AWESOME EVENTS BEACH 2018

Wind down & Dispersal plan

Sept 2017

Introduction

All responsible licensed premises should create and follow an effective wind down and dispersal plan. The plan is designed to ensure the individuals or groups who remain in the venue toward the end of our operating hours support the 4 licensing objectives in their preparation to leave and when leaving, disperse in an orderly manner.

- Prevention of crime and disorder
- Public safety
- Prevention of a public nuisance
- Protection of children from harm

Aim of our plan

Our plan is designed to ensure that we have a consistent approach to promoting and upholding the objectives through a well communicated and logical approach to winding down the activities that have taken place in the venue.

Objectives of our plan

The objectives of our plan are as follows:

- To ensure we retain control of the venue throughout the time alcohol becomes an major influencing factor in people's behaviour
- To provide a guide to all staff regarding activities and actions towards the end of the operational period
- To end the evening with zero incidents
- To disperse the guests without incident or complaint

Rationale

Most incidents occur in licensed premises toward the end of the event or operational period. This is due to the accumulative effect of alcohol and the emotions created throughout the event. Therefore if we implement a planned wind down and dispersal process we are more likely to remain incident free.

Method of application

By detailing planned and proven steps for our team to implement we will be proactive in supporting the 4 licensing objectives and ensure customer lead toward dispersal in a fit state with managed expectations and in an emotional state which reduces incidents.

We will do this by:

Time until event end	Activity	Desired result
60 minutes	Bar staff makes an announcement that 1 hour remaining of the evening whilst serving	Prompt people to think about travel arrangements and preparing to leave
60 minutes	All PA systems dropped and just sound ceiling remains	Remove risk of public nuisance encourage those who do not wish to remain under sound ceiling to make way home
60-30 minutes	Mass effort to clear venue of all unused drinks and empty receptacles	Prevents last minute clear up, removes objects which could cause a hazard, prevents 'minesweeping'
30 minutes	Last orders called at the bar by all staff floating in bar area	Manage expectations of customers to purchase last drink, triggers those who are think of leaving that the event is winding down
30 minutes	DJ begins to reduce volume and introduce lower tempo music selection	Psychologically trigger the end of the event with lower level music and tempo
20 minutes	Re locate security staff to the exit area, staff to wear Hi-Viz	Encourage those leaving to remain respectful to neighbours
15 minutes	Reduce bar staff to slow service and get them clearing remaining drinks and vessels	Slow down consumption in last 15 minutes and
5 minutes	DJ announces last song	Inform everyone that this is the end of the event
Time up 0 minutes	Security take position behind bars, all bar staff depart following their final sale and begin clearing all remaining drinks. DJ thanks patrons and asks them to leave quietly music off fully (All PA's disabled)	Customers are fully aware the event is finished
Plus 5 minutes	Security begin to encourage customers to finish drinks and make their way to the exits, cloakroom fully staffed, exit	Gradual exit by customers without mass exit

	security staff are directing customers to transport hubs and taxis, whilst keeping the noise to a minimum	
Plus 10 minutes	Second push to further encourage customers to drink up and make their way to exit. Exit staff continue to direct customers and remind them to remain quiet	Continued exit and dispersal
Plus 30 minutes	Firmly ask any remaining guest to leave the venue, move all available staff to exit and further enforce a respectful environment and disperse customers away from the venue	All customers leave area without incident