

PB's  
Dispersal Policy  
September 2020

PB's is committed to the safe, orderly and effective dispersal of all patrons

The dispersal procedure (around the terminal hour) is dedicated to make 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 or nuisance to make 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 on to the street at the terminal hour may cause unnecessary noise and lead to anti-social or offending behaviour. Accordingly, the following control measures have been put in place:

- Approximately half an hour before the end of licensable activities, the premises shall gradually introduce a more relaxed style of music, which shall not be cut abruptly but continue at a background level whilst customers wind down at their own pace.
- By the end of trading hours, the level of music will amount to no more than background/ incidental music. 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 Door Staff shall encourage the customers out of the rear exit of the building (after 1am) and shall maintain a watchful presence whilst the crowd naturally disperses.
- On the days where there no Door Staff, PB's staff will manage the smaller dispersal of patrons also out of the side exit of the building.
- As PB's clears of all customers, all Door Staff shall proceed outside the premises in high visibility jackets where, under the direction of Head Doorman, they shall assist in politely encouraging people to vacate the area. The high visibility clothing adds to 'capable guardianship' within the public space highlighting them as authority figures controlling our licensed premises

- All Door Staff shall remain outside for up to 30 minutes after the terminal hour or until (at the Head Doorman's discretion) all patrons from PB's have sufficiently dispersed.
- All Door 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 PB's in future.
- A notice shall be clearly displayed by the exit door reminding guests to leave the premises and area quietly, respect our neighbours and not to take drinks or glasses outside and not to loiter.
- 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 undermines 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 door supervisors 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

## Duncan Craig

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**From:** Duncan Craig  
**Sent:** 10 September 2020 18:14  
**To:** Jane Dunsford  
**Cc:** Sive  
**Subject:** FW: Review of PB's 54- 57 Key Hill, Birmingham by West Midlands Police  
**Attachments:** PB's review Sept20.docx

Dear Jane

Further to your representation below, I understand there is a noise limiter at the premises which is awaiting your inspection as well as discussing a noise management plan.

The licence holder's (copied) mobile number is [REDACTED] and feel free to contact her directly to arrange a visit.

Kind regards,

Duncan Craig  
Barrister

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**DUNCAN CRAIG**



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**From:** Jane Dunsford [REDACTED]  
**Sent:** 02 September 2020 15:39  
**To:** Licensing <[REDACTED]>  
**Subject:** Review of PB's 54- 57 Key Hill, Birmingham by West Midlands Police

Dear Licensing,


I would like to join the review on behalf of BCC Environmental Health, I attach my reasoning. Who else do I need to contact regarding this, I do not have the applicants details?

Regards

Jane Dunsford

Environmental Protection Officer

Environmental Protection Unit  
Regulation & Enforcement  
Neighbourhoods Directorate  
Birmingham City Council  
Manor House  
40 Moat Lane  
Birmingham  
B5 5BD



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