



## Expected Standards

There are four (4) licensing objectives of equal importance:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

It is our legal obligation to ensure that we prevent crime and disorder and public nuisance on our premises and as people are leaving. As a community hall we value our reputation, want to have good relationships with our neighbours, care for our patrons, want to work in partnership with the statutory authorities and are committed to trading within the law while maintaining the highest possible ethical standards in all our trust activities.

We expect all our Trustees to commit to running a venue that is orderly, peaceful and free from crime, disorder and nuisance. This policy is intended to guide you through the process. This policy should be implemented in conjunction with all other policies.

## Staff procedure and responsibilities

The following steps should be taken to disperse patrons:

- As soon as last orders are called;
  - A Trustee should visit each group or individual in the premises advising them in a friendly manner that the premises are now closed, thank them for their custom and advise them that they should leave as quickly as possible.
  - Music levels should be reduced to a minimum and low volume calming relaxing music put on.
  - Lighting levels will be increased.
  - DJ/Trustee announcements may be used to both encourage a gradual dispersal and to remind patrons to be considerate to our neighbours.
  - Empty glasses, bottles and cans should be collected from each table.
  - Windows and entrance doors should be closed to ensure neighbours are not disturbed.
- Trustees on duty should be tasked with remaining both inside and outside the premises and ask patrons who are leaving to do so:
  - Quietly
  - With no open drinks
  - And to move away from the premises as quickly and orderly as possible.
- A limited period of 'drinking-up' time will assist with the gradual dispersal of all patrons at the end of the evening. In England and Wales there is no statutory drinking up time, but our internal policy is **20 minutes after last orders**.
- Appropriate signage is placed at all exit doors asking patrons to respect our neighbours and leave quietly - if this is damaged or missing this must be reported in a committee meeting.
- Appropriate signage is placed at all exit doors reminding patrons not to take any drinks/glasses/bottles out of the premises – instead placing them on the table / bins by the door. If this is damaged or missing this must be reported in a committee meeting.



- There should be visible Trustee presence in the licensed areas during closing time to ensure all patrons leave quietly, orderly and quickly.

**Please read and sign the Licencing Training Log to acknowledge that you have understood the dispersal policy and what you are required to do.**

Approved by the committee (MMYY): 02/2026

Next review due (YY): 2028