

**Flames Grill, 19 Havelock Road, Hastings, East Sussex, TN34 1BP.**

**Draft Dispersal Policy**

- 1) It is recognised by the Premises Licence Holder that during and after permitted licensed hours it is vital that the Licence hours and conditions are strictly observed.
- 2) A notice shall be clearly displayed by the exit door reminding customers to leave the premises and area quietly, of the Public Spaces Protection Order and not to eat food or otherwise loiter outside the premises.
- 3) A member of the staff shall be tasked at all times to monitor the conduct of customers leaving the premises and also to monitor the conduct of smokers outside the front. The staff member will monitor smokers conduct while outside to check that they do not block the footpath and are not noisy especially at night and also that cigarette butts etc are regularly cleared away. When the SIA licensed Door Supervisors are on duty then they shall be tasked to undertake the role.
- 4) At closing time the Door Supervisors who will be tasked for the purpose will take a proactive role and stand on the door asking customers to leave the premises and area quietly and ensure they do not loiter outside. The Door Supervisors will direct customers away from the premises towards the adjacent cab rank or if walking ask them to leave the premises and area quietly & quickly.
- 5) The Premises Licence Holder shall make an arrangement with a local cab firm to ensure a cab can be obtained within a reasonable timespan for any customer wanting one when the cab rank is not in use.
- 6) A notice will be displayed in the restaurant and by the exit door advising customers that the cab rank is across the road or that staff will call a cab for anyone wanting one when the rank is not in use. If it is within permitted opening hours the customers should be asked to remain inside the premises when a cab has been called for them pending its arrival.
- 7) The appointed cab firm should be asked to instruct their drivers to ring Flames Grill or the customer on arrival or to go to the premises to notify their customer of their arrival and not to sit outside with their engine running, playing loud music or blowing their horns.
- 8) Throughout close and for at least 15 minutes afterwards the Door Supervisors who will be tasked for the purpose will monitor the street outside and proactively ask customers loitering or delaying departure to leave the area as quietly and quickly as possible to minimise disturbance to residents.

Prepared by Graham Hopkins

GT Licensing Consultants for Mr Caglar Kanik