

**Ashby Social Club / Ciro's Nightclub**

**79 Market Street, Ashby de la Zouch, Leicestershire, LE65 1AH**

**Dispersal Procedure for Ashby Social Club (incorporating Ciro's Nightclub)**

**Introduction**

It is acknowledged by Lisette Bell-Simmonds (the proprietor) that there may be a conflict between the legitimate right of 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.

Ashby Social Club also acknowledges that popular venues are potential sources of nuisance, anti-social behaviour and crime which may create concerns 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 pro-active 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, anti-social 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 Ashby Social Club and Ciro's Nightclub and its locality.

The Dispersal Procedure has been formulated by the Management of the venue in conjunction with the Police, senior Licensing Representatives and security of the venue and is incorporated as a condition of the premises licence in accordance with the decision of the Licensing Authority of 27 February 2012.

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 of issues relating to crime and disorder and public nuisance.

**Neighbours Charter**

Residential neighbours in the local area will be given a copy of the venue's 'Neighbour 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).

A committee which comprises representatives of the venue and residential neighbours, along with other persons as appropriate, may be established to create good and close relations if considered necessary

## **Dispersal Procedure Document**

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

The Management shall ensure that the conditions of the Premises Licence, around the terminal hour, are strictly adhered to. The **Dispersal Procedure** will encourage the dispersal of patrons gradually, both during the last part of trading and following the end of the bar service.

During and staff re-allocated to collecting glasses or other 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:**

Management of the venue shall use reduction of volume levels, types of music played and variation of lighting levels to encourage the gradual dispersal of patrons during the last part of trading and during the drinking-up period.

Announcements shall 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 shall be increased in the period prior to bar closure).

### **4. Notices at Exit:**

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

### **5. Door Supervisors:**

shall encourage customers to drink-up and progress to the exit within the venue throughout the latter part of the drinking-up time;

shall draw the attention of exiting customers to the notices in the foyer and ask them to be considerate;

shall 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;

shall actively encourage customers not to assemble outside the venue;

shall direct customers to the nearest taxi ranks or other transportation away from the area;

shall wear high visibility jackets from 9pm on the door on all trading nights.

**6. Food**

Food is available at discounted rates from the venue until the last guest exits Ashby Social Club/Ciro's, either in the form of the late night snack menu or hot dogs and large burgers. This is provided to relieve the pressure on fast food outlets on the street and allow people to head straight to the taxi ranks.

**7. Marshalls:**

Ashby Social Club/Ciro's shall contribute to the funding of the Town Centre Taxi Marshal Service should this become relevant.

**8. Rubbish Control**

The area patrolled shall be from Ciro's to the right of the Chip Shop and to the left of the Co-op.

The venue shall send out a 'Rubbish Patrol' following closure. The Rubbish Patrol shall be responsible for picking up bottles and food wrappings in the 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 anti-social 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 procedure for staff departures.

**10. Training:**

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

**Contact Numbers:**

|                           |                       |              |
|---------------------------|-----------------------|--------------|
| General Manager Ciro's    | Lena Horbovtsova      | 01530 412780 |
| Operations Manager Ciro's | Lee Firetto           | 07791 546106 |
| Operations Director       | Lisette Bell-Simmonds | 07973 451304 |
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