

## Proposed Conditions

### Crime & Disorder

No bottles or glasses shall be permitted onto Market Street or North Street or any other public place. (For the avoidance of doubt the permission for 'off-sales' relates only to those areas of the Premises which are not shown on the plans.)

The Premises Licence Holder shall abide by its Dispersal Policy, amended from time to time by agreement with the Police. A copy of the current Dispersal Policy shall be made available to any Interested Party within 7 days upon written request.

The present Dispersal Policy is as follows:

**CIROS/ASHBY SOCIAL CLUB, 79 MARKET STREET, ASHBY DE LA ZOUCH, LEICESTERSHIRE. LE65 1AH**

### Dispersal Procedure for Ciro/Ashby Social Club

#### Introduction

It is acknowledged by Lisette Bell-Simmonds (the proprietor) that there may be a conflict between the legitimate right of Ciro/Ashby Social Club to provide alcohol and other licensable activities and the equally legitimate right of neighbours to enjoy their homes and businesses without disturbance.

Ciro/Ashby Social Club also acknowledges that popular venues are potential sources of nuisance, antisocial behaviour and crime which may create concern for the immediate neighbourhood, its residents and the relevant authorities.

#### Definition

The Dispersal Procedure is not to be confused with The Evacuation Procedure, any design standard, any other operational policies or any agreed/enforced rules or guidelines.

The Dispersal Procedure (around the terminal hour) is dedicated to make the maximum contribution by exercising proactive measures, towards and at the end of trading, to move customers from the venue and its immediate area in such a way as to cause minimum disturbance or nuisance to neighbours, both residential and business, and to make the minimum impact upon the neighbourhood in relation to potential nuisance, antisocial behaviour and crime.

The relevance of the time of closure is recognised as meriting this special attention and concern.

This procedure document is specific to Ciro/Ashby Social Club and its locality.

The Dispersal Procedure has been formulated by Lisette Bell-Simmonds in conjunction with senior representatives and security of the venue. It will be discussed with the licensing officers of the local council and police.

The Dispersal Procedure is subject to review and will address problems and concerns as they are identified in order to establish a permanent reduction or elimination.

#### Neighbours Charter

As there are residential neighbours in the local area they will be given a copy of the venue's 'Neighbours Charter'.

This charter explains the existence and aims of The Dispersal Procedure and gives clear communication lines so any neighbour can draw attention to a matter which causes concern (these may relate to customers departing or any other issue).

Should there be a need, a committee which comprises representatives of the venue and residential neighbours, along with other persons as appropriate, will be established to create good and close relations.

(See Appendix A – Neighbours Charter following grant of further hours)

#### Dispersal Procedure Document

##### 1. Relevance of Licensing Conditions:

We will ensure that the conditions of the Premises Licence, around the terminal hour, are strictly adhered to. This will be operated to encourage the dispersal of patrons gradually, both during the last part of trading and following the end of bar service.

During the last 30 minutes of bar service the points in each bar will be reduced and certain staff re-allocated to collecting glasses or offer customer service in the cloakroom to assist customer departure. A series of measures will be implemented to assist dispersal throughout this period and the 'drinking-up' time.

2. End of Evening Operational Policies:

We will use reduction of volume levels, type of music played and variation of increased lighting levels to encourage the gradual dispersal of patrons during the last part of trading and during the drinking-up period.

DJ announcements may be used to both encourage a gradual dispersal and to remind customers of consideration for neighbours.

3. Cloakroom:

The cloakroom is situated in order to assist the swift return of coats. Management and operation of the cloakroom plays an important part in the dispersal process. (Staffing and control systems are increased in the period prior to bar closure.)

4. Notices at Exit:

In line with Ciro's/Ashby Social Club policies, highly visible notices are placed in the foyer requesting exiting customers to leave quietly and to respect neighbours and their property.

5. Door Supervisors:

- will encourage customers to drink-up and progress to the exit within the venue throughout the latter part of drinking-up time;
- will draw the attention of exiting customers to the notices in the foyer and ask them to be considerate;
- will ensure the removal of all bottles and glasses from any customer who attempts to leave the venue carrying one. A table and bottle skip will be positioned just inside the venue by the door to the foyer to collect glasses/bottles.
- will actively encourage customers not to assemble outside the venue;
- will direct customers to the nearest taxi ranks or other transportation away from the area.
- will wear high visibility Jackets from 9pm on the door on all trading nights.

6. Food is available at discounted rates from the venue until the last guest exits Ciro's/Ashby Social Club, either in the form of the late night snack menu or Hot Dogs and Large Burgers from the Food area, this is provided to relieve the pressure on the fast food outlets on the street and allow people to head straight to the marshalled taxi ranks.

7. Marshalls:

Ciro's/Ashby Social Club will contribute to funding the Town Centre Taxi Marshal Service, should this service become available, as is being discussed at present.

8. Rubbish Patrol:

The area patrolled would be from Ciro's/Ashby Social Club to the right of The Chip shop and to The left of the Cop.

The venue will send out a 'Rubbish Patrol' following closure. They pick up bottles and food wrappings in a designated area. (These are likely to be from sources other than our venue – but will be collected and disposed of.)

On rare occasions this patrol may be faced with the result of antisocial behaviour such as vomiting and urination. This will be cleared by use with a mop and bucket containing a disinfectant solution.

9. Staff:

Consideration will be given to procedures for staff departures.

#### 10. Training:

Training at all levels will be conducted to ensure understanding and implementation of the venue specific Dispersal Procedure.

#### Hours:

Sunday – Thursday : 9 am till 12 Midnight

Friday – Saturday: 9 am till 2:00am

Ciros/Ashby Social Club operates an established policy to ensure due consideration is given to neighbours by customers dispersing from our premises.

If you have any concerns in connection with Ciros/Ashby Social Club, please do not hesitate to contact us.

#### Contact Numbers:

General Manager - Ciros/Ashby Social Club : Lena Horbovtsova

Operations Manager - Ciros/Ashby Social Club : Lee Firetto

Operations Director : Lisette Bell-Simmonds

Head Office - Customer Relations :

Ashby Office : 79 Market Street, Ashby de la Zouch, Leicestershire. LE65 1AH

#### Public Safety

The total capacity figure for the Premises is 450. This figure comprises 200 for the Function Room, 100 for the Family Room and 150 for the Billiard Room upstairs.

#### Public Nuisance

Noise from the Premises as measured at the nearest residential property shall be no more than 5dBA greater than the existing background level.

During regulated entertainment all doors shall remain closed except for access and egress, and all windows shall remain closed except in the case of emergencies.

Suitable sound attenuation measures shall be maintained in accordance with the Premises Licence Holder's Noise Risk Assessment and in consultation with the Environmental Health department.

During regulated entertainment regular noise patrols shall be conducted by staff to ensure acceptable noise levels are not exceeded.

A Noise limiter shall be installed in conjunction with recommendations from the Environmental Health department.

Customers using the Family Room and/or Billiard Room will enter and exit the premises solely from Market Street, except in emergencies.