

Diamond Lounge
Noise Management Plan and Dispersal Policy
April 2023

DISPERSALS

The premises is committed to the safe, orderly and effective dispersal of all patrons

The dispersal procedure (around the terminal hour) is dedicated to make the maximum contribution by exercising positive measures, towards and at the end of trading, in moving customers from the venue and its immediate area in such a way as to cause minimum disturbance and/or nuisance to ensure the minimum impact upon the neighbourhood in relation to potential nuisance, anti-social behaviour and associated crime.

It is recognised that the sudden emergence of patrons from the Diamond Lounge into the external space at the terminal hour may cause noise and lead to anti-social or offending behaviour. Accordingly, the following control measures have been put in place:

- Staff shall be proactive in advising customers to vacate the environs of the premises quietly and with respect for others. It is to be made clear that any transgressors will not be welcome back to the premises in future.
- The premises will have a system to ensure that patrons leave gradually over a period by utilising the door staff and operating a zonal system in the licensable area of encouragement of patrons to leave the premises when licensable activities cease.
- A notice shall be clearly displayed by the exit door reminding guests to leave the premises and area quietly, respect our neighbours.
- A permanent taxi facility is available nearby and patrons will be advised of this information via notices displayed within the premises. If it is within permitted hours the customers should be asked to remain inside the premises pending the arrival of the taxi. The appointed taxi firm should be asked to instruct their drivers to ring the premises or the customer on arrival or go to the premises to notify their customer of their arrival and not to sit outside blowing their horns.
- When customers have dispersed, staff outside the premises will check the immediate vicinity to ensure that no glass or undue rubbish is left lying around.

- Staff will invariably leave the premises much later than customers will. Their behaviour can impact on local disturbance also and have therefore been instructed to leave quietly. Failing to do so could seriously undermine the licensing objectives.
- Any patron who fails or refuses to leave the area, or takes drinks outside the premises, will be initially firmly engaged by staff in an effort to make them comply and will be (inter alia) given the following suggestions and assistance:
 - Calling a taxi
 - Provide information on local bus/trains
 - Help to locate friends
 - Call someone for them
 in order to assist with their swift dispersal from the area.

If none of the above options/assistance is effective, then the premises will call for assistance from West Midlands Police.

Each incident where patrons have failed to disperse, despite the foregoing efforts of the premises, will be logged in the incident book, including, where possible, the name of the patron(s) for future reference.

- Anyone hiring the venue will be subject to this dispersals policy

NOISE MANAGEMENT

- By the end of the authorised hours for the sale of alcohol, the music will be turned off. The lighting shall gradually be increased, and announcements shall be made to patrons regarding their quiet and swift dispersal and of the presence of CCTV systems monitoring the external environs of the premises.
- The premises licence holder, or other nominated person/staff, shall monitor the external areas of the Premises after 23:00 hours.
- The premises will introduce a training regime to bring every member of staff up to date with the implications of The Licensing Act 2003, the licensing objectives, and the need to respect this policy. Staff will thereafter be subject to refresher training every 6 months.
- Signs shall be placed at all exits asking customers to respect the needs of local residents and requesting that they leave the premises quietly.
- The premises licence holder shall ensure the conduct of patrons leaving the premises will be supervised and monitored to minimise potential nuisance.
- The premises licence holder shall not permit noise emanating from the licensed premises to unreasonably disturb persons in the neighbourhood. The premises licence holder shall

ensure that whenever regulated entertainment takes place within the licensed premises, such entertainment will not be such as to be a statutory nuisance in the nearest noise sensitive or residential premises.

- The premises licence holder shall ensure that any deliveries and refuse collections are organised at times to minimise any nuisance to neighbouring properties.
- To avoid nuisance being caused to nearby noise sensitive premises the Premises Licence Holder or other nominated person/staff, shall monitor the external areas of the premises whenever licensed activities are being undertaken and also until all patrons have been effectively dispersed.





Fire door
Keep
locked
shut

Fire door
Keep
locked
shut



Fire door
Keep
locked
shut

Fire door
Keep
locked
shut





NOTICE
PLEASE LEAVE THE
PREMISES
QUIETLY
TO AVOID
DISTURBING THE
LOCAL RESIDENTS
THANK YOU



