

DISPERSAL POLICY – Pauline’s Bites, 28 Queen Street, Huddersfield, HD1 2SP

1. Purpose of the Policy

This Dispersal Policy sets out the measures Pauline’s Bites will implement to ensure customers leave the premises and surrounding area quietly, safely and without causing disturbance, particularly during late-night and early-morning hours up to 05:00. The policy supports the Licensing Objectives and Policies LP24 and LP52 of the Kirklees Local Plan.

2. General Principles

- Promote a calm, gradual and managed dispersal at closing time.
- Prevent noise, anti-social behaviour or disturbance to nearby residents.
- Ensure staff and security supervise customer departure.
- Maintain a safe environment outside the premises.

3. Staff Responsibilities

- Staff and security will encourage customers to leave quietly and respectfully.
- Staff will remind customers to avoid shouting, loud conversations or loitering.
- Staff will monitor the external area immediately outside the premises during dispersal.
- Staff will ensure doors are closed promptly after customers exit to minimise noise breakout.

4. Security (SIA) Management

- Security staff will be present during late-night hours as required by the Premises Licence.
- Security will manage queues, prevent crowding and ensure orderly departure.
- Security will direct customers away from residential areas and towards transport options.

- Security will intervene immediately if any behaviour risks disturbance or nuisance.

5. Noise Control During Dispersal

- Music will be reduced gradually before closing time to encourage a calm atmosphere.
- Recorded music will be switched off before customers begin to leave.
- Staff will ensure customers do not congregate outside the premises.
- Signage will be displayed at exits reminding customers to leave quietly.

6. Transport & Departure Arrangements

- Customers will be encouraged to pre-book taxis or use nearby taxi ranks.
- Staff will assist customers in arranging transport where needed.
- Security will direct customers towards Queen Street and main roads rather than residential streets.
- Delivery drivers and taxis will be reminded to avoid sounding horns or causing disturbance.

7. Management of External Areas

- Staff will regularly check the pavement area outside the premises.
- Any litter or waste will be removed promptly.
- External lighting will be maintained to ensure safety without causing glare to nearby properties.

8. Prevention of Loitering

- Customers will be politely encouraged not to remain outside the premises after closing.
- Security will ensure customers move away from the frontage promptly.
- Staff will monitor the area until all customers have dispersed.

9. Handling of Incidents & Complaints

- Any disturbance or incident will be logged in the venue's incident book.

- Management will respond promptly to any complaints from residents or the Council.
- Where necessary, management will review and update the Dispersal Policy.

10. Commitment to Ongoing Compliance

Pauline's Bites is committed to operating responsibly and ensuring extended hours do not adversely affect residential amenity.

This Dispersal Policy will be reviewed regularly and updated where required in consultation with Kirklees Council.