acknowledges that many customers will use ride-hailing apps such as Uber, Gett etc. The Duty Manager and/or DPS will monitor the behaviour of app-based drivers and any poor practice e.g. excessive beeping of horns will be logged and fed back to the relevant company.

Residents and businesses will be provided with a contact number and email address to notify any issues around dispersal or other complaints. All complaints will be logged in the Premises' incident log, which is available to Responsible Authority Officers upon request.

Transport Links

¹ Studies have shown that the playing of certain types of music can reduce customer heart rates and provide a calming effect. These music types/genres will be used where appropriate at the end of the night.

Bus – The number 214 bus is a 24 hour service towards Highgate Village (via Archway) or Moorgate (via King's Cross, Islington and Old Street). Other parts of London are easily accessible at interchange points such

Tube – the nearest tube station is Camden Town, which is served by the Northern Line. The Northern Line is part of London's "Night Tube" service and runs throughout the night on Friday and Saturday nights. The other London Underground Lines operating a Night Tube service include the Central, Piccadilly, Victoria, and Jubilee Lines.

London Overground – the nearest London Overground Stations are Camden Road and Kentish Town West. Staff are reminded that London Overground trains do not operate

overnight.

National Rail – the nearest National Rail Stations are London Kings Cross, London Euston and Kentish Town. Staff are reminded that National Rail services do not operate overnight.

Taxi – the Premises' designated taxi provider is XXXXX. Camden Town Station (as a London Night Tube Station) also has a taxi rank (with taxis subject to availability). There are a variety of app-based taxi provider e.g. Uber, Gett, Bolt etc.

Additional Information – additional transport information can be obtained from www.tfl.gov.uk (@TfL) / www.nationalrail.co.uk (@nationalrailenq)

Possible Consequences:

If, as a Premises, we get Dispersal wrong then we risk undermining the Prevention of Public Nuisance and the Prevention of Crime and Disorder Licensing Objectives. We risk enforcement action being taken against the Premises Licence and the Premises Licence Holder / DPS. We risk reputational damage and we risk receiving complaints from our neighbours, both business and residential.

The Bottom Line

A safe and effective Dispersal from the Premises is important.

All Staff and Door Team Members engaged in Dispersal have a role to play in ensuring that Dispersal is managed effectively and that our Customers end the night right.

Furthermore, we owe a duty to our Customers to keep an eye on vulnerability issues. If you spot a Customer in distress please report it to the Duty Manager and/or DPS and/or Welfare Officer immediately.

**Written Confirmation of Dispersal Policy
Training Received**

I, _____

confirm that I have read and understood the premises' Dispersal Policy and that I will apply that policy in the course of my duties.

I, _____

understand that if I do not apply the premises' Dispersal Policy then disciplinary action may be taken against me, which may result in dismissal.

Name: _____

Date: _____

Signed: _____

**Written Confirmation of Dispersal Policy
REFRESHER Training Received**

I, _____

confirm that I have re-read and refamiliarized

myself with the premises' Dispersal Policy and that I will continue to apply that policy in the course of my duties.

I, _____

understand that if I do not continue to apply the premises' Dispersal Policy then disciplinary action may be taken against me, which may result in dismissal.

Name: _____

Date: _____

Signed: _____