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**Sent:** 15 May 2025 17:23  
**To:** Tucker Matt: H&F <Matt.Tucker@lbhf.gov.uk>  
**Cc:** Overton Adrian: H&F <Adrian.Overton@lbhf.gov.uk>; Hughes, Kirsty <Kirsty.Hughes@shoosmiths.com>  
**Subject:** FW: 2025/00525/LAPR Notice of Hearing [SHOO-SMITHS.722685.M-01056902.FID1166484]

Hi Matt,

I hope you are well.

I attach a copy of the Dispersal Policy implemented by the applicant. Could you please ensure that this document is included in the report?

Additionally, my client has taken on board the concerns raised by the residents and as agreed with the Police, we would like to vary the Late Night Refreshment hours on the application as follows (bearing in mind that their current Licence already authorises trading until midnight everyday):

- Sunday to Thursday: 11pm-1am

- Friday and Saturday: 11pm-3am

The specific agreement with the Police can be found in the attached email, which I believe you have already reviewed.

Could you please communicate these changes to the objectors?

Many thanks,

Lorna

**Lorna Jolly**

Paralegal

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## **Smash Operations Limited**

### **Dispersal Policy**

#### **1. Purpose**

- 1.1 This policy provides guidance for Smash Operations Limited ('Smash') managers and employees to assist the dispersal of customers from the premises. It sets out the reasonable steps which will be taken to avoid adverse impact on the local community.
- 1.2 The intention is to assist with dispersal from the premises and to promote the four licensing objectives, with a particular focus on preventing noise nuisance and anti-social behaviour as people are leaving. This policy will be followed throughout the licensing hours but with particular attention to closing time.
- 1.3 All managers will be trained in this policy and appropriate skills to achieve an orderly and safe dispersal from the premises.
- 1.4 Smash values its good reputation, wants good relationships with its neighbours and the statutory authorities, and is committed to trade lawfully and with the highest standards.

#### **2. Dispersal**

- 2.1 It is anticipated that there will be a natural dispersal of customers throughout the licensing hours in a controlled manner.
- 2.2 At closing time, staff members will visit each group or individual in the premises and advise them in a friendly manner that the premises are closing and asking them to leave quietly and to move away from the premises as quickly as possible.
- 2.3 Classical music will be played from 9pm each day.
- 2.4 Dispersal will take place through the front door(s) of the premises. Staff will assist with the dispersal of customers as required, including directing customers to the nearest taxi rank, tube station, bus stop or railway station. Staff will be able to assist customers with contact details for private taxis and black cabs are readily available in the area.
- 2.5 Signage is displayed outside of the premises asking customers to respect the neighbours and to keep noise to a minimum.
- 2.6 There is visible management and staff presence in the public areas during closing time (if applicable) to make sure all customers leave quietly, orderly and quickly.

#### **Door supervisors**

- 2.7 Smash will regularly assess the need for door supervisors. Any door supervisors employed will assist with the dispersal of customers from the immediate vicinity by encouraging them to move away from the premises and, as far as reasonably practicable, control the noise from customers entering and leaving the premises.

#### **Waiting areas**

- 2.8 If the premises are open for deliveries to customers away from the site, the restaurant remains open for delivery drivers to wait inside for orders or whilst the food orders are being prepared. Smash welcomes all delivery drivers, not just those collecting or delivering McDonald's orders. This will help to reduce noise in the vicinity of the premises.

### 3. Transport

- 3.1 There are various transportation options available for customers and staff when leaving the premises. Please refer to the restaurant/area specific document for further information on the available transport options.

### 4. Compliance measures

- 4.1 To ensure compliance with this policy, the following measures will be implemented:
- 4.1.1 **Training:** All managers/staff will receive training on this policy, the conditions related to dispersal on the premises licence (if any) and the transport options available to people dispersing from the premises. This training will be refreshed regularly to ensure ongoing compliance.
- 4.1.2 **Monitoring:** Dispersal will be monitored by a manager to ensure that it is conducted in accordance with this policy.
- 4.1.3 **Incident reporting:** Any incidents related to dispersal, including noise complaints from neighbours, will be documented in the incident log. A manager will investigate these incidents and take appropriate action to resolve them. The log is available for inspection by the responsible authorities on request.
- 4.1.4 **Review and updates:** This policy will be reviewed annually or whenever Smash become aware of issues associated with the dispersal of customers to ensure its effectiveness. Any updates to the policy will be communicated to all relevant staff and incorporated into their training.

### 5. Examples of incidents and appropriate action

- 5.1 **Noise complaints:** A manager will investigate the complaint, create a new entry in the incident log, speak to the staff on duty, and take reasonable steps to resolve the issue and prevent it from happening again.
- 5.2 **Congregation outside of the premises:** The door supervisor (if applicable), or a member of staff will encourage customers to move on and not to gather outside of the premises.
- 5.3 **Transport issues:** A manager will provide information on nearby taxi ranks and public transportation options to assist with dispersal.

<b>Policy Approved By</b>	<b>Avril Clark</b>
<b>Dated</b>	<b>14/05/2025</b>
<b>Review Date</b>	<b>14/05/2026</b>