



DISPERSAL POLICY – Impossible Bar, 36 Peter Street, M2 5GP

Introduction

FAC251 Ltd t/a Impossible Manchester operates a “good neighbour” policy throughout the venue. The company has always emphasised building and maintaining close relationships with local residents and the company’s premises are run and managed accordingly. The premises manager is expected to deal with any complaints from local residents quickly and effectively. It is acknowledged by Impossible that there may be a conflict between a licensee’s legitimate right to provide entertainment and other services and the equally legitimate right of neighbours to enjoy their homes and businesses without disturbance.

Impossible Bar 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.

It is an established policy of FAC251 LTD that for each venue a Dispersal Procedure/Policy (around the terminal hour) is prepared.

Definition

The Dispersal Policy 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 Policy (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, antisocial behaviour and crime.

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

This policy document is specific to this venue and its locality, but it includes a number of functions and tasks which are common to all Tokyo Industries venues across the UK.

The Dispersal Policy has been formulated by the local management in conjunction with senior representatives of the unit. It will be discussed with the licensing officers of the local council and police and in place prior upon implementation.

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

General Aim

To allow the safe and effective dispersal of patrons from Impossible Manchester in a safe and orderly manner whilst keeping general noise to an acceptable level so as not to unnecessarily disturb dwellings in the immediate area or cause undue annoyance to residents and passers-by. Impossible Bar recognises that effective vetting and supervision of patrons on an ongoing basis can positively contribute to facilitating a smooth and problem free dispersal whilst readily identifying persons that may be considered as vulnerable. For the avoidance of doubt a vulnerable person is defined as;

“Anyone exposed to the possibility of being attacked or harmed, either physically or emotionally or of taking action that could cause themselves harm”

Dispersal Policy Outlined

1. Relevance of Licensing Conditions

We will ensure that the conditions of various licences, around the terminal hour, are strictly adhered to. This will be operated to encourage the dispersal of patrons gradually over a long period of time, both during the last part of trading and following the end of bar service.

During the last hour of trading the service points in each bar will be reduced and certain staff re-allocated to collecting glasses or offering customer service in the cloakroom to assist customer departure. The Licensing Act 2003 provided for a 30 minute drinking up time at the end of alcohol permitted hours which assists the gradual dispersal of all customers in the premises at the end of the evenings trading period.

2. End of Evening Operational Policies

We will utilize usage of volume levels, type of music played and usage of lighting levels to encourage the gradual dispersal of patrons during the last part of trading and during the drinking-up period. Bars will then close with music continuing to lower whilst house lights are gradually increased. There should be no sudden lights on as this may create a hard exit, guests are encouraged to leave on a slower gradual basis allowing cloakroom and taxi lines to cope with demand.

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

3. Notices at Exits

In line with company policies, notices are placed in the foyer requesting exiting customers to leave quietly and to respect neighbours and their property and advising them of local taxi cab numbers.

4. Customer Notices upon Exiting

We will develop practices which will;

- Encourage customers to drink-up and progress to the exit throughout the latter part of drinking-up time;
- Draw the attention of exiting customers to the notices on exit and ask them to be considerate;
- Ensure the removal of all bottles and glasses from any customer who attempts to leave the venue carrying one.
- Actively encourage customers not to assemble outside the venue.
- Direct customers to the nearest taxi ranks or other transportation away from the area.

5. Measures to Promote Customer Dispersal and Safety

- Private Hire Cars Arrangement
- UBER 'Free Ride' discount codes

All Stewards / dispersal in house teams / Security Personnel / Marshalls will have sufficient local knowledge to be able to assist customers to their nearest mode of transport.

6. Rubbish Patrol

The Rubbish Patrol will cover the immediate front, side and rear of the building and the same area as that described as patrolling area.

The venue will send out a 'Rubbish Patrol' following closure. They will pick up bottles and food wrappings in a designated area. (These may 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. This will be cleared also.

7. External Lighting

The external lighting illumination is adequate for customers to disperse without fear of danger. However, all exterior lighting will remain switched on until all members of the public have left the surrounding area and at such a time deemed safe by the venue management.

8. CCTV Monitoring

Managers should make full use of office CCTV monitoring equipment whilst venue close down is in place, monitoring and recognising if more support is needed at key moments of dispersal. Assisting themselves if additional dispersal support is needed.

9. Staff Departure from Venue

Consideration will be given to procedures for staff departures including local taxi pickup for any staff trying to get home in the absence of local public transport.

10. Training

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

11. Refusal and Ejection

If you were going to refuse entry to a drunken person or eject a drunken person from the premises there are some considerations you may need to make:

- If female, are they with a male or a group of males?
- Is there a friend or family member that can be called on for assistance?
- Can you call a taxi for them?
- Do the police need to be notified to utilise CCTV to monitor the person?
- Do they need to be handed over to the police or paramedics?
- Is there a safe haven nearby that can be utilised?

Dispersal Plans and Site Map (Impossible Bar including the newly planned external terrace area)

Impossible Manchester operates over 3 floors broken down as follows;

- Ground Floor Restaurant with Rear Terrace (as shown on the map below)
- Underground Club Room (aka Theatre Impossible)
- 1st Floor Mezzanine (aka The Gin Nest)

All 3 floors disperse and leave the venue via the two main entrances on the ground floor level, exiting on to Peter Street. **This will include the customers who are situated in the newly proposed terrace area.**

Customers leaving the Ground Floor Bar, Restaurant and Terrace & The 1st Floor Mezzanine exit the premises via the Bar Main Entrance and are directed LEFT down Peter Street towards Deansgate.

Customers leaving the Underground club room, exit the venue using the corner front entrance, again exiting onto Peter Street but directed RIGHT, heading south down Peter Street.

This method of dispersal is used to split the loading crowd so that mass crowds don't gather outside the front of the venue. Impossible also disperses its customers via the front two entrances and directs them up and down Peter Street as these routes avoid our immediate resident neighbours which are located mainly on the rear of the premises.

The two additional exits that are situated on the newly planned terrace are FIRE / EVACUATION ROUTES only and are marked out clearly on the site map below with a RED DASHED LINE.

