

Proposed Dispersal Policy

This policy will set out the reasonable steps The Leafy Elephant (the **Premises**) will take to mitigate disturbance to residents in the vicinity of the Premises.

We will endeavour to operate the Premises in a manner which minimises the impact from noise nuisance and anti-social behaviour by our customers to neighbouring residents and other members of the public.

Our staff will be required to familiarise themselves with this policy and to comply with it at all times. Training will be given (where required) to ensure that our staff are sufficiently skilled to implement an orderly and safe dispersal of our customers from the Premises.

Soft-closure

The Premises will implement measures, starting 30 minutes before the closing time for that day, which will hopefully encourage our customers to leave gradually. These measures are designed to give a clear indication to customers that the Premises is in the process of closing and will include:

1. Gradually turning up the lights.
2. Gradually turning down the volume of any music.
3. Staff members prioritising the collection and clearing of glasses and crockery. Staff members will also be encouraging customers to finish their drinks and prepare for departure.
4. The bar ceasing to serve alcohol 15 minutes before the closing time.
5. No customers will be permitted to enter or re-enter the Premises once the bar has stopped serving alcohol.

Signage and lighting

We will display signs at the Premises:

1. Requesting our customers to leave quietly and respect neighbouring residents. This sign will be clearly displayed at the entrance and exit of the Premises.
2. Informing our customers that drinks must not be taken off the Premises at any time.

We will have external lighting so that our customers can leave the Premises safely. This lighting will be reviewed regularly to ensure it is positioned in a way to aid customers and not cause a nuisance to neighbours.

Transport

In order to facilitate and encourage quick dispersal from the Premises, customers will be provided with information on various forms of transport available.

The Premises will have a list of local taxi firms and provide a service for booking a taxi for customers. Where a taxi is called on behalf of customers, they will be encouraged to wait inside the Premises for their taxi to arrive.

All relevant staff will be trained in the location of nearby taxi ranks, local bus services and the location of bus stops and the location of the main line train station. Accordingly, staff will be able to direct customers to a suitable mode of transport.

Customers upon exit

During the soft-closure period a member of staff will be allocated to saying goodbye and thanking customers as they leave. This will provide customers the opportunity to ask if they are unsure on where to find local transport and for that member of staff to encourage customers to leave quietly. People might loiter because they are unsure of which direction to go or be able to make a decision on how to get home. By being able to provide transport information upon exit it will encourage them to leave the immediate area more quickly.

Staff will be trained in spotting intoxicated behaviour and customers who may cause a public nuisance. They will be able to encourage quick and quiet dispersal as well as monitor and enforce that customers do not leave with any drinks or loiter outside the Premises.

Litter

Leafy Elephant staff will undertake the clearing of glassware, crockery and litter such as used napkins from the immediate vicinity of the Premises.

A staff member will be allocated to regularly clearing these items and the area will be cleared of rubbish as part of the cleaning of the Premises after closing.